

TERMS AND CONDITIONS OF I LIKE EBIKE S.R.O.



1. Introductory Provisions

- 1.1 These Terms and Conditions govern the rights and obligations between I Like eBike s.r.o. (hereinafter referred to as the "Seller") and the customer (hereinafter referred to as the "Buyer").
- 1.2 The Seller is a business company registered in the Commercial Register maintained by the competent court in the Czech Republic.
- 1.3 These Terms and Conditions are binding for all purchase agreements concluded between the Seller and the Buyer.

2. Conclusion of the Purchase Agreement

- 2.1 The purchase agreement is concluded by the Buyer placing an order and its subsequent confirmation by the Seller.
- 2.2 The Buyer agrees to the use of remote communication means when concluding the agreement.
- 2.3 Any costs incurred by the Buyer in connection with the use of remote communication means shall be borne by the Buyer.

3. Price and Payment Terms

- 3.1 All prices are stated including VAT unless stated otherwise.
- 3.2 The Buyer may pay the purchase price using the following methods: bank transfer online payment cash or card upon delivery
- 3.3 The Seller reserves the right to change prices.

4. Delivery Terms

- 4.1 Goods are delivered via a carrier or by personal collection.
- 4.2 The delivery time is usually specified for each product.
- 4.3 The Buyer is obliged to inspect the goods upon receipt.

5. Withdrawal from the Agreement (Consumer)

- 5.1 The Buyer has the right to withdraw from the agreement within 14 days without stating any reason.
- 5.2 The withdrawal period begins on the day the goods are received.
- 5.3 The goods must be returned undamaged and, if possible, in the original packaging.
- 5.4 The Buyer bears the cost of returning the goods.

6. Complaints and Warranty

- 6.1 The Buyer has the right to file a complaint regarding defects in the goods.
- 6.2 The warranty period is 24 months unless stated otherwise.
- 6.3 Complaints shall be handled without undue delay, no later than 30 days.
- 6.4 Complaints may be submitted in person or via email.

7. Liability for Damage

- 7.1 The Seller shall not be liable for damage caused by improper use of the goods.
- 7.2 The Buyer is obliged to use the products in accordance with their intended purpose.

8. Personal Data Protection

- 8.1 The Seller processes personal data in accordance with applicable legal regulations.
- 8.2 Personal data is used solely for the purpose of fulfilling the agreement.
- 8.3 The Buyer has the right to access and correct their personal data.

9. Out-of-Court Dispute Resolution

- 9.1 The consumer has the right to out-of-court dispute resolution through the Czech Trade Inspection Authority.
- 9.2 EU online dispute resolution platform: <https://ec.europa.eu/consumers/odr>

10. Final Provisions

- 10.1 These Terms and Conditions become effective on the date of their publication.
- 10.2 The Seller reserves the right to amend these Terms and Conditions at any time.
- 10.3 Legal relations shall be governed by the laws of the Czech Republic.

In Prague, on January 1, 2026

I Like eBike s.r.o.