

GENERAL TERMS AND CONDITIONS – all4longevity labs s.r.o.

1. Introductory Provisions

1.1 These General Terms and Conditions (hereinafter referred to as the "**Terms and Conditions**" or "**GTC**") govern, in accordance with the provisions of Sections 1751(1), 1746(2) et seq. of Act No. 89/2012 Coll., the Civil Code, as amended (hereinafter referred to as the "**Civil Code**"), the mutual rights and obligations arising in connection with or on the basis of a purchase agreement (hereinafter referred to as the "**Purchase Agreement**") concluded between the Seller and the Buyer (as defined below in these GTC) through the online store operated at www.longelite.cz and www.longelite.com (hereinafter referred to as the "**E-shop**").

1.2 The operator of the online stores www.longelite.cz and www.longelite.com, and the seller of the goods, is the company incorporated under the laws of the Czech Republic:

all4longevity labs s.r.o.

Registered office: Vinohradská 938/37, 120 00 Prague, Czech Republic

Company ID (IČO): 23162384

VAT ID: CZ23162384

Registered in the Commercial Register maintained by the Municipal Court in Prague, Section C, File No. 422385

E-mail: info@longelite.com

Telephone: +420 732 980 955

(hereinafter referred to as the "**Seller**").

1.3 The **Buyer** shall mean any natural person or legal entity who has duly submitted an order for goods through the online stores at www.longelite.cz or www.longelite.com (hereinafter referred to as the "**Buyer**").

1.4 The Purchase Agreement shall be concluded in the Czech language.

2. User Account

2.1 Based on the Buyer's registration on the website, the Buyer may access their user interface. Through this user interface, the Buyer may order goods (hereinafter referred to as the "**User Account**"). If permitted by the websites www.longelite.cz and www.longelite.com, the Buyer may also order goods without registration directly through the websites.

2.2 When registering a User Account and when ordering goods, the Buyer is obliged to provide all information correctly and truthfully. The Buyer shall update the information entered in the User Account whenever any changes occur. The information provided by the Buyer in the User Account and during the ordering process shall be deemed correct by the Seller.

2.3 Access to the User Account is secured by the Buyer's username (their e-mail address) and password. The Buyer is obliged to keep confidential all information necessary for accessing their User Account.

2.4 The Buyer is not entitled to allow third parties to use the User Account.

2.5 The Seller may cancel the User Account, in particular if the Buyer has not used the User Account for more than one (1) year or if the Buyer breaches their obligations under the Purchase Agreement (including these GTC).

2.6 The Buyer acknowledges that the User Account may not be available continuously, particularly with regard to the necessary maintenance of the Seller's hardware and software equipment or the necessary maintenance of hardware and software operated by third parties.

3. Sale of Goods – Conclusion of the Purchase Agreement

3.1 The Seller provides information about the goods offered for sale through the online stores available at www.longelite.cz and www.longelite.com, or through other online sales channels.

3.2 The Seller's online store enables customers, in particular, to browse the currently available products, including their prices, search for specific items, and order selected goods. All prices displayed include Value Added Tax (VAT).

This provision does not affect the Seller's right to conclude a Purchase Agreement under individually negotiated terms.

If the E-shop or the draft order contains an obviously incorrect price, the Seller shall not be obliged to deliver the goods at such price, even if the Buyer has received an order confirmation and the Purchase Agreement has therefore been concluded. In such a case, the Seller is entitled to contact the Buyer without undue delay and submit a proposal to amend the concluded Purchase Agreement.

The amendment shall become effective once the Buyer accepts the Seller's proposal. If the Buyer fails to confirm the proposal within three (3) days from the date it was sent, the Seller shall be entitled to withdraw from the Purchase Agreement.

An obvious pricing error shall include, for example, situations where the displayed price significantly differs from the usual market price offered by other sellers or where one or more digits are missing or have been entered incorrectly.

3.3 Any presentation of goods displayed in the online stores at www.longelite.cz and www.longelite.com is for informational purposes only and does not constitute an offer requiring the Seller to conclude a Purchase Agreement regarding such goods. Section 1732(2) of the Civil Code shall not apply.

3.4 The Buyer orders goods electronically via the Internet by completing the order form designated for this purpose (hereinafter referred to as the "**Order Form**").

The Order Form contains, in particular:

- (i) information about the goods ordered and their quantity;
- (ii) the selected delivery method, including information on delivery costs;
- (iii) the selected payment method; and
- (iv) the personal data required for the proper conclusion of the Purchase Agreement and delivery of the ordered goods.

3.5 By submitting the Order, the Buyer confirms that they have read these General Terms and Conditions and agree to be bound by them.

3.6 The Buyer submits the completed Order Form to the Seller by clicking the "**Order**" button (hereinafter referred to as the "**Order**").

The information contained in the Order shall be deemed correct by the Seller.

Provided that the Order contains all information required by the Order Form, it constitutes a valid and binding proposal to conclude a Purchase Agreement.

The Seller shall promptly confirm receipt of the Order.

The Purchase Agreement is concluded at the moment when the Seller confirms the Order and such confirmation is delivered to the Buyer.

3.7 The Seller reserves the right not to confirm an Order, or any part thereof, or to withdraw from a confirmed Order, or any part thereof, in the following cases (as well as in other cases provided for by these GTC or applicable law):

- (i) the goods are no longer manufactured or supplied; or
- (ii) the purchase price charged by the supplier or manufacturer has changed substantially.

If such a situation occurs, the Seller shall contact the Buyer without undue delay in order to agree on the next course of action.

If the Buyer has already paid all or part of the purchase price, the relevant amount shall be refunded to the Buyer's bank account or address as soon as possible, no later than ten (10)

business days, and in any event no later than thirty (30) days from the date on which the Seller declined or withdrew from the Order.

3.8 The Seller further reserves the right to reject an Order submitted by a Buyer who has previously failed to pay for ordered goods properly and on time.

3.9 By placing an Order, the Buyer confirms that they have familiarized themselves with these General Terms and Conditions and agree to them.

Before submitting the Order, the Buyer is sufficiently informed of these General Terms and Conditions and has the opportunity to review them through the online ordering interface.

These General Terms and Conditions form an integral part of every Purchase Agreement concluded between the Seller and the Buyer.

3.10 The Buyer agrees to the use of means of distance communication when concluding the Purchase Agreement.

The Buyer shall bear any costs incurred in connection with the use of distance communication, including, but not limited to, internet connection charges and telephone charges.

4. Delivery and Payment of the Purchase Price

4.1 If a Purchase Agreement has been concluded in accordance with Article 3 of these General Terms and Conditions, the Seller shall deliver the goods to the Buyer using the delivery method selected by the Buyer.

4.2 If the goods are delivered by a carrier, a shipping fee according to the current price list shall be added to the purchase price of the goods. The Seller does not charge a separate packaging fee, as packaging costs are included in the shipping fee.

4.3 The Buyer confirms receipt of the goods by signing the carrier's delivery document. The place of delivery shall be the postal address specified by the Buyer in the Order. Ownership of the goods passes to the Buyer upon payment of the full purchase price. If the method of delivery has been agreed upon based on a specific request of the Buyer, the Buyer shall bear the risk and any additional costs associated with that method of delivery.

4.4 The Buyer may pay the purchase price of the goods and any delivery costs under the Purchase Agreement using one of the following payment methods:

(a) Online payment by payment card. In such case, payment is processed through the Shoptet Pay payment gateway and is governed by the terms and conditions of Shoptet Pay available at:

<https://www.shoptetpay.com/cs/vseobecne-obchodni-podminky-shoptet-pay/>

If payment is made online by card, the total purchase price is payable within two (2) days.

(b) Bank transfer. Payment instructions will be sent to the Buyer together with the Order confirmation. If payment is made by bank transfer, the total purchase price is payable within two (2) days of placing the Order.

(c) Cash on delivery (COD). In such case, payment is made upon delivery of the goods. If payment is made by cash on delivery, the total purchase price is due upon receipt of the goods.

(d) Cash payment upon personal collection. Cash payment is available only if personal collection at the Seller's premises is offered within the E-shop. In such case, the total purchase price is payable upon collection of the goods.

4.5 Any discounts granted by the Seller may not be combined unless expressly stated otherwise.

4.6 Where required by applicable law or customary business practice, the Seller shall issue the Buyer a tax document (invoice) relating to payments made under the Purchase Agreement. The Seller is a VAT payer. The invoice shall be issued after payment of the purchase price and delivered to the Buyer electronically.

5. Delivery of Goods and Transfer of Risk

5.1 The goods shall be delivered according to the Buyer's chosen delivery method. Depending on availability within the E-shop, the Buyer may choose from the following delivery options:

(a) Personal collection at the Seller's premises listed on the website (currently unavailable);

(b) Personal collection at pick-up points operated by Zásilkovna, Balíkovna, GLS, DPD or PPL;

(c) Delivery by Czech Post, PPL, Packeta (Zásilkovna), GLS or DPD.

5.2 Goods may be delivered within the Czech Republic, the Slovak Republic, and other countries of the European Union.

5.3 Delivery times depend on product availability and the selected delivery and payment method. The estimated delivery date will be communicated to the Buyer in the Order confirmation. Delivery times displayed in the E-shop are indicative only and may differ from the actual delivery date. If personal collection at the Seller's premises is available, the Buyer will be notified by e-mail when the goods are ready for collection.

5.4 Upon receipt of the goods from the carrier, the Buyer is obliged to inspect the condition of the packaging and immediately notify both the carrier and the Seller of any damage. If the packaging shows signs of unauthorized opening or handling, the Buyer is not obliged to accept the shipment.

5.5 If the Buyer fails to accept delivery of the goods, except in the cases described in Article 5.4 of these GTC, such failure shall not constitute a breach of the Seller's obligation to deliver the goods. Likewise, failure to accept the goods shall not be deemed a withdrawal from the Purchase Agreement by the Buyer.

However, in such case the Seller shall have the right to withdraw from the Purchase Agreement due to a material breach of contract by the Buyer. If the Seller exercises this right, the withdrawal shall become effective on the date it is delivered to the Buyer.

Withdrawal from the Purchase Agreement shall not affect the Seller's right to reimbursement of delivery costs or compensation for any damage incurred.

5.6 If, for reasons attributable to the Buyer, the goods must be delivered repeatedly or by a method other than originally agreed, the Buyer shall reimburse the Seller for any additional costs incurred. Payment instructions for such costs shall be sent to the Buyer's e-mail address specified in the Purchase Agreement and shall be payable within fourteen (14) days from delivery of the e-mail.

5.7 The risk of loss of or damage to the goods passes to the Buyer at the moment the Buyer takes delivery of the goods.

If the Buyer fails to accept delivery of the goods, except in the cases referred to in Article 5.4, the risk of loss of or damage to the goods passes to the Buyer at the moment when the Buyer had the opportunity to take delivery but failed to do so for reasons attributable to the Buyer.

From that moment, the Buyer bears all consequences associated with the loss, destruction, damage to, or any deterioration of the goods.

5.8 If the goods are not marked as "in stock" in the E-shop and only an estimated availability period is provided, the Seller shall always inform the Buyer in the event of:

(a) an exceptional interruption in the production of the goods, in which case the Seller shall inform the Buyer of the new expected availability date or that delivery of the goods will no longer be possible;

(b) a delay in delivery by the Seller's supplier, in which case the Seller shall notify the Buyer of the revised estimated delivery date.

If the Seller is unable to deliver the goods within thirty (30) days after the estimated delivery date stated in the Order confirmation, regardless of the reason, either party shall be entitled to withdraw from the Purchase Agreement.

1. 6. Rights Arising from Defective Performance

6.1 The rights and obligations of the contracting parties concerning defective performance shall be governed by the applicable legal regulations, in particular Sections 1914–1925, 2099–2117 and 2158–2174b of the Civil Code.

6.2 The Seller warrants that the goods are free from defects at the moment when the risk of loss or damage passes to the Buyer, and in particular that the goods:

(a) possess the characteristics agreed between the Seller and the Buyer, or, if no such characteristics have been expressly agreed, possess the characteristics described by the Seller or reasonably expected with regard to the nature of the goods;

(b) are fit for the purpose stated by the Seller or for the purpose for which goods of that kind are ordinarily used;

(c) correspond in quality or workmanship to any agreed sample or model, where quality or workmanship was determined by reference to such sample or model;

(d) are supplied in the agreed quantity and weight;

(e) comply with all applicable legal requirements;

(f) are free from third-party rights.

6.3 If the goods are defective, in particular if any of the conditions set out in Article 6.2 of these GTC are not fulfilled, the Buyer is entitled to notify the Seller of the defect and exercise the rights arising from defective performance (i.e. submit a claim) by sending an e-mail or written notice to the Seller's contact details specified in these GTC.

The Buyer may also use the standard complaint form provided by the Seller, which forms **Annex No. 1** to these GTC.

When making a claim, the Buyer shall specify the preferred method of resolving the defect. Once selected, the Buyer may not change this choice without the Seller's consent, except in the cases set out in Article 6.4.

The Seller shall process the claim in accordance with the remedy chosen by the Buyer.

If the Buyer does not specify the requested remedy, the Buyer shall have the rights set out in Article 6.5, even where the defective performance constitutes a material breach of the Purchase Agreement.

6.4 If the defective performance constitutes a material breach of the Purchase Agreement, the Buyer is entitled to:

(a) require delivery of new goods free from defects or delivery of any missing part of the goods;

(b) require repair of the goods;

(c) request a reasonable discount from the purchase price;

(d) withdraw from the Purchase Agreement.

If the Buyer chooses the remedies under points (a) or (b) and the Seller fails to remedy the defect within the reasonable period specified by the Seller, or informs the Buyer that the defect cannot be remedied in the chosen manner, the Buyer shall also be entitled to exercise the rights under points (c) and (d), even if these remedies were not originally requested.

Likewise, if the Buyer requests repair of the goods and the Seller determines that the defect cannot be repaired, the Seller shall inform the Buyer accordingly and the Buyer may choose another available remedy.

6.5 If the defective performance constitutes a non-material breach of the Purchase Agreement, the Buyer shall have the following rights:

(a) to have the defect remedied by delivery of new goods free from defects or by delivery of the missing part of the goods;

(b) to have the defect remedied by repair of the goods;

(c) to receive a reasonable discount from the purchase price.

If the Seller fails to remedy the defect within a reasonable time or refuses to remedy it, the Buyer shall have the right to withdraw from the Purchase Agreement.

The Buyer shall also have the right to withdraw from the Purchase Agreement if the goods cannot be properly used due to the repeated occurrence of the same defect after repair or due to a greater number of defects.

6.6 In the case of both material and non-material breaches of the Purchase Agreement, the Buyer may not withdraw from the Purchase Agreement or request replacement goods if the Buyer is unable to return the goods in the condition in which they were received.

This shall not apply where:

(a) the condition of the goods changed as a result of inspection necessary to identify the defect;

(b) the goods were used before the defect was discovered;

(c) the inability to return the goods in their original condition was not caused by the Buyer's actions or omissions;

(d) before discovering the defect, the Buyer sold, consumed or altered the goods in the course of their ordinary use. In such case, if only part of the goods cannot be returned, the Buyer shall return the remaining goods, and the Seller shall be entitled to reduce the refunded amount proportionally to the benefit obtained by the Buyer from the use of the goods.

6.7 Within three (3) days of receiving the complaint, the Seller shall confirm to the Buyer by e-mail that the complaint has been received, state the date of receipt, and provide an estimated time for processing the complaint.

The complaint shall be resolved without undue delay, but no later than thirty (30) days after receipt.

This period may be extended only by mutual agreement of the parties.

If the Seller fails to process the complaint within this period, the Buyer shall have the right to withdraw from the Purchase Agreement.

6.8 The Seller shall notify the Buyer of the outcome of the complaint by e-mail.

If the complaint is found to be justified, the Buyer shall be entitled to reimbursement of all reasonably incurred costs. Such costs must be documented by the Buyer, for example by receipts or proof of shipping costs.

If the defect is remedied by replacing the goods with new goods, the Buyer shall return the original goods to the Seller, while the Seller shall bear the costs associated with such return.

6.9 If the Buyer is acting as a business entity, the Buyer is obliged to notify the Seller of any defect without undue delay after it could have been discovered, but no later than three (3) days after receipt of the goods.

If the Buyer is a consumer, the Buyer is entitled to exercise rights arising from defects that occur within twenty-four (24) months from the date of receipt of the goods.

6.10 The provisions relating to liability for defects shall not apply:

- (a) to goods sold at a reduced price where the reduction was agreed due to the specific defect;
- (b) to wear and tear caused by normal use;
- (c) to used goods where the defect corresponds to the degree of use or wear existing at the time the Buyer accepted the goods;
- (d) where such exclusion results from the nature of the goods.

7. Withdrawal from the Purchase Agreement

7.1 The Purchase Agreement may be terminated from the outset by withdrawal in the cases and by the procedures set out in this Article or in any other provisions of these General Terms and Conditions that expressly provide for the right of withdrawal.

7.2 If the Buyer is a consumer, i.e. a person purchasing goods outside the scope of their business activity or independent profession, the Buyer has the right, pursuant to Section 1829 of the Civil Code, to withdraw from the Purchase Agreement without stating any reason within fourteen (14) days from the date of receipt of the goods.

Where the Purchase Agreement covers several types of goods or delivery in several instalments, the withdrawal period shall commence on the date of receipt of the final delivery.

Where the Purchase Agreement provides for regular recurring deliveries of goods, the withdrawal period shall commence on the date of receipt of the first delivery.

The Buyer may withdraw from the Purchase Agreement in any demonstrable manner, in particular by sending an e-mail or written notice to the Seller's contact details specified in these General Terms and Conditions.

The Buyer may also use the standard withdrawal form provided by the Seller, attached as **Annex No. 2** to these General Terms and Conditions.

Furthermore, pursuant to Section 1830a of the Civil Code, the Buyer may withdraw from the Purchase Agreement by using the "**Withdraw from the Contract**" button displayed in the **My Order** section on www.longelite.com after entering the order number and the Buyer's e-mail address.

The Seller shall confirm receipt of the Buyer's withdrawal without undue delay after it has been registered in the Seller's system.

7.3 However, even a consumer may not withdraw from the Purchase Agreement if its subject matter is:

- (a) goods whose price depends on fluctuations in the financial market beyond the Seller's control and which may occur during the withdrawal period;
- (b) the supply of alcoholic beverages, where delivery may take place only after thirty (30) days and whose price depends on fluctuations in the financial market beyond the Seller's control;
- (c) goods manufactured or modified according to the Buyer's specifications or clearly personalized for the Buyer;
- (d) goods subject to rapid deterioration, as well as goods which, due to their nature, have been irreversibly mixed with other goods after delivery;
- (e) goods supplied in sealed packaging which have been unsealed after delivery and cannot be returned for hygienic reasons;
- (f) audio or video recordings or computer software supplied in sealed packaging if the original seal has been broken;
- (g) newspapers, periodicals or magazines;
- (h) digital content not supplied on a tangible medium, where the performance has begun with the Buyer's prior express consent before expiry of the withdrawal period and the Buyer has acknowledged that, by giving such consent, they lose the right to withdraw from the Purchase Agreement.

7.4 The withdrawal period referred to in Article 7.2 shall be deemed complied with if the Buyer sends the Seller a notice of withdrawal before the expiry of the withdrawal period or uses the "**Withdraw from the Contract**" function in the **My Order** section.

7.5 If the Buyer withdraws from the Purchase Agreement, the Seller shall refund all payments received from the Buyer within fourteen (14) days from the effective date of withdrawal to the bank account from which payment was received or to another account specified by the Buyer in the notice of withdrawal.

However, the Seller is not obliged to issue the refund before the Buyer has returned the goods or has provided evidence that the goods have been dispatched back to the Seller.

The Buyer shall return the goods clean and, where possible, including their original packaging.

7.6 Where the Buyer withdraws from the Purchase Agreement pursuant to Article 7.2, the Buyer shall send the goods back to the Seller within fourteen (14) days of withdrawal and shall bear the direct costs of returning the goods.

The Buyer is entitled to reimbursement of the original delivery costs only up to the amount corresponding to the least expensive delivery method offered by the Seller.

If the Buyer withdraws from the Purchase Agreement due to the Seller's breach of contract, the Seller shall also reimburse the cost of returning the goods, again only up to the amount corresponding to the least expensive delivery method offered.

7.7 The Buyer shall be liable to the Seller for any reduction in the value of the goods resulting from handling the goods in a manner other than that necessary to establish the nature, characteristics and functioning of the goods.

After the goods have been returned, the Seller shall calculate the amount of such reduction in value and notify the Buyer accordingly. Payment shall be due within fourteen (14) days.

If the purchase price has not yet been refunded, the Seller shall be entitled to set off its claim for compensation against the Buyer's claim for repayment of the purchase price.

7.8 The Seller shall be entitled to withdraw from the Purchase Agreement at any time before delivery of the goods if objective circumstances prevent the delivery of the goods, in particular reasons attributable to third parties or reasons arising from the nature of the goods, even before expiry of the period referred to in Article 5.8.

The Seller shall also be entitled to withdraw from the Purchase Agreement if the Buyer intentionally provided incorrect information in the Order.

If the Buyer purchases the goods in the course of their business activity, the Seller may withdraw from the Purchase Agreement at any time, even without stating a reason.

8. Other Rights and Obligations of the Contracting Parties

8.1 Ownership of the goods passes to the Buyer upon full payment of the purchase price.

8.2 The Seller is not bound by any codes of conduct towards the Buyer within the meaning of Section 1820(1)(n) of the Civil Code.

8.3 The Seller informs the Buyer that any complaints or grievances may be submitted to **info@longelite.com**.

The Seller shall inform the Buyer of the outcome of the complaint by e-mail.

9. Consumer Dispute Resolution

9.1 If a dispute arises between the Seller and the Buyer, where the Buyer is a consumer, in connection with a Purchase Agreement concluded through the E-shop, and the parties are unable to resolve the dispute amicably, the Buyer is entitled to submit the dispute (hereinafter referred to as the "**Consumer Dispute**") to the competent alternative dispute resolution authority:

Czech Trade Inspection Authority (Česká obchodní inspekce)

Central Inspectorate – ADR Department

Gorazdova 1969/24

120 00 Prague 2

Czech Republic

E-mail: adr@coi.cz

Website: <https://adr.coi.cz>

9.2 Alternative dispute resolution proceedings may only be initiated at the request of the Buyer acting as a consumer and only if the dispute could not be resolved directly with the Seller.

The Buyer shall provide evidence in the application that an attempt was made to resolve the dispute directly with the Seller.

The application for alternative dispute resolution must be submitted to the Czech Trade Inspection Authority no later than one (1) year from the date on which the Buyer first exercised the right that is the subject of the dispute with the Seller.

9.3 Initiating alternative dispute resolution proceedings does not affect the Buyer's right to bring the matter before a competent court.

9.4 Further information regarding alternative dispute resolution is available on the Czech Trade Inspection Authority's website:

<https://adr.coi.cz>

or

<https://www.coi.cz/informace-o-adr/>

10. Final Provisions

10.1 The contractual relationship between the Seller and the Buyer shall be governed by these General Terms and Conditions and, to the extent not regulated herein, by the applicable laws of the Czech Republic, even if the relationship contains an international element.

The application of the **United Nations Convention on Contracts for the International Sale of Goods (CISG)** is expressly excluded.

10.2 The Seller reserves the right to amend these General Terms and Conditions unilaterally where reasonably justified and only to the extent necessary.

The updated version of the General Terms and Conditions shall always be published on the Seller's website.

Information regarding any amendment shall generally be communicated by publishing the updated version together with an appropriate notice in a suitable electronic format (such as PDF or HTML).

In the event of any discrepancy between different versions, the version published on www.longelite.cz shall prevail.

10.3 If the Buyer does not agree with an amendment to these General Terms and Conditions, the Buyer is entitled to terminate the contractual relationship by giving notice no later than five (5) days before the amendment becomes effective.

If the Buyer does not exercise this right within the prescribed period, the Buyer shall be deemed to have accepted the amended General Terms and Conditions.

10.4 If the Buyer expressly objects to the amendment within the period between notification and the effective date of the amended General Terms and Conditions, such objection shall be deemed to constitute notice of termination of the contractual relationship, which shall end on the last day on which the previous version of the General Terms and Conditions remains effective.

10.5 If the Buyer does not express any opinion regarding the amendment within the above period, the Buyer shall be deemed to have accepted the amendment.

10.6 The Seller reserves the right to introduce amendments that do not grant the Buyer the right to terminate the contractual relationship, provided that such amendments shall become binding on the Buyer only if the Buyer expressly accepts them.

10.7 Any individual agreement concluded between the Seller and the Buyer that deviates from these General Terms and Conditions shall prevail over these General Terms and Conditions.

10.8 In contractual relationships between the Seller and a Buyer acting in the course of business, the provisions of Section 1793 of the Civil Code (gross disparity) and Section 1796 of the Civil Code (usury) shall not apply.

Both the Seller and the Buyer acting as a business entity assume the risk of a change in circumstances within the meaning of Section 1765 of the Civil Code.

10.9 A reply by the Buyer containing additions or deviations within the meaning of Section 1740(3) of the Civil Code shall not constitute acceptance of an offer to conclude a contract, even if such additions or deviations do not materially alter the terms of the offer.

10.10 The Seller and the Buyer expressly declare that, beyond the express provisions contained in these General Terms and Conditions, the Order, the Order confirmation or any written agreement, no rights or obligations shall arise from any past or future business practice

established between the parties or from any commercial customs generally observed or customary within the relevant industry, unless expressly agreed in writing.

The parties further confirm that they are not aware of any existing commercial customs or established practice between them.

10.11 All information relating to the protection of personal data, including the purposes and methods of processing and the Buyer's rights in connection with such processing, is available at www.longelite.cz and www.longelite.com in the **Privacy Policy / Information on Personal Data Processing** section.

10.12 The E-shop uses cookies that collect information enabling the Seller and third parties to understand how visitors use the E-shop and to optimise its operation.

Further information regarding the use of cookies is available in the Privacy Policy.

10.13 If any provision of these General Terms and Conditions is or becomes invalid, ineffective, unenforceable or void, such provision shall be replaced by a provision whose meaning most closely corresponds to the original intent.

The invalidity, ineffectiveness or unenforceability of one provision shall not affect the validity of the remaining provisions, provided they are separable.

10.14 The Seller and the Buyer undertake to resolve all disputes arising from their contractual relationship primarily through amicable negotiations.

If no amicable settlement is reached within a reasonable period, either party shall be entitled to submit the dispute to the competent Czech court having subject-matter and territorial jurisdiction.

This provision does not affect the Buyer's right to submit the dispute to an alternative dispute resolution body.

10.15 Annex No. 1 to these General Terms and Conditions is the **Complaint Form**, and Annex No. 2 is the **Withdrawal Form**.

10.16 These General Terms and Conditions are issued in the Czech language and become effective on **1 October 2025**.

ANNEX No. 1 – COMPLAINT FORM

Recipient:

all4longevity
Vinohradská
120
Czech Republic

labs

00

s.r.o.
938/37
Prague

E-mail: info@longelite.com

1.1. Complaint Claim

Date of conclusion of the Purchase Agreement:

Full name:

Address:

E-mail address:

Goods being claimed:

Description of the defect(s):

Preferred method of resolving the complaint (including, where applicable, the bank account number for payment of any refund or price reduction):

I also request confirmation of receipt of this complaint, including the date on which the complaint was submitted, the subject matter of the complaint, the remedy requested, and information regarding the date and method of its resolution.

Date:

Signature:

ANNEX No. 2 – WITHDRAWAL FROM THE PURCHASE AGREEMENT FORM

Recipient:

all4longevity labs s.r.o.
Vinohradská 938/37
120 00 Prague
Czech Republic

E-mail: **info@longelite.com**

1.2. Notice of Withdrawal from the Purchase Agreement

I hereby declare that I withdraw from the Purchase Agreement.

Date of conclusion of the Purchase Agreement:

Full name:

Address:

E-mail address:

Specification of the goods concerned by the Purchase Agreement:

Method of reimbursement of the funds received (including, where applicable, the bank account number):

If the Buyer is a consumer and ordered goods through the online store of **all4longevity labs s.r.o.** (the "**Company**") or by another means of distance communication, the Buyer has the right, except in the cases specified in Section 1837 of Act No. 89/2012 Coll., the Civil Code, as amended, to withdraw from the Purchase Agreement within fourteen (14) days from the date of receipt of the goods, without stating any reason and without incurring any penalty.

The Buyer shall notify the Company of such withdrawal either in writing at the Company's registered address or electronically via the e-mail address provided in this form.

If the Buyer, acting as a consumer, withdraws from the Purchase Agreement, the Buyer shall send or hand over the goods received from the Company without undue delay and no later than fourteen (14) days after the withdrawal.

If the Buyer, acting as a consumer, withdraws from the Purchase Agreement, the Company shall reimburse the Buyer, without undue delay and no later than fourteen (14) days after the withdrawal, for all payments received under the Purchase Agreement, including delivery costs, using the same payment method.

If the Buyer selected a delivery method other than the least expensive standard delivery method offered by the Company, the Company shall reimburse only the delivery costs corresponding to the least expensive delivery method available.

The Company is not obliged to refund the payments before the Buyer has returned the goods or provided evidence that the goods have been dispatched back to the Company.

Date:

Signature:
