



## General Business Terms

For Corporate Clients and Consumers (as of 01 January 2014)

These General Business Terms shall regulate the terms and conditions of individual purchase or license agreements, or license procurement agreements (all hereinafter referred to also as the "**Purchase Agreement**") based on which the company **Lion-Tech, s.r.o.**, with its registered office at Okruhová 1135/44, 15500, Praha 5, Id.No. 02613824, registered in the Commercial Register administered by the Municipal Court in Prague, File No. 221562, Section C (hereinafter referred to as the "**Company**") supplies goods including electronic data or services (hereinafter referred to as the "**Goods**"), and thus shall regulate the rights and obligations of the respective customer (buyer) towards the Company.

The Purchase Agreement for supply of the Goods is entered into by Lion-Tech, s.r.o., with its registered office at Okruhová 1135/44, 15500, Praha 5, Id.No. 02613824, Tax Id. No. CZ02613824, email: [info@lion-tech.eu](mailto:info@lion-tech.eu), on one hand, and the customer on the other hand (hereinafter referred to as the "**Customer**").

### 1. Scope

1.1 These General Business Terms shall apply to supplies of the Goods by the Company to:

- a) Entrepreneurs and other business partners who are not consumers in the sense of Section 419 of Act No. 89/2012 Coll., Civil Code, as amended,
- b) Consumers in the sense of Section 419 of Act No. 89/2012 Coll., Civil Code, as amended.

1.2 These General Business Terms shall be always applied in the version valid and effective as upon the entry into the respective Purchase Agreement, and shall apply to any and all rights and obligations under the respective Purchase Agreement entered into by the Company and the respective Customer.

1.3 In the event of conflicting provisions of the above-mentioned business terms, the documents in the following sequence shall prevail:

- a) Individualized purchase agreement;
- b) License agreement entered into with the Customer; Article 9 of the General Business Terms and in relation to the Customer defined under par. 1.1 letter (b) also Article 10 of the General Business Terms and the provisions concerning the Customer exclusively, and mandatory provisions of the applicable laws on consumer protection shall prevail over the license agreement;
- c) These General Business Terms (hereinafter referred to as the "**Terms**");
- d) Applicable laws.

### 2. Subject-matter/ Conclusion of Agreement

2.1 The Company shall supply the Goods based on the current offer in accordance with the terms and conditions under the agreed Purchase Agreements and these Terms, after an order is accepted by the Company (the Purchase Agreement is entered into). The Company may supply the Goods all over the world.

2.2 The Purchase Agreement subject to which shall be the supply of the Goods to the Customer by the Company, shall be entered into on the terms and conditions hereof based on the facts stated by the Customer within the scope of his order and in accordance therewith.

2.3 The Company agrees to deliver the Purchase Agreement in a documentary form to the Customer together with an invoice latest upon the date of delivery of the Goods, including the effective and obligatory general business terms in a documentary form in a short version. The general business terms in full version are available at the Company's web site at [www.lion-tech.eu](http://www.lion-tech.eu).

2.4 The respective Purchase Agreement is entered into upon the moment when the Customer sends his order. The Company shall confirm each order electronically. An order confirmation shall be also deemed delivery of the ordered goods by the Company to the Customer.

2.5 If the Company finds out additionally about a mistake or incorrectness in the information about the Goods, price or term of delivery stated in the order or the order confirmation, the Company shall notify the Customer immediately and at the same time, it shall invite him to confirm the order. In the event that the Customer fails to confirm the order to the Company within the period determined by the Company, otherwise without undue delay after delivery of the respective invitation, the order shall be considered canceled upon the date when the period for order confirmation expired. The Company shall return to the Customer the payments already made within 14 days after the period for order confirmation expires in vain, in the same manner as the price of the Goods was paid up by the Customer.

2.6 You can make orders in the Company's on-line shop (web site [www.lion-tech.eu](http://www.lion-tech.eu)) in the following manner:

- You chose the goods and adjust to a required quantity.
- You register or purchase after Login which you get after the first registration.
- You enter your delivery and payment information if required or load your saved data.
- You check whether your order data are correct.
- You click on Submit order button.

2.7 The Customer makes a binding order if he takes any and all acts in the Company's ordering on-line system upon the Company's instructions, enters any required data and confirms the order by a confirmation button (clicks on the Submit order button).





2.8 By sending the order or obligatory order confirmation in the Company's ordering on-line system, the Customer represents that he has made himself acquainted with these Terms in detail and that he was notified of the following facts in a reasonable manner:

- a) Marking of the Goods and description of the main features;
- b) Price of the Goods or services, or the manner of calculation thereof including all taxes and fees;
- c) Payment manner and mode of delivery including the costs of delivery of the Goods;
- d) Indication of the rights arising from faulty performance or the condition to exercise such rights;
- e) Information about the digital contents functions including technical protective measures;
- f) Information about the digital contents compatibility with hardware and software known to the Company;
- g) Information about the right to withdraw from the agreement, terms and conditions, period and procedures to apply such right and about the existence of the form for withdrawal from the agreement;
- h) Information that in the event of withdrawal from the Agreement, the Consumer shall bear the costs related to returning the Goods;
- i) Information that the Customer may not withdraw from the Purchase Agreement in the case of agreements on supply of the Goods modified based on the Customer's wish, on supply of audio or video recording or computer program if the original packaging was broken, and on supply of digital contents if not supplied on a physical medium and if supplied with the Customer's prior explicit consent before the lapse of the period for withdrawal from the Agreement;
- j) Information about the Customer's option to contact the Company (for contact details, see [www.lion-tech.eu](http://www.lion-tech.eu)) and the bodies of supervision or bodies of governmental supervision that are mainly the Czech Business Inspection and the competent trade licensing office via registered mail or e-mail in the case of complaints.

2.9 The Company shall keep the Customer's order in its files for the period determined by the Company. If he loses the supporting materials for his order, the Customer may contact the Company via e-mail asking for sending a copy of information contained in the respective order.

2.10 In the case of special (discounted/limited) offers of certain Goods, i.e. offers different from the Company's standard catalog, specific terms of a special particular offer including time and quantity limitations of the particular offer shall be available at the Company's on-line web site. The Company expressly reserves the right to cancel any special offer without stating a reason and with an immediate effect. The Customer is aware of the fact that all special offers are limited by quantity and are effective until the stock of the respective Goods is sold out.

### 3. Mode of Payment/ Payment Terms

3.1 The Customer may pay the purchase price (license fee) for the supplied Goods or services by transferring the payment via the payment system GP WEBPAY, or on the Company's account.

#### 3.1.1 Payment via GP WEBPAY

Shopping in online shops, the Customer may pay for the Goods promptly and safely via banking buttons GP WEBPAY. Having completed his order, he will be redirected to the Internet banking and after logging in, the Customer may carry out the payment immediately. The payment will be carried out in a few minutes.

0% from the payment value is charged for this payment.

#### 3.1.2 Payment on the Company's Account

Upon prior agreement with the Company, the Customer may make the payment by wire transfer on the account with Société Générale - Komerční banka:

EUR: 107-6728020247/0100 | CZ8201000001076728020247 | SWIFT: KOMBCZPPXXX

CZK: 107-6593060267/0100 | CZ8201000001076593060267 | SWIFT: KOMBCZPPXXX

### 4. Right to Cancel Order/ Withdraw/ Information on the Possibility of Withdrawal

4.1 The Customer may withdraw (cancel) his order via e-mail until the moment when the order is confirmed by the Company.

4.2 In the case of the Customer specified in par. 1.1, letter (b) of these Terms and provided that the order was made in a distant manner, the Customer may withdraw from the concluded purchase agreement within 14 days, also for convenience, being 14 days from the day:

- a) When the Customer or a Customer-appointed third person (other than the carrier) accepts the Goods,
- b) When the Customer or a Customer-appointed third person (other than the carrier) accepts the last delivery of the Goods (i.e. in the case of concluding an agreement on several types of Goods or on delivery of several parts),
- c) When the Customer or a Customer-appointed third person (other than the carrier) accepts the first delivery of goods (i.e. in the case of concluding an agreement on regular Goods deliveries for a specified period of time).

4.3 Except in the cases as provided hereinafter or in the cases as provided by the applicable laws, the Company may withdraw from the concluded Purchase Agreement for convenience until the moment when the Goods is delivered to the Customer.

4.4 For the purposes of exercising the right to withdraw from the Agreement, the withdrawing Party shall inform the other Party on application thereof via contact information on the website ([www.lion-tech.eu](http://www.lion-tech.eu)) or in the order, by means of an unilateral legal act (such as by letter sent via postal service operator or via e-mail). The Customer may but is not obliged to use the attached form for withdrawal from the Agreement that forms an attachment hereto for this purpose.

4.5 To keep the period for withdrawal from the Agreement, it is enough to send a notice of withdrawal from the Agreement before the lapse of the respective period.





4.6 The Customer stated in the par. 1.1, letter (b) of these Terms may not withdraw from such Purchase Agreement subject to which is:

- Supply of the Goods modified upon the Customer's wish or for him,
- Supply of a computer program if the Customer breached the original package,
- Supply of a digital content if not supplied on a physical medium and was supplied with the Customer's prior explicit consent before the lapse of the period for withdrawal from the Agreement.

4.7 In the event of effective withdrawal from the Agreement, the Parties shall return each other the supplies and payments they provided each other. As a result, the Company agrees to return to the Customer, without undue delay latest within 14 days from the date it received the returned goods, or from the date it was proved to the Company that the Customer sent the Goods back, all payments provided by the Customer and received by the Company until then including the costs of delivery of the Goods (except for additional costs arising as a result of the Customer-selected delivery mode other than the cheapest standard mode of delivery offered by the Company). The costs of delivery of the Goods shall be reimbursed to the Customer to the extent of the freight fee for delivery of the Goods via TNT Economy service.

4.8 In the event of the Customer's withdrawal from the Agreement, the Customer shall send the Goods back to the Company without undue delay, latest within 14 days from the date of withdrawal from the Agreement, while this period shall be kept if the Customer sends the Goods back. The Customer may hand over the Goods also personally within the same period at **Lion-Tech, s.r.o.**, Okružová 1135/44, 15500, Praha 5.

4.9 Before returning memory media devices (such as hard disks, memory modules, USB, mobile phones etc.), the Customer shall:

- Erase all of his own data stored on the respective medium. The Company does not make any control or data back-up on returned media and does not assume any liability for data back-up;
- Should the erasure of stored data be not possible due to defect of the particular medium, the Customer shall expressly notify the Company of such fact and state this fact on the document on acceptance of returned Goods. Notwithstanding other provisions of these Terms or the applicable laws, the Customer shall be liable to the Company for any losses caused by breach of the above-mentioned provisions.

4.10 To return payments, the Company shall use the same mode of payment by which the price of the Goods was paid up by the Customer. This shall not apply in the case of supply of the Goods to the Customer outside the EU member states, or in the case of the Customer specified in par. 1.1, letter (a) of these Terms; in these cases, the payment will be returned by a wire transfer on the account notified by the Customer to the Company.

4.11 The Customer shall bear all direct costs related to returning the Goods and shall not be entitled for any compensation thereof.

4.12 The Customer shall be liable for reduction of the Goods value as a result of handling the Goods in any way other than necessary to learn about the nature and features of the Goods including the operation thereof.

## 5. Non-availability of Ordered Goods

If after an order is received the Company finds out that the ordered Goods is no longer available in the Company, the Company may offer comparable Goods at a comparable quality and price to the Customer. Order of such Goods or services by the Customer shall be regulated by the provisions of these Terms.

## 6. Delivery

6.1 The Goods shall be delivered by the Company based on the Customer's order at his costs. A lump sum freight shall be charged to the Customer for delivery of the Goods in the territory of the Czech Republic depending on the selected mode of delivery. When delivering the Goods via TNT Economy, a freight from CZK 1,100.00 including VAT depending on the weight of the Goods shall be charged, and when delivering the Goods via TNT Express, a freight from CZK 2,200.00 including VAT depending on the weight of the Goods shall be charged, unless the Company sets a lower fee in the particular case.

6.2 If allowed by the nature of the ordered Goods, the Company shall supply the Goods in an electronic form without a data medium, by means of providing the respective Internet link from which it will be possible to download the ordered Goods.

6.3 The Company shall deliver the Goods immediately after conclusion of the Purchase Agreement and payment of the agreed Purchase Price including all taxes and fees. The Goods is usually delivered in three to five business days, except for the cases when it is possible to deliver the Goods electronically without any physical carrier. The Company may determine a different term of delivery of the Goods, and it is bound to notify the Customer of this fact and of delay - if any - with the delivery of the Goods. The Company may deliver the Goods even before the agreed term of delivery. The Customer is bound to accept the delivered Goods.

6.4 The Goods shall be considered delivered upon the moment of acceptance by the Customer, or of successful downloading of the Goods from the respective Internet link.

6.5 A risk of damage to the Goods is transferred to the Customer upon the moment of acceptance of the Goods, or of successful downloading of the Goods from the respective Internet link.

6.6 In the case of delivering the Goods outside the territory of the Czech Republic, the Company shall make the delivery at the Customer's costs, in the manner determined by the Company. The Company publishes the current information about the freight tariffs for deliveries outside the Czech Republic at ([www.lion-tech.eu](http://www.lion-tech.eu)).





## 7 Price/ Due Date

7.1 The Company expressly represents that the prices of the Goods or services stated in the Company's official catalog effective upon the order date of the Goods are the prices determined upon the date of printing the catalog, and so they can be different from the current prices of the Company's Goods or services. An effective pricelist of the Company's Goods and services shall be always available at the Company's web site. The Company agrees to inform the Customer about the current price of the ordered Goods or services in connection with receipt of an order, and in the case that the current price is different from the published price, the Purchase Agreement may be concluded only after the purchase price amount is confirmed by the Customer.

7.2 In the case of order via the Company's on-line shop, the purchase price stated for the respective Goods shall be always binding. The price so stated in the on-line shops ([www.lion-tech.eu](http://www.lion-tech.eu)) is the price of the Goods and includes all taxes and fees provided by the law, however, excludes the fee for transport pursuant to Art. 6 of the Terms and the fee for payment as determined in Art. 3.1.2, if selected by the Customer.

7.3 In the case that the Company is not obliged to pay the value added tax in accordance with the applicable laws, the value added tax shall be deducted from the price so determined.

7.4 In the event of selling the Goods outside the Czech Republic, the invoiced amount for the supplied Goods and transport services shall be charged in EUR, unless the Customer and the Company agree otherwise in the particular case.

7.5 Invoices issued by the Company shall be due in 14 days from the date of issue of the invoice, unless agreed otherwise, or unless the payment is made via GP WebPay or via PayPal.

7.6 In the event of the Customer's default in payment of the purchase price, the Company may claim a delay interest in the amount of 0.05% from the purchase price of the delivered Goods, for each even started day of the Customer's default. The Company's claim for damages shall not be concerned by payment of the delay interest.

## 8 Retention of Title

The Company shall retain title to any and all Goods supplied by the Company to the Customer until payment of the total purchase price of the supplied Goods, i.e. the ownership title to the Goods supplied by the Company shall be transferred to the Customer upon the date of the purchase price payment at the soonest. The Customer may use the Goods for the purpose for which it is designated after acceptance thereof, however, until he acquires the title, he may not alienate or encumber the Goods in any way and he shall handle it with a due manager's care to avoid damage or reduction in value of the Goods.

## 9 Liability for Defects and Warranty for Quality

9.1 The Company warrants to the Customer that the Goods has no defect upon acceptance. It especially warrants to the Customer that at the time when the Customer accepted the Goods:

- a) The Goods has such features that were described by the Company or by the manufacturer or that might have been reasonably expected by the Customer considering the nature of the Goods and based on advertising made by the Company,
- b) The Goods is fit for the purpose determined by the Company for the use thereof, or for which the Goods of this kind is normally used,
- c) The Goods is in the corresponding quantity, quality or weight,
- d) The Goods complies with requirements of the applicable laws.

9.2 In the case of delivery of the Goods into the EU member states and at the same time in the case of the Customer specified in par. 1.1, letter (b) of these Terms, such Customer may claim damages of the Goods within twenty-four months from acceptance thereof. If such defect is manifested within six months from acceptance, the Goods shall be considered defective already upon acceptance.

9.3 In the case of delivery of the Goods outside the EU member states or in the case of the Customer specified in par. 1.1, letter (a) of these Terms, such Customers may claim damages occurring in the Goods within twelve months from acceptance thereof

9.4 If the Customer stated in par. 1.1, letter (b) of these Terms should ask so within the scope of delivery of the Goods into the EU member states, the Company shall confirm in writing to what extent and for how long the Company's obligations are in effect in the case of faulty performance. This Company's obligation does not apply in the case of delivery of the Goods outside the EU member states, or in the case of the Customer specified in par. 1.1, letter (a) of these Terms.

9.5 If the Goods does not have the features determined in par. 9.1 of these Terms, the Customer may request delivery of new Goods free from defects, unless inappropriate considering the nature of the defect; however, if the defect concerns only a component of the Goods, the Customer may request a replacement of the component only; if it is not possible, the Customer may withdraw from the Agreement. If inappropriate considering the nature of the defect, namely if the defect can be removed without undue delay, the Customer has the right for free removal of the defect.

9.6 The Customer has the right for delivery of new Goods or replacement of a component also in the case of a removable defect and if he cannot use the Goods properly due to repeated occurrence of defect after repair or due to several defects. In such case the Customer has the right to withdraw from the Agreement.

9.7 Unless the Customer withdraws from the Agreement or exercises the right for delivery of new Goods free from defects, for replacement of its component or repair of the Goods, the Customer may request a reasonable discount. The Customer is entitled to a reasonable discount only in the case that the Company may not deliver him new Goods free from defects, replace its component or repair the Goods





and also in the case that the Company fails to make a remedy in a reasonable period, or in the case that making a remedy would be bring difficulties to the Customer.

9.8 In the case of delivery of the Goods to the Customer outside the EU member states, or in the case of the Customer specified in par. 1.1, letter (a) of these Terms, and if the Goods does not have the features determined in par. 9.1 of these Terms, the Customer may only request delivery of new Goods free from defects. This applies unless the Customer agrees with the Company otherwise.

9.9 The provisions of law and these Terms concerning the Company's liability for defects of the Goods shall not apply

- to Goods sold at a discount price due to defect for which such lower price was agreed,
- to wear-and-tear of the Goods caused by normal use,
- to used Goods due to defect corresponding to the level of use or wear that the Goods already had upon acceptance by the Customer, or
- if implied by the nature of the Goods.

9.10 The Customer does not have any rights from faulty performance, if he knew that the Goods had a defect before acceptance of the Goods, or if the Customer caused the defect himself.

9.11 If the Customer applies the right from faulty performance, the Company shall confirm in writing when he applied the right, the making of and the period of repair.

9.12 In the case of withdrawal from the Purchase Agreement in the sense of this article of these Terms, all rights and obligations implied by all legal acts concerning the partial performance of order affected by the defect (i.e. all rights and obligations under all contracts concerning the sold unit of the Goods). The Company's and the Customer's rights for return of performance provided shall not be thereby concerned.

## 10 Compensation of Property Damage

10.1 The Company and the Customer agree that they shall be both liable in the cases of breaching their contractual or legal obligations for incurring property damage in accordance with the respective provisions of Act No. 89/2012 Coll., Civil Code, as amended (provisions of Section 2894 et seq.).

10.2 The Company expressly represents that it does not anticipate that the property damage caused in connection with breaching contractual or legal obligations to the Customer could exceed the purchase price of the Goods. If a property damage could be higher, the Customer shall notify the Company thereof in his order.

10.3 In the case of data loss, the Company shall be liable for incurred property damage only in the case that the Customer was making regular data back-ups minimum once a day.

10.4 In the case of delivery of the Goods to the Customer outside the EU member states, or in the case of the Customer specified in par. 1.1, letter (a) of these Terms, the Company shall be liable for the property loss maximum up to the purchase price amount.

## 11 Choice of Law

12.1 The Purchase Agreement between the Company and the Customer shall be governed by the provisions of Act No. 89/2012 Coll., Civil Code, as amended.

12.2 Legal relations between the Company and the Customer at supply of the Goods and services shall be governed by the Czech Law. Application of the UN Convention on Contracts for the International Sale of Goods of 11 April 1988 is excluded.

## 12 Export Control/ Ban on Export

Considering the fact that in the case of certain goods (namely selected technical products or computer software), re-export thereof into certain third countries might be banned or restricted, or subject to obtaining previous public permit, or the Company may be bound contractually/based on applicable laws to the producer of the particular goods, the Customer shall notify the Company in writing of his intention before implementing export of any Goods purchased from the Company for business purposes and to implement the particular export only after obtaining the Company's written consent, unless expressly banned by the applicable laws to make an export subject to granting of such approval. Any costs relating to granting of such approval shall be borne by the Customer.

## 13 Final Provisions

14.1 The Customer may not set off any of his claims against the Company's claims from deliveries of the Goods.

14.2 Unless excluded by mandatory legal standards, the Parties agree that the courts of jurisdiction for any dispute from the concluded Purchase Agreement shall be the general courts in the Czech Republic.

14.3 The Company takes back the Customer's electric appliances in accordance with the applicable laws.

14.4 Should any provision of these Terms (Purchase Agreement) be or become invalid or unenforceable, validity and enforceability of other provisions shall not be affected, provided that such provision may be severed from these Terms (Purchase Agreement) as a whole. The Parties shall put maximum strains to replace such provision with a new one of the contents and effect as similar to such invalid or unenforceable provision as possible, within 30 days from the date when the respective provision of these Terms (Purchase Agreement) became invalid, contestable or unenforceable or when either Party learned about that and informed the other Party, whichever is earlier.





Lion-Tech s.r.o.

with its registered office at Okružová 1135/44, 155 00 Praha – Stodůlky

Id.No: 02613824

registered in the Commercial Register administered by the Municipal Court in Prague, File No. 221562, Section C, (hereinafter referred to as the "Company")

## CONFIRMATION OF THE EXTENT AND TERM OF OBLIGATIONS IN THE CASE OF FAULTY PERFORMANCE

In accordance with the provisions of Section 2166 et seq. of Act No. 89/2012 Coll., Civil Code, as amended, the company Lion-Tech s.r.o., with its registered office at Okružová 1135/44, 155 00 Praha – Stodůlky, Id.No.: 02613824, hereby issues this confirmation of the extent and term of obligations in the case of faulty performance.

The Customer may exercise the right from defect of the Goods within twenty-four months from the acceptance. If the defect is manifested within six months from acceptance, the Goods is considered defective already upon acceptance. A defect shall be considered also delivery of another Goods and defects in documents necessary for use of the Goods.

If the faulty performance presents a significant breach of the Agreement, the Customer has the right

- a) For defect removal by delivery of new Goods free from defects, or by delivery of the missing Goods,
- b) For defect removal by repairing the Goods,
- c) For reasonable discount from the price,
- d) To withdraw from the Agreement.

The Customer shall notify the Company on what law he has chosen upon notification of defect or without undue delay after notification of defect. The Customer may only change the choice subject to the Company's approval. This shall not apply if the Customer requested for repair of defect that proves irreparable. If the Company fails to remove defects in a reasonable period or notifies the Customer that it will not remove defects, instead of removal of defect, the Customer may request a reasonable discount from the price or withdraw from the Agreement.

If the Customer fails to choose its right in time, faulty performance is considered a non-material breach of the Agreement.

If the faulty performance is a non-material breach of the Agreement, the Customer has the right for defect removal or reasonable discount from the price. Until the Customer applies the right for discount from the price or withdraws from the Agreement, the Company may supply what is missing or remove a legal defect. The Company may remove other defects in its discretion either by repairing the Goods or delivering new Goods. Such choice may not cause unreasonable costs to the Customer. If the Company fails to remove the defect of the Goods in time or refuses to remove it, the Customer may request a discount from the price or may withdraw from the Agreement. The Customer may not change the choice made without the Company's approval.

Until removal of the defect, the Customer is not obliged to pay the part of the price reasonably corresponding to his right for discount.

Upon delivery of the new Goods, the Customer shall return the originally supplied Goods to the Company at his costs.

The Customer may not withdraw from the Agreement, or request delivery of new Goods, if he is not able to return the Goods in the condition in which he received it. This does not apply:

- a) In the case of change in the condition as a result of inspection for the purpose of finding the defect of the Goods,
- b) If the Customer used the Goods before finding the defect,
- c) If the Customer did not cause the impossibility to return the Goods in an unchanged condition by act or by omission,
- d) If the Customer sold the Goods before discovering the defect, if he consumed it or changed the Goods in the course of normal use. If it happened only partially, the Customer shall return what he can to the Company and shall compensate the Company to the extent to which he benefited from use of the Goods.

If he fails to notify of the Goods defect in time, the Customer loses the right to withdraw from the Agreement.

The Customer shall not have the right from faulty performance, if the Customer knew before accepting the Goods that the Goods had a defect, or if the Customer caused the defect himself.

The Customer's other rights attached to delivery of the Goods shall not be concerned.





Lion-Tech

# General Business Terms

## NOTICE OF WITHDRAWAL FROM THE AGREEMENT

To:

Lion-Tech, s.r.o.,  
with its registered office at Okružová 1135/44, 15500, Praha 5,  
Id.No. 02613824,  
registered in the Commercial Register administered by the Municipal Court in Prague, File 221562, Section C

I hereby notify that I withdraw from the agreement based on which the following goods were supplied to me:

GOODS

ORDER			
ORDER NUMBER		DATE OF ORDER CREATION:	

CUSTOMER			
First name		<b>Address:</b>	
Last name		Address (Street and house no.)	
E-mail		City	
Country		ZIP code	
Mobile / Telephone		State / Region	
<b>Fill-in for a business company:</b>			
Company			
Registered office / Address (Street and house no.)			
Id.No.			
Tax Id. No. (VAT ID)			
Information on entry in the Commercial Register			
Contact person			

Date: _____	Customer's signature: _____
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Lion-Tech

# General Business Terms

Lion-Tech, s.r.o.,  
with its registered office at Okružová 1135/44, 15500, Praha 5,  
Id.No. 02613824, registered in the Commercial Register administered by the Municipal Court in Prague, File No. 221562, Section C

## LETTER OF COMPLAINT

### CLAIMANT

First name		<b>Address:</b>	
Last name		Address (Street and house no.)	
E-mail		City	
Country		ZIP code	
Mobile / Telephone		State / Region	

### Fill-in for a business company:

Company	
Registered office / Address (Street and house no.)	
Id.No.	
Tax Id. No. (VAT ID)	
Information on entry in the Commercial Register	
Contact person	

### ORDER

ORDER NUMBER		DATE OF ORDER CREATION:	
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### CLAIMED GOODS

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### DETAILED DESCRIPTION OF DEFECT

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Date: \_\_\_\_\_

Claimant's signature: \_\_\_\_\_

