

## **Claims Procedure**

### **1. General**

This Claims Procedure is an integral part of the Commercial Terms and Conditions of IQRF Alliance s.r.o., VAT CZ45786461, seated at Průmyslová 1275, Valdické Předměstí, Jičín as the vendor and regulates the extent, terms and conditions and method claims are dealt with.

The purchaser may be a consumer or entrepreneur. The purchaser is required to be familiar with the Claims Procedure and the Commercial Terms and Conditions before ordering services. By concluding a purchase contract and receiving services from the vendor, the purchaser is considered to be familiar with this Claims Procedure and agrees to it.

If a specific term is not defined in this Procedure, and is not defined in the Commercial Terms and Conditions either, it is understood in the sense of laws in force in the Czech Republic.

### **2. Warranty period and method for dealing with claims**

The vendor provides the purchaser with no warranty for the refund. Once the payment for services is made by the purchaser, the bank responsible for processing the payment is the subject of refund claims in accordance with the terms and conditions of the bank and conditions given by generally applicable legislation.

If there is a delay with payment, any claims will be dealt with once the services supplied have been fully paid for. The services remain the property of IQRF Alliance s.r.o. until they have been completely paid for.