



GENERAL TERMS AND CONDITIONS

for the rental of motor vehicles

of Slovline, s.r.o.

effective as of 14 July 2026

A. GENERAL PART

1 BASIC PROVISIONS

1.1 These General Terms and Conditions (hereinafter the "GTC") form part of every Vehicle Rental Agreement concluded by SLOVLINE GROUP, s.r.o., with its registered office at [REGISTERED OFFICE], Company ID No.: [COMPANY ID NO.], Tax ID No.: [TAX ID NO.], VAT ID No.: [VAT ID NO.], registered in the Commercial Register of the District Court [COURT], Section Sro, File No. [FILE NO.] (hereinafter the "Lessor").

1.2 The GTC govern the mutual rights and obligations of the contracting parties arising from or in connection with the Vehicle Rental Agreement. In the event of any discrepancy between the GTC and the Agreement, the provisions of the Agreement shall prevail.

1.3 The GTC are prepared in accordance with the applicable laws of the Slovak Republic, in particular Act No. 513/1991 Coll., the Commercial Code, and Act No. 40/1964 Coll., the Civil Code. If the Lessee is a Consumer, the relationship is also governed by Act No. 250/2007 Coll. on Consumer Protection.

1.4 The GTC are available for inspection at the Lessor's branch and published on the Lessor's website. By signing the Agreement, the Lessee confirms that they have familiarised themselves with the GTC and agree with them.

1.5 Business hours: [OPENING HOURS] | Tel.: [TEL] | E-mail: [EMAIL] | Web: [WEB] | Assistance line (24/7): [ASSISTANCE TEL]

2 DEFINITIONS

Lessor SLOVLINE GROUP, s.r.o. – the lessor of the vehicles;

Lessee / Customer a natural or legal person who concludes the Agreement with the Lessor;

Consumer a natural person who is not acting within the scope of their business activity;

Legal Entity for the purposes of the GTC, also a natural person – entrepreneur within the meaning of § 2 of the Commercial Code;

Agreement the written Vehicle Rental Agreement concluded between the Lessor and the Lessee;

Subject of the Agreement / Vehicle the passenger motor vehicle specified in the Agreement, including Accessories;

Accessories all parts and equipment inseparably connected with the Vehicle at handover (key, documents, mandatory equipment, spare wheel, etc.);

Protocol the handover and return document confirming the condition of the Vehicle; forms part of the Agreement;

Schedule of Fees and Penalties an integral part of the Agreement containing the amounts of fees, sanctions and contractual penalties; published at [WEB];

Deposit a monetary security deposited by the Lessee by bank transfer to cover obligations towards the Lessor;

Excessive Use a situation where the Lessee: (i) exceeded the agreed mileage limit; (ii) soiled the Vehicle beyond the usual extent; (iii) transported animals without consent; (iv) wore down the

brakes/discs beyond the usual extent; (v) drove with a defect, bulge, or drift; (vi) otherwise excessively wore down the Vehicle;

Business Day any day other than Saturday, Sunday, public holidays and days of rest in the Slovak Republic;

Uncovered Risk claims of the Lessor against the Lessee for compensation of financial performance exceeding the paid Deposit;

Authorised Person a natural person acting on behalf of the Lessee on the basis of a power of attorney with an officially certified signature.

Guarantor a natural person who, by assuming a guarantee obligation in the Agreement, guarantees the monetary obligations of the Lessee – a legal entity – towards the Lessor arising from the Agreement.

Premium Category mid-size and upper-class vehicles (e.g. BMW 5, comparable models); the specific vehicle classification is stated in the Agreement.

Luxury Category luxury-class vehicles (e.g. Mercedes-Benz GLS, BMW X7, comparable models); the specific vehicle classification is stated in the Agreement.

3 REPRESENTATION AND PROOF OF IDENTITY

3.1 Acting of a legal entity

3.1.1 A legal entity acts through its statutory body or through an Authorised Person on the basis of a power of attorney with an officially certified signature of the grantor. A Lessee that is a legal entity shall submit upon conclusion of the Agreement: an extract from the Commercial Register or trade licence (not older than 3 months) and a power of attorney for the driver, if the driver is not the statutory representative. The Agreement on behalf of a Lessee that is a legal entity is signed by the statutory body or the Authorised Person together with the Guarantor. The handover/return Protocol is signed exclusively by the driver named in the Agreement (Art. 5.1.2); the Guarantor acknowledges and agrees that a Protocol so signed, including photographic documentation, constitutes binding evidence against the Guarantor of the condition of the Vehicle regardless of the Guarantor's personal absence at the handover or return of the Vehicle.

3.2 Proof of identity and scanning of documents

3.2.1 The Lessor is entitled to request proof of identity at every transaction. A natural person proves their identity with a valid identity card or passport; a legal entity with a valid identity document of the person acting on its behalf.

3.2.2 For the purpose of concluding the Agreement and protecting the Lessor's property, the Lessor is entitled to make a photocopy/scan of the Lessee's submitted identity document and driving licence, in accordance with applicable personal data protection law. By signing the Agreement, the Lessee agrees to this.

3.2.3 The Lessor is entitled to refuse to hand over the Vehicle if the Lessee fails to submit the required documents, or if there is reasonable suspicion that they are under the influence of alcohol or other intoxicating substances.

3.3 Photographic documentation

3.3.1 Photographic documentation of the condition of the Vehicle is made at every handover and return (at least 6 photographs: 4 corners, front, rear + detail of any damage). The photographs form an annex to the Protocol and constitute binding evidence of the condition of the Vehicle.

3.3.2 The Lessor is entitled to make photographic records of the Vehicle at any time during the rental period, in particular in the event of suspected breach of the GTC or threat of damage.

B. SPECIAL PART

4 SUBJECT OF THE AGREEMENT AND RESERVATION

4.1 Subject of the Agreement

4.1.1 The Lessor grants the Lessee, for a fee, the temporary use of a passenger motor vehicle (the Subject of the Agreement) for the agreed period. The Lessee undertakes to use the Vehicle in accordance with the Agreement and the GTC and to pay the agreed fee for its use.

4.1.2 Without the Lessor's prior written consent, the Lessee is not entitled to sublet, lend, donate, sell or otherwise transfer the Vehicle to a third party. In the event of a breach of this obligation, the Lessor reserves the right to charge a contractual penalty according to the Schedule of Fees and Penalties and to withdraw from the Agreement.

4.1.3 Another person may drive the Vehicle only with the Lessor's prior written consent. This service is subject to a fee according to the Schedule of Fees and Penalties.

4.1.4 The Agreement enters into force and effect upon the cumulative fulfilment of both of the following conditions: (a) signature of the Agreement by both contracting parties, and (b) payment in full of the Deposit and the agreed rent. Until both conditions are met, the Agreement is not effective and the Vehicle shall not be handed over to the Lessee.

4.1.5 The rent is payable in cash or by payment card upon signature of the Agreement and collection of the Vehicle, unless otherwise agreed; the Lessor shall issue a receipt/invoice for the payment without delay.

4.2 Reservation

4.2.1 A reservation may be made in person at the branch, by telephone ([TEL]), by e-mail ([EMAIL]) or via the website ([WEB]). The reservation becomes binding upon its written confirmation by the Lessor.

4.2.2 The Lessor reserves the right to hold the Vehicle for a maximum of 60 minutes from the agreed handover time. If the Lessee, without prior notice, fails to appear within 60 minutes, the Lessor is entitled to cancel the reservation without any right to a refund of the advance payment.

4.2.3 Cancellation of the reservation:

- 7 or more days before the start of the rental: the advance payment is refunded in full;
- between 48 hours and 7 days before the start of the rental: a cancellation fee of 50% of the advance payment applies;
- less than 48 hours before the start of the rental, or failure to collect the Vehicle: the advance payment is forfeited.
- the cancellation fee, or the forfeited advance payment, under this Article is settled by way of set-off against the Deposit paid under Art. 7.5.1.

4.2.4 If the reserved category is not available, the Lessor shall offer the Lessee an alternative vehicle closest to the specified parameters. A Lessee who does not agree with the change has the right to cancel the reservation, and the Lessor shall refund the advance payment in full.

4.2.5 For drivers younger than 21 years, the Lessor reserves the right to charge a young driver surcharge according to the applicable Schedule of Fees and Penalties. The driver's age is verified upon collection of the Vehicle.

4.2.6 The Lessor is entitled to cancel the reservation no later than 24 hours before the agreed collection time, without giving any reason. In such a case, the advance payment/Deposit is refunded to the Lessee in full.

4.2.7 A vehicle reservation made by the Lessee through the Lessor's reservation system has the status "on request" and is not a binding reservation until confirmed by the Lessor.

4.2.8 The Lessor is obliged to confirm or reject the reservation no later than within 24 hours of it being made. Upon confirmation, the Lessor shall send the Lessee a payment link for payment of the Deposit.

4.2.9 If the Lessor fails to confirm the reservation within the period referred to in the preceding point, it is entitled to reject the reservation without giving a reason; if the Deposit has already been paid, the Lessor shall refund it to the Lessee in full no later than within 5 business days.

5 COLLECTION AND RETURN OF THE VEHICLE

5.1 Collection of the Vehicle

5.1.1 The Lessor hands over and the Lessee collects the Vehicle at the time and place agreed in the Agreement. Upon collection, the following is jointly inspected:

- the Vehicle's fitness for normal use;
- visible damage to the exterior and interior;
- the presence of mandatory equipment, Accessories and documents;
- the fuel level and windscreen washer fluid level;
- the odometer reading;
- the condition of the tyres.

5.1.2 The findings are recorded in the Protocol, which is signed by both parties. The Protocol may be signed on behalf of the Lessee exclusively by the physically present person named as the driver in the Agreement. The Lessee is obliged to raise any objections to the condition of the Vehicle no later than at collection. By signing the Protocol, the Lessee confirms collection of the Vehicle in the recorded condition.

5.1.3 Photographic documentation at collection is mandatory and forms an annex to the Protocol. The Customer is entitled to request a copy of the Protocol, including the photographic documentation.

5.2 Return of the Vehicle

5.2.1 The Lessee is obliged to return the Vehicle at the end of the rental period at the place agreed in the Agreement, in a condition corresponding to its condition at collection, allowing for normal wear and tear.

5.2.2 One day of rental represents 24 hours from the agreed start of the rental. The Lessor tolerates a delay in return of up to 59 minutes without an additional charge. For a delay exceeding 59 minutes, a further full day of rental is charged at the applicable rate.

5.2.3 The Lessee is obliged to return the Vehicle:

- with a full tank of the correct type of fuel;
- with the complete Accessories, mandatory equipment and technical documentation;
- without excessive soiling of the interior;
- with the key to the Vehicle;
- at the place agreed in the Agreement.

5.2.4 Return of the Vehicle at a place other than agreed in the Agreement is possible only with the Lessor's prior written approval. Return of the Vehicle at the Lessor's Bratislava branch is subject to a fee according to the Schedule of Fees and Penalties. Without prior approval, the Lessee is not entitled to return the Vehicle at a different branch.

5.2.5 The Lessor and the Lessee shall jointly draw up a Protocol on the condition of the Vehicle upon its return; it may be signed on behalf of the Lessee exclusively by the physically present person named as the driver in the Agreement. The Lessor reserves the right to detect hidden damage within 72 hours of the return of the Vehicle. The Lessor shall inform the Lessee of any damage found without delay. Hidden damage is understood to mean, in particular, damage that cannot be detected by a static visual inspection of the Vehicle at handover, including: damage to shock absorbers, axles, steering, the braking system, the gearbox, the clutch, the chassis and its components; damage that only becomes apparent while driving or during diagnostics at a service centre; cosmetic damage hidden under trims, sill covers, wheel arches or other hard-to-see parts of the bodywork; damage caused by driving over a pothole, kerb or other obstacle.

5.2.6 If the Lessee refuses to sign the Protocol upon return, the Lessor shall carry out an inspection of the Vehicle independently and document its condition. The Lessee is obliged to pay for all damage found.

5.2.7 The Lessee's signature on the Protocol upon return of the Vehicle confirms exclusively the condition of the Vehicle as recorded in the Protocol at the time it was drawn up. Signing the Protocol does not constitute a settlement of the rent, the Deposit or any other obligations under the Agreement, and does not constitute the Lessee's consent to the final amount of any claims of the Lessor. The settlement is carried out separately in accordance with Art. 7.5.4 and 7.5.5.

5.3 Return outside business hours

5.3.1 Return of the Vehicle outside business hours is possible only by prior arrangement. The Lessee shall hand over the key in the agreed manner (e.g. into a key box) and remains responsible for the

condition of the Vehicle until it is physically collected and inspected by an authorised employee of the Lessor on the next Business Day. The Lessor recommends that the Lessee photograph the condition of the Vehicle and send the photographs by e-mail to [EMAIL].

6 RENTAL CONDITIONS AND OBLIGATIONS OF THE LESSEE

6.1 Rental conditions – driver

6.1.1 The Vehicle may be driven exclusively by the Lessee or another person with the Lessor's prior written consent who meets the following conditions:

Natural person:

- minimum age of 21 years (drivers aged 18 to 20 may rent the Vehicle with a young driver surcharge according to the Schedule of Fees and Penalties, and only for selected vehicle categories);
- a valid category B driving licence held for at least 2 years; in the event of loss and issuance of a replacement document, the date of first issuance of the relevant category of driving licence is taken into account – the Lessee is obliged to submit confirmation from the traffic police department;
- a valid driving licence for the entire rental period; if the driving licence loses validity during the rental, the Lessee is obliged to inform the Lessor without delay and to refrain from driving the Vehicle;
- for drivers over 65 years of age: a valid medical fitness certificate for driving motor vehicles.

Legal entity / entrepreneur:

- an extract from the Commercial Register or trade licence (not older than 3 months);
- a power of attorney for the driver, if not the statutory representative;
- a valid driving licence and identity document of the driver meeting the conditions applicable to a natural person.

6.2 Mandatory equipment and technical condition

6.2.1 The Lessor guarantees that, at handover, the Vehicle meets the requirements of the applicable laws of the Slovak Republic, including the requirements for mandatory equipment and seasonal tyres (November–March: winter tyres).

6.2.2 If the laws of the state into which the Lessee is travelling require equipment beyond the requirements applicable in the Slovak Republic (e.g. a reflective vest, first-aid kit, other safety items), the Lessee is obliged to obtain such equipment at their own expense.

6.2.3 The Lessee is obliged to observe the maximum permitted number of persons carried and the maximum load weight according to the Vehicle's registration certificate. Exceeding these limits constitutes a breach of the GTC and grounds for liability for damage.

6.3 Obligations during the rental

6.3.1 The Lessee undertakes to:

- use the Vehicle exclusively for the purpose it normally serves, in a manner appropriate to its nature;
- comply with all applicable traffic regulations of the Slovak Republic and of the countries in which the Vehicle is used;
- properly lock and secure the Vehicle whenever leaving it – activate the alarm, lock all doors;
- observe the maximum permitted speed of 180 km/h when driving the Vehicle – exceeding it results in the loss of CDW cover, full liability for damage, and a penalty according to the Schedule of Fees and Penalties; speed is monitored via GPS;
- not use the Vehicle in races, speed trials or other competitions;
- not drive the Vehicle under the influence of alcohol, narcotic or psychotropic substances;
- maintain a blood alcohol level of 0.0‰ – any measured value constitutes a breach of the GTC;
- not tamper with the odometer, electronic systems or the plastic plate under the Vehicle's registration plate;

- not use the Vehicle for the paid carriage of persons, including Uber, Bolt or other ride-sharing platforms;
- not use the Vehicle to transport dangerous, flammable, toxic or radioactive substances;
- not use the Vehicle to tow trailers without the Lessor's written consent;
- not use the Vehicle off-road, on unpaved roads or on racetracks without the Lessor's written consent;
- inform the Lessor without delay of any defect, breakdown or damage event;
- upon the Lessor's request, immediately disclose the current parking location of the Vehicle;
- inform the Lessor without delay of any change to contact details (e-mail, telephone); delivery to the original address is deemed valid until the Lessor receives written notice of the change;
- not allow the Vehicle to be driven by any person other than the Lessee or an authorised additional driver named in the Agreement; in the event of a breach of this obligation, the Lessor is entitled to terminate the Agreement immediately, to deny the Lessee further use of the Vehicle, and to repossess the Vehicle at the Lessee's expense under Art. 9.10 of the GTC; the rent already paid is not refunded;

6.3.2 All of the Lessor's Vehicles may be equipped with GPS technology for locating and tracking movement. By signing the Agreement, the Lessee acknowledges and agrees to this fact.

6.3.3 A breach of the prohibition on allowing an unauthorised person to use the Vehicle has the following consequences: (i) the Lessor is entitled to terminate the Agreement immediately without any right of the Lessee to a refund of rent paid for unused days; (ii) the Lessor has the right to repossess the Vehicle at the Lessee's expense under Art. 9.10 of the GTC (€3/km there and back); (iii) the Lessee will be charged a contractual penalty according to the Schedule of Fees and Penalties; (iv) the Lessee loses entitlement to CDW cover for the entire rental and is liable for all damage in full. If the breach is discovered only after the end of the rental, the measures under points (iii) and (iv) shall apply.

6.3.4 During use of the Vehicle, the Lessee must not deactivate the ESP, ABS or any other traction/stability control system, and must not use a sport/racing (Sport+/Track/Race/Drift) driving mode, if available in the Vehicle, except on a closed circuit and exclusively with the Lessor's prior written consent. A breach of this obligation shall be deemed a material breach of the Agreement, and the Lessee shall be liable in full for any damage caused by such a breach, regardless of the amount of the deductible or the Deposit.

6.4 Smoking ban and transport of animals

6.4.1 Smoking inside the Vehicle is strictly prohibited, including electronic cigarettes. In the event of a breach of this prohibition, including cigarette odour, the Lessor is entitled to charge a cleaning fee according to the Schedule of Fees and Penalties.

6.4.2 Transporting animals in the Vehicle is prohibited without the Lessor's prior written consent (by e-mail or another written means). Transport is permitted exclusively in a carrier box. A cleaning fee according to the Schedule of Fees and Penalties is charged for soiling of the interior caused by an animal.

6.5 Fuel

6.5.1 The type of fuel prescribed by the manufacturer is stated in the Agreement and marked in the fuelling area (fuel cap or the area behind it). The Lessee is obliged to refuel exclusively with the prescribed type of fuel.

6.5.2 In the event of refuelling with the wrong fuel, the Lessee shall bear the full costs associated with the repair including towing costs, fuel system cleaning and engine repair.

6.5.3 The Lessee is obliged to return the Vehicle with the same or a higher fuel level than that recorded in the Protocol at collection. In the event of insufficient refuelling, the Lessor is entitled to charge the fuel costs together with an administrative fee according to the Schedule of Fees and Penalties.

6.6 Territory of use and crossing borders

6.6.1 The Vehicle is intended for operation within the territory of the Slovak Republic. Travel abroad is possible only with the Lessor's prior consent.

6.6.2 The Lessee is obliged to notify the Lessor of an intention to travel abroad at least 24 hours in advance, by telephone or e-mail. The Lessor shall confirm or refuse consent. Without the Lessor's confirmation, the Lessee is not entitled to travel abroad with the Vehicle.

6.6.3 Travel outside the countries of the European Union is prohibited. An exception is Switzerland, for which the requirement of prior consent under point 6.6.2 applies.

6.6.4 In the event of unauthorised travel abroad without the Lessor's consent, the Lessor is entitled to: (i) restrict or block the operation of the Vehicle via GPS technology; (ii) refuse to allow the Lessee to continue driving and repossess the Vehicle wherever it is located; (iii) charge all costs associated with repossessing the Vehicle, including transport, towing and administrative fees. All such costs shall be borne by the Lessee in full.

6.6.5 The following penalty is charged for unauthorised travel abroad without the Lessor's prior consent:

Country of unauthorised travel	Penalty
CZ, AT, PL, HU	according to the Schedule of Fees and Penalties
DE, IT, CH, HR, SI, RO	according to the Schedule of Fees and Penalties
PT, ES, FR, BE, NL, SE, FI, DK, NO, LT, LV and other EU countries	according to the Schedule of Fees and Penalties
Countries outside the EU (including Switzerland without consent)	according to the Schedule of Fees and Penalties + repossession of the Vehicle

6.6.6 The Slovak highway vignette is included in the rental price. Payment of toll charges, road fees or other charges abroad is exclusively the Lessee's responsibility.

6.7 Traffic offences and administrative delicts

6.7.1 The Lessee is liable for all traffic offences, fines and administrative sanctions imposed by public authorities in connection with the use of the Vehicle during the rental period, even if delivered to the Lessor after the end of the rental, but no later than 36 months from termination of the Agreement.

6.7.2 The Lessor is entitled to provide the Lessee's identification details to the relevant public authorities and to charge an administrative fee for handling each traffic offence according to the Schedule of Fees and Penalties.

6.7.3 If the Lessor receives a fine or other sanction relating to the Lessee's use of the Vehicle, the Lessor shall forward it to the Lessee without delay by e-mail to the address stated in the Agreement. The Lessee is obliged to pay the amount of the fine to the Lessor within 7 days of receiving the e-mail, together with an administrative fee according to the Schedule of Fees and Penalties.

6.8 Service and maintenance

6.8.1 The Lessee is obliged to inform the Lessor without delay and to bring the Vehicle to the nearest authorised service centre if any of the following occurs: the service warning light or another warning symbol on the dashboard comes on; unusual noise, vibration or smell of smoke; the service interval (mileage or time-based) is reached; a mandatory technical/emissions inspection (STK/EK) is due; any defect endangering the safety of driving; or at the Lessor's request. Repairs to the Vehicle may be carried out exclusively by the Lessor or an authorised service centre designated by the Lessor.

6.8.2 Without the Lessor's prior written consent, the Lessee is not entitled to carry out any modifications, conversions or technical interventions on the Vehicle, including the installation of GPS devices, cameras or other electronics.

6.9 Chauffeur service

6.9.1 The Lessor may, based on a separate arrangement, provide the Lessee with a chauffeur service performed by an employee of the Lessor. The conditions, price and scope of this service are agreed separately.

6.9.2 The driver – an employee of the Lessor – acts within the Lessor's instructions. The Lessor is liable for damage caused through the fault of the driver – employee of the Lessor. The Lessee is liable for damage arising as a result of their instructions or improper conduct towards the driver.

6.9.3 The Lessee may not request the driver – an employee of the Lessor – to act in a manner contrary to applicable law or the Lessor's internal regulations.

7 PRICE, DEPOSIT AND PAYMENT TERMS

7.1 Rent and rates

7.1.1 The Lessee is obliged to pay the rent agreed in the Agreement. One day of rental represents 24 hours from the agreed start of the rental.

7.1.2 The rent includes: basic damage cover (CDW), statutory third-party liability insurance (PZP), the Slovak highway vignette, and the agreed mileage limit (or unlimited mileage, according to the Agreement).

7.1.3 The rent does not include: fuel, tolls and highway charges abroad, parking fees, traffic fines or other costs incurred during the rental.

7.1.4 The agreed daily mileage limit is multiplied by the number of rental days and forms the total mileage limit for the entire rental period. The Lessee may use the mileage as they wish during the rental – they are not bound by the daily limit. Excess mileage is calculated as the difference between the actual mileage driven and the total limit. A rate stated in the Agreement and the Schedule of Fees and Penalties is charged for each kilometre over the limit.

7.1.5 Change of rent and conditions: The Lessor is entitled to unilaterally change the amount of the rent or the rental conditions during the term of the Agreement for any reason (including, without limitation: a change in legislation, insurance terms, operating costs or market conditions). The Lessor shall inform the Lessee of the change by e-mail to the address stated in the Agreement at least 7 days in advance. The Lessor is not obliged to send notice of a change to customers without an active contractual relationship.

7.1.6 If the Lessee does not agree with the change, they are entitled to terminate the Agreement and return the Vehicle within 48 hours of receiving the notice. If the Vehicle is not returned within this period, the Lessee is deemed to agree with the change. In the event of early return for this reason, the Lessor shall settle the rent proportionally for the days actually used and refund the unused portion.

7.2 Extension of the rental

7.2.1 Extension of the rental is possible only with the Lessor's prior consent, given by telephone or e-mail. Without the Lessor's consent, the Lessee is not entitled to keep the Vehicle longer than agreed in the Agreement.

7.2.2 Rate applicable to an extension:

- notice given at least 24 hours before the end of the rental: the same daily rate as in the Agreement;
- notice given less than 24 hours before the end of the rental: the daily rate increased by a surcharge according to the Schedule of Fees and Penalties;
- without prior notice (the Vehicle is not returned on time): in addition to the rate, standing charges according to Art. 7.4 apply.

7.3 Early return by the Lessee

7.3.1 If the Lessee returns the Vehicle before the end of the agreed rental period on their own decision, they are not entitled to a refund of rent for the unused days. An exception applies in the case of force majeure under Art. 14 of these GTC.

7.4 Standing charges

7.4.1 If the Lessee does not return the Vehicle at the agreed time and the Vehicle is unavailable (e.g. due to a traffic accident, breakdown or refusal to return it), the Lessor is entitled to charge standing charges in the amount set out in the Schedule of Fees and Penalties for each day of delay commenced, in addition to any claim for damages.

7.5 Deposit

7.5.1 In the case of an advance reservation, the Lessee is obliged to pay the Deposit in the amount stated in the Agreement and the Schedule of Fees and Penalties no later than before collection of the Vehicle, by bank transfer to the Lessor's account No. IBAN: [IBAN], variable symbol: the Agreement number. The Deposit must be credited to the Lessor's account no later than before the Vehicle is handed over. In the case of a walk-in reservation (made on the day of collecting the Vehicle), both the Deposit and the rent may be paid in cash upon collection of the Vehicle.

7.5.2 The amount of the Deposit is determined by the Vehicle category (Premium/Luxury) and by whether the Lessee has permanent residence, registered office, or place of business within the territory of the Slovak Republic, or outside it. A higher Deposit rate applies to a Lessee without permanent residence/registered office in the Slovak Republic, justified by the objectively higher risk and difficulty of cross-border recovery of any damages. The specific Deposit amounts by category and country of residence/registered office of the Lessee are stated in the Schedule of Fees and Penalties.

7.5.3 The Deposit serves to cover: damage to the Vehicle; costs arising from a breach of the GTC; arrears of rent; the cancellation fee under Art. 4.2.3; fines, fees and other claims of the Lessor against the Lessee.

7.5.4 The Lessor shall refund the unused portion of the Deposit within 15 Business Days of the return of the Vehicle and settlement of all claims. If, upon inspection of the returned Vehicle, damage is suspected or confirmed, the period for refunding the Deposit is extended until all of the Lessor's claims have been fully quantified and settled. The Lessor shall inform the Lessee of the use of the Deposit.

7.5.5 By signing the Agreement, the Lessee acknowledges and agrees that, upon return of the Vehicle, the Lessor acquires the right to unilaterally quantify and set off against the Deposit any claims arising from the Agreement or the GTC, including damage to the Vehicle, contractual penalties, fees and claims under Art. 6.7 (traffic offences) and Art. 9 (damage, loss and theft of the Vehicle), even if such facts come to light only after the Protocol on the return of the Vehicle has been signed. No separate consent or signature of the Lessee is required for such settlement; the legal basis is this Agreement and the GTC. The Lessor shall carry out the settlement no later than 15 Business Days from the return of the Vehicle, except for claims under Art. 5.2.5 (hidden damage), Art. 6.7.1 (traffic offences) and Art. 9.3.4 (standing charges), for which the extended periods specified therein shall apply.

7.6 Payment terms

7.6.1 For short-term rentals (up to 30 days), the rent is payable before collection of the Vehicle. Payment is made by bank transfer to the Lessor's account; for a walk-in reservation, the rent may also be paid in cash upon collection of the Vehicle, in addition to the cashless payment option that is always available. In the case of payment by transfer, the date the amount is credited to the Lessor's account is decisive.

7.6.2 For long-term rentals (over 30 days), the rent is payable in advance, always by the last day of the current month for the following month. The invoice is issued on the first day of the relevant month, due on the last day of the preceding month.

7.6.3 If the Lessee fails to pay the rent for the following month by the last day of the current month, the Lessor is entitled to demand the return of the Vehicle. The Lessee is obliged to bring and hand over the Vehicle to the Lessor no later than 3 Business Days from the due date. If the Lessee fails to hand over the Vehicle, the Lessor is entitled to repossess the Vehicle under Art. 9.10.

7.6.4 In the event of late payment, the Lessor is entitled to charge contractual default interest of 0.05% of the amount owed for each day of delay, as well as a fee for issuing a reminder according to the Schedule of Fees and Penalties.

7.7 Additional fees

7.7.1 The following fees and sanctions are charged according to the Schedule of Fees and Penalties:

- delivery/collection of the Vehicle (within the branch city and outside the city);
- collection or return of the Vehicle outside business hours;
- child car seat, booster seat and other accessories (daily rate with a maximum cap);
- administrative fee for handling a traffic offence;
- insufficient refuelling – fuel costs + administrative fee;
- refuelling with the wrong fuel – full repair costs;
- loss of Accessories (key, seat, registration plate, mandatory equipment, cargo cover, other);
- excessive soiling of the interior or exterior;
- smoking, including electronic cigarettes and odour;

- unauthorised crossing of borders (see Art. 6.6.5).

8 INSURANCE AND DAMAGE COVER

8.1 Statutory third-party liability insurance (PZP)

8.1.1 Every Vehicle is covered by statutory third-party liability insurance for damage caused by the operation of a motor vehicle (PZP) in accordance with applicable Slovak legislation. The cost of PZP is included in the rent. PZP cover is valid within the territory of the EU.

8.2 Collision insurance – CDW (basic cover)

8.2.1 Basic collision insurance (CDW – Collision Damage Waiver) is included in the rental price and reduces the Lessee's financial liability for damage to the Vehicle to the amount of the deductible stated in the Agreement and the Schedule of Fees and Penalties.

8.2.2 CDW cover does not apply to:

- damage caused by a breach of the Agreement or the GTC;
- damage caused by driving the Vehicle under the influence of alcohol or other intoxicating substances;
- damage arising from driving off-road or on unpaved roads without consent;
- damage resulting from intentional conduct or gross negligence;
- theft of the Vehicle, if the Lessee fails to hand over the key to the Vehicle;
- vandalism;
- damage to the interior of the Vehicle (damage to seats, dashboard, upholstery, etc.);
- damage caused by smoking;
- damage arising from the Vehicle being driven by an unauthorised person.

8.2.3 CDW also covers damage to glass, tyres and wheel rims that arose in direct connection with a collision and is covered by the Lessor's comprehensive insurance. CDW does not cover isolated punctures or normal tyre wear.

9 DAMAGE, LOSS AND THEFT OF THE VEHICLE

9.1 Obligations in the event of a damage incident

9.1.1 In the event of a traffic accident, the Lessee is obliged to:

- call the police without delay (mandatory if the damage exceeds €3,990 or if personal injury occurred);
- complete a European Accident Statement;
- contact the Lessor's assistance line without delay by telephone: [ASSISTANCE TEL] and subsequently report the damage by e-mail;
- not leave the scene of the accident before the police arrive and the statutory obligations are fulfilled;
- not accept liability for damage caused by third parties before the investigation is concluded;
- notify the Lessor of the damage in writing no later than within 24 hours.

9.1.2 The Lessee is obliged to contact the Lessor's assistance line ([ASSISTANCE TEL]) in the event of any emergency situation. If, in an emergency situation, the Lessee fails to call the assistance line and instead uses the Lessor's regular contact number, the Lessor is not liable for assistance not provided outside business hours.

9.1.3 In the event of theft of the Vehicle, the Lessee is obliged to: inform the Lessor without delay, who shall file a criminal complaint with the police as the owner of the Vehicle; hand over the key to the Vehicle to the Lessor; and provide full cooperation during the investigation.

9.2 Collision with wildlife

9.2.1 A collision of the Vehicle with wildlife is considered a special insured event. The Lessee is obliged to: call the police without delay and request confirmation of the incident; contact the Lessor's assistance

line; secure photographic documentation of the scene and the damage to the Vehicle. Without a police record, the insurer may refuse the claim.

9.3 Extent of the Lessee's liability

9.3.1 The amount of damages, deductibles and penalties varies according to the Vehicle category. Vehicles in the Luxury category are subject to higher rates than vehicles in the Premium category. Specific amounts are set out in the Schedule of Fees and Penalties.

9.3.2 A flat administrative fee according to the Schedule of Fees and Penalties is charged for every damage incident that requires reporting to the insurer, an inspection, transport of the Vehicle to a service centre, or administrative action by the Lessor.

9.3.3 The Lessee shall pay the deductible and damages according to the following table:

- Minor damage – Vehicle roadworthy, no service required: a fixed penalty according to the Schedule of Fees and Penalties (varies by Vehicle category);
- Major damage / collision – Vehicle requires service: deductible + standing charges according to the Schedule (70% of the daily rate × days in service, evidenced by a service invoice) + administrative fee;
- Collision – Vehicle roadworthy, no service required: a fixed penalty according to the Schedule of Fees and Penalties + administrative fee;
- Interior damage – no service required: a fixed penalty according to the Schedule of Fees and Penalties;
- Interior damage – service required: cost of parts and repair + standing charges according to the Schedule (× days in service, evidenced by an invoice);
- Windscreen (crack requiring replacement): deductible + standing charges according to the Schedule + administrative fee;
- Tyre (mandatory replacement): cost of both tyres on the relevant axle + standing charges;
- Loss of key: cost of a replacement key according to the service centre's calculation + repossession of the Vehicle at the rate stated in the Schedule of Fees and Penalties (there and back) + standing charges;
- Repossession of the Vehicle (unauthorised travel abroad, non-payment, breach of the GTC): a per-kilometre rate according to the Schedule of Fees and Penalties (there and back) + all related costs.

9.3.4 Standing charges are calculated based on the number of days the Vehicle spends in service, evidenced by a service invoice, or based on a professional estimate of the service time for the specific damage. The Lessor is entitled to claim standing charges at any time within 3 years of the damage occurring.

9.3.5 In the following cases, the Lessee is liable for damage in full (100%) regardless of the insurance package taken out:

- intentionally caused damage;
- driving under the influence of alcohol or other intoxicating substances;
- theft of the Vehicle due to the Lessee's negligence;
- refusal of a breathalyser test;
- leaving the scene of an accident;
- the Vehicle being driven by an unauthorised person;
- use of the Vehicle in an unauthorised territory without consent.

9.3.6 If it follows from the European Accident Statement or a police report that the Lessee is not at fault for the traffic accident, the Lessee shall not pay the deductible, standing charges or the administrative fee under this Article. The Lessee undertakes to provide the Lessor with cooperation and to assign to the Lessor the claim for damages, including standing charges and the administrative fee, against the responsible third party or its motor third-party liability insurer.

9.4 Puncture and tyre damage

9.4.1 The Lessee is liable for any tyre damage occurring during the rental, regardless of cause. The sole exception is a tyre condition recorded as unsatisfactory in the Protocol at collection of the Vehicle. Tyre condition is recorded in the Protocol at collection.

9.4.2 In the event of a puncture, the Lessee is obliged to contact the Lessor's assistance line ([ASSISTANCE TEL]) without delay and follow its instructions. The costs of replacement, repair or towing of the Vehicle resulting from a puncture are borne by the Lessee.

9.5 Replacement vehicle

9.5.1 In the event of a technical defect of the Vehicle or damage to the Vehicle resulting from a traffic accident (regardless of whether it was caused by the Lessee, another road user, or an unknown party), the Lessor shall make reasonable efforts to provide a replacement vehicle of a comparable category, generally within 24 to 48 hours of the Lessee reporting the event. This period is indicative, and exceeding it does not in itself give rise to a claim for damages by the Lessee. The Lessor shall not be liable if a replacement vehicle cannot be provided due to its unavailability, distance from the current location of the Lessor's vehicles, or hours outside business operation.

9.5.2 If the event under point 9.5.1 was not caused by the Lessee, the Lessee shall not pay any costs associated with the provision or use of the replacement vehicle. The costs are borne by the Lessor, who shall claim them under the liability insurance (PZP) of the party at fault, if that party is identified and insured; if the party at fault cannot be identified or is not insured, the costs are covered by the Lessor's own comprehensive insurance (KASKO).

9.5.3 If the event under point 9.5.1 was caused by the Lessee, the Lessee shall pay the cost of delivering the replacement vehicle according to the Schedule of Fees and Penalties and is obliged to pay the rent for both Vehicles concurrently and separately – rent for the original Vehicle (standing charges during the repair period) and rent for the replacement Vehicle.

9.5.4 If the Lessee is provided with a replacement vehicle of a lower category than the originally agreed category of the original Vehicle, the rent for the days it is provided shall be reduced by the difference between the daily rate of the originally agreed category and the daily rate of the replacement vehicle. The replacement vehicle is subject to the same GTC and Schedule of Fees and Penalties as the original Vehicle; any damage to the replacement vehicle is charged in the same way as damage to the original Vehicle.

9.5.5 Until the fault for the event under point 9.5.1 has been demonstrably determined (in particular on the basis of a police report or a European Accident Statement), the Lessor is entitled to require the Lessee to lodge a security deposit in an amount corresponding to the possible costs under point 9.5.3. Once it has been demonstrably determined that the event was not caused by the Lessee, the Lessor shall promptly refund the security deposit.

9.5.6 The Lessee is obliged to promptly obtain a police report or a European Accident Statement, exchange identification and insurance details with the other parties involved in the accident, and promptly provide this documentation to the Lessor. If the Lessee fails to fulfil this obligation, the event shall, for the purposes of these GTC, be deemed to have been caused by the Lessee.

9.5.7 In the event of a puncture, no replacement vehicle is provided. The Lessor shall arrange assistance (replacement or towing) at the Lessee's expense.

9.5.8 If the Vehicle suffers a total loss that was not caused by the Lessee, the Lessor shall, depending on its current capacity, choose either (a) to terminate the Agreement with a pro-rata refund of the rent for unused rental days, or (b) to provide a replacement vehicle. For long-term rentals, the Lessor undertakes to provide a replacement vehicle as soon as possible, even if this takes longer than 24 hours; no rent shall be charged for any day on which the Lessee has no vehicle available.

9.6 Towing of the Vehicle

9.6.1 If the Vehicle is towed by a public authority (police, municipal police) or a third party as a result of an act or omission of the Lessee, the Lessee shall bear all costs of towing, storage and related administrative fees.

9.7 Loss of Accessories

9.7.1 The Lessee is obliged to compensate the Lessor in full for the loss or destruction of any part of the Accessories according to the Schedule of Fees and Penalties. Chargeable items include, in particular: the Vehicle key; technical documentation and documents; the vehicle registration plate (EČV); the spare wheel or puncture repair kit; mandatory equipment (first-aid kit, warning triangle, reflective vest); floor mats; the cargo cover; the child car seat; the Air Balance cartridge (Mercedes-Benz).

9.8 Tyres – replacement of the entire axle

9.8.1 In the event of a mandatory tyre replacement due to damage, the Lessee is obliged to pay the cost of replacing both tyres on the relevant axle. This is due to the safety regulation requiring identical tyres on one axle (same type, manufacturer and degree of wear). The costs include the price of both tyres and fitting.

9.9 Vandalism

9.9.1 The Lessee is responsible for the condition of the Vehicle throughout the rental period. If the Vehicle is damaged by a third party during the rental (vandalism, scratching, etc.), the Lessee is liable for the damage to the extent of the applicable deductible under the insurance package taken out.

9.10 Right to repossess the Vehicle

9.10.1 The Lessor is entitled, even without the Lessee's prior consent and through an Authorised Person, to physically repossess the Vehicle wherever it is located, if the Lessee breaches the GTC or the Agreement, or if there is a risk of damage to the Vehicle. The Lessee is obliged to provide the Lessor or the Authorised Person with full cooperation in repossessing the Vehicle.

9.11 Classification of damage and standing charges

9.11.1 The Lessor is entitled to assess the nature of any detected damage to the Vehicle. If the damage prevents the Vehicle from being properly roadworthy, the Lessor shall handle the matter as an insurance claim. If the damage is of a cosmetic nature that does not limit the roadworthiness of the Vehicle, the Lessor is entitled to resolve the matter outside of an insurance claim.

9.11.2 For the purposes of this Article, damage to the Vehicle is classified by severity as: (a) minor damage, (b) medium damage — both handled outside of an insurance claim at the rate set out in the Schedule of Fees and Penalties, and (c) major damage — handled as an insurance claim.

9.11.3 Separate damage means any damage identified on a different part/component of the Vehicle; individual instances of damage are assessed and charged separately, even if they arose from the same incident.

9.11.4 Where damage is handled as an insurance claim, the Lessee is obliged to pay: (a) the deductible in the amount determined by the Lessor's relevant insurance policy, (b) an administrative fee for handling the insurance claim according to the Schedule of Fees and Penalties, and (c) standing charges under the following point.

9.11.5 If more than one separate insurance claim arises during a single rental, the items under the preceding point shall apply separately to each insurance claim.

9.11.6 Standing charges accrue from the day the insurance claim is reported to the relevant insurer until the day the Lessor collects the repaired Vehicle from the service centre, including any waiting time for the next available appointment to bring the Vehicle in for service.

9.11.7 The days referred to in the preceding point must be evidenced (confirmation from the insurer of the report, confirmation from the service centre of the collection/hand-over date); standing charges are not charged for days during which the delay was demonstrably caused by the Lessor.

9.11.8 Standing charges apply exclusively to damage handled as an insurance claim; no standing charges are charged for minor or medium damage.

9.11.9 If the Vehicle suffers a total loss or is stolen due to the fault of the Lessee or as a result of a breach of the Lessee's obligations under the Agreement or these GTC, the Lessee shall be liable for the damage in full, regardless of the amount of the deductible or the Deposit.

9.11.10 The provisions of point 9.11.4 on payment of the deductible, administrative fee and standing charges apply if the damage was caused by the Lessee, or if the party at fault for the damage cannot be identified or is not insured. If the damage was demonstrably caused by a third party with an identified and insured vehicle, the costs are handled under point 9.5.2, and point 9.11.4 does not apply to the Lessee.

9.11.11 In the event of a total loss of the Vehicle not caused by the Lessee, the procedure under point 9.5.8 applies.

10 TERMINATION OF THE AGREEMENT

10.1 Ordinary termination

10.1.1 The Agreement is ordinarily terminated upon expiry of the term stated in the Agreement, following the return of the Vehicle. Ordinary termination does not extinguish any outstanding financial obligations of the Lessee towards the Lessor.

10.2 Early termination – Lessor's right

10.2.1 The Lessor is entitled to withdraw from the Agreement if:

- the Lessee is more than 7 days late in paying the fee or part thereof;
- the Lessee has breached the prohibition on subletting (Art. 4.1.2);
- enforcement proceedings, bankruptcy or restructuring have been filed against the Lessee's assets;
- the Lessee uses the Vehicle in a manner causing damage or a threat of damage;
- the Lessee provided false information when concluding the Agreement;
- the Lessee was connected with criminal activity;
- the Lessee – a natural person – has died, or the Lessee – a legal entity – has ceased to exist without a legal successor.

10.2.2 In the event of the Lessee's death, their heirs are obliged to inform the Lessor without delay and to return the Vehicle no later than 3 days from the occurrence of this fact.

10.2.3 If the Lessor decides to sell the Vehicle during the rental relationship, the Lessor is entitled to exchange it for a vehicle of the same or higher category. The Lessee is obliged to accept the exchange of the Vehicle and to sign a new Agreement. A change of Vehicle shall not be considered a breach of the Agreement by the Lessor.

10.3 Final settlement

10.3.1 After termination of the Agreement, the Lessor shall carry out a final financial settlement. If the result is an overpayment, the Lessor shall pay it to the Lessee within 30 days. If the result is an underpayment, the Lessee shall pay it within 7 days of receiving the final settlement.

C. FINAL PART

11 INFLATION CLAUSE

11.1 The Lessor is entitled, once (1x) per year, to unilaterally increase the fee for the use of the Subject of the Agreement by the rate of inflation for the preceding calendar year, as officially declared by the Statistical Office of the Slovak Republic.

11.2 The increase in the fee takes effect on the first day of one of the calendar quarters (1 January, 1 April, 1 July, 1 October). The Lessor is obliged to notify the Lessee of the change by e-mail at least 30 days before its effective date, stating the rate of inflation according to the Statistical Office of the Slovak Republic and the new rent.

11.3 This provision does not apply to one-off short-term rentals (up to 30 days), unless the contracting parties expressly agree otherwise.

12 PROTECTION OF PERSONAL DATA

12.1 The Lessor processes the Lessee's personal data within the meaning of EU Regulation 2016/679 (GDPR) and Act No. 18/2018 Coll. Details of the processing are available in the Privacy Policy at [WEB].

12.2 Legal basis for processing: performance of the Agreement (Art. 6(1)(b) GDPR), performance of statutory obligations (point (c)), and the Lessor's legitimate interest – protection of property (point (f)).

12.3 For the purpose of concluding the Agreement and verifying the Lessee's eligibility, the Lessor is entitled to make a photocopy/scan of the identity document and driving licence. Photographic documentation of the condition of the Vehicle at collection and return forms part of the documentation relating to the Agreement.

12.4 Retention period: for the duration of the rental + 3 years (limitation period) + 10 years for accounting records. The Lessee has the right to access, rectify, erase and port their data. Contact: [GDPR EMAIL].

12.5 Personal data is processed for the purpose of sending commercial offers only on the basis of separate consent, which may be withdrawn at any time.

13 LESSEE'S LIABILITY AND DAMAGES

13.1 The Lessee is liable for damage caused to the Lessor by a breach of any obligation arising from the Agreement, the GTC or applicable law, unless the Lessee proves that the breach was caused by circumstances excluding liability.

13.2 The Lessee undertakes to compensate the Lessor in full for any damage incurred within 7 days of a written request.

13.3 Payment of a contractual penalty does not affect the Lessor's right to compensation for damage exceeding the amount of the penalty.

13.4 The Lessor is not liable for the property of the Lessee or third parties left in the Vehicle during the provision of services.

14 FORCE MAJEURE

14.1 Force majeure means circumstances independent of the will of the contracting parties that could not be foreseen or averted, in particular: natural disasters (flood, earthquake, fire), a state of war, a terrorist attack, a state-ordered quarantine or other measure restricting freedom of movement, or an infrastructure failure.

14.2 A contracting party affected by force majeure is obliged to inform the other party of this fact without delay, by e-mail or telephone, and to prove the existence of the force majeure event.

14.3 For the duration of the force majeure event, the obligations of the affected party are suspended. No rent is charged for the days during which the Lessee demonstrably could not use or return the Vehicle due to force majeure.

14.4 If the force majeure event lasts longer than 14 days, either contracting party is entitled to terminate the Agreement in writing without any right to a contractual penalty. The rent shall be settled proportionally for the days actually used.

14.5 Force majeure does not relieve the Lessee of liability for damage to the Vehicle caused by their act or omission prior to the onset of the force majeure event.

15 COMPLAINTS

15.1 The Lessee is entitled to file a complaint in writing (by e-mail or post) at the Lessor's contact address. The complaint must contain a description of the matter complained of and any relevant evidence.

15.2 The Lessor is obliged to handle the complaint within 30 days of its receipt. If the Lessor rejects the complaint or fails to respond within this period, the Lessee – a Consumer – has the right to refer the matter to an alternative dispute resolution body.

16 GENERAL AND FINAL PROVISIONS

16.1 By signing the Agreement, the Lessee confirms that they have familiarised themselves with these GTC and the Schedule of Fees and Penalties available at [WEB] and at the Lessor's branch, understood them, and agree with them.

16.2 The Lessor is entitled to amend these GTC at any time. Changes take effect on the date of publication at [WEB]. The Lessor shall inform the Lessee of any change to the GTC affecting an ongoing contractual relationship by e-mail to the address stated in the Agreement at least 7 days in advance. The Lessor is not obliged to send notice of a change to the GTC to customers without an active agreement.

16.3 If the Lessee does not agree with a change to the GTC, they are entitled to terminate the Agreement and return the Vehicle within 48 hours of receiving the notice. If the Vehicle is not returned within this period, the Lessee is deemed to agree with the change.

16.4 Documents and notices are delivered in person, by post or electronically. An e-mail message is deemed delivered on the day it is sent to the other party's e-mail address stated in the Agreement.

16.5 These GTC are governed by the laws of the Slovak Republic. Matters not regulated by them shall be governed by the relevant provisions of Act No. 513/1991 Coll., the Commercial Code, or Act No. 40/1964 Coll., the Civil Code, as applicable.

16.6 If any provision of the GTC becomes invalid or unenforceable, this shall not affect the validity of the remaining provisions. An invalid provision shall be replaced by a valid one with the closest possible legal meaning.

16.7 Any amendments to the Agreement are possible only in writing, signed by both contracting parties, unless expressly stated otherwise.

16.8 The Lessor is entitled to assign claims, rights and obligations arising from the GTC and the Agreement to a third party and is obliged to inform the Lessee thereof in writing.

16.9 Alternative resolution of consumer disputes (ADR)

16.9.1 In the event of a dispute arising from a consumer contract, the parties may use alternative dispute resolution (ADR) under Act No. 391/2015 Coll.

16.9.2 If the Lessor rejects a complaint or fails to respond to it within 30 days, the Consumer has the right to file a petition with an ADR body. The fee for ADR is a maximum of €5 including VAT.

16.9.3 EU Online Dispute Resolution platform: <https://ec.europa.eu/consumers/odr>

16.9.4 List of ADR bodies: <https://www.mhsr.sk/obchod/ochrana-spotrebitela/alternativne-riesenie-spotrebitelskych-sporov-1>

These GTC become valid and effective on the date of their publication at <https://collection.slovline.com>, i.e. on 14 July 2026.

By signing the Agreement, you agree to the General Terms and Conditions of Slovline, s.r.o.