

Terms and Conditions

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of the company DOPS s.r.o., with registered office at Pražská 1434, 509 01 Nová Paka, Czech Republic, Company ID: 455 34 799, registered in the Commercial Register maintained by the Regional Court in Hradec Králové, Section C, Insert 1477, for the sale of goods through the online store at www.dops.cz

1. General Terms and Conditions for Purchasing in This Online Store

By placing a binding order, the buyer confirms acceptance of the seller's Terms and Conditions for the delivery of goods. The relationship between the buyer and the seller is governed by these terms, which are binding for both parties.

2. Ordering Goods

The list of products on www.dops.cz is a catalog of regularly supplied items. The supplier does not guarantee immediate availability of all items. To order, the customer selects the goods, fills out the order form properly, and submits it. The submitted order is considered a purchase contract and also serves as a reservation. The customer can verify the prices listed for each item.

3. Shipping of Goods

For goods to be delivered by post or courier, the delivery is considered complete once the goods arrive at the address provided in the order.

Shipping method:

Delivery is arranged by the supplier via contractual partners throughout the Czech Republic. Shipping costs vary depending on the selected method. The customer chooses the delivery method.

4. Payment Terms

Methods of payment:

The customer can pay:

- in full in person at the Radkyně factory,
 - by cash on delivery (only via Czech Post, for parcels up to 100 kg),
 - or in advance based on the order (payment details are included in the order).
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5. Receipt of Goods

The customer must inspect the goods immediately upon receipt. If mechanical damage to the packaging is found, the customer must check the condition of the goods in the presence of the carrier, and if damage is found, write a damage report and have it confirmed by the carrier.

Based on this report, the customer will either receive a discount or a replacement product. The customer also has the right to withdraw from the contract. By signing the delivery note, the customer confirms receipt of undamaged goods. Later complaints caused by transportation will not be accepted.

Receipt terms and responsibilities may vary depending on the carrier. Communication is generally conducted via email unless agreed otherwise.

6. Rights and Obligations of the Buyer

The buyer agrees to receive the ordered goods and pay the total price, including any additional charges (shipping, cash on delivery fees). If the customer refuses the delivery, the seller may recover the associated costs. The customer must provide accurate and truthful information for processing the order.

7. Personal Pickup

The goods are reserved for the customer at the supplier's premises for 14 calendar days after confirmation or notification of readiness for pickup.

8. Withdrawal from the Purchase Contract

If the purchase contract was concluded via remote communication (online shop), the consumer has the right to withdraw without giving any reason within 14 days from receiving the goods (or the last delivery in case of multiple goods), in accordance with § 1829(1) of the Czech Civil Code. The withdrawal must be sent to the seller within this period.

To withdraw, the customer should send an email to dops@dops.cz including, ideally, the order number, date of purchase, and bank account number for the refund.

Returning goods:

The contract is canceled upon withdrawal. Goods must be returned to the seller within 14 days. The customer bears the cost of return, even if the goods cannot be sent back via regular post. Return address: Radkyně 42, 509 01 Nová Paka.

Refund:

The seller will return the received payment within 14 days of the withdrawal, preferably via the same method used for payment. The refund includes the purchase price and shipping cost, but not return shipping. The seller may return the payment once the goods are received or proof of shipment is provided.

Withdrawal not possible (§ 1837 of the Czech Civil Code) for:

- services that were provided with the customer's explicit consent before the withdrawal period ended,
 - goods or services whose price depends on financial market fluctuations,
 - goods customized according to customer specifications,
 - sealed goods that were unsealed and cannot be returned for hygiene reasons.
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9. Warranty Conditions and Complaints

Warranty:

Begins upon receipt of the goods. The invoice serves as the warranty certificate. Normal wear and tear is not covered. Business customers are not entitled to a statutory warranty.

Complaints:

If a defect appears during the warranty period not caused by misuse, the customer has the right to complain.

Procedure:

It is recommended to send the goods in original or suitable packaging. If the complaint is valid, the customer is entitled to a

reimbursement of postage at the lowest necessary cost (with proof). Invalid complaints do not entitle the customer to cost reimbursement, nor does the seller have the right to claim costs unless the complaint was abusive.

Resolution:

The supplier will assess the complaint and notify the customer via phone or email. The legal time frame for complaint resolution is 30 days (according to Act No. 634/1992 Coll.).

10. Personal Data Protection

With the customer's consent, the supplier collects personal data from the registration form. These data are not shared with third parties. The customer may withdraw consent at any time via the website or by email.

11. Information on Out-of-Court Settlement of Consumer Disputes

If a dispute arises from a purchase or service contract that cannot be resolved by mutual agreement, the consumer may contact the designated body for out-of-court resolution:

Czech Trade Inspection Authority, Central Inspectorate – ADR Department

Štěpánská 15, 120 00 Prague 2

Email: adr@coi.cz

Website: adr.coi.cz

12. Final Provisions

These terms apply to all purchase contracts between the supplier and customer. The supplier reserves the right to modify the terms. Any changes will be announced on the website and in business premises at least one month before taking effect.
