

Applies only to a customer who is a consumer (a natural person acting outside their trade or profession). Legal framework: §§ 15, 17, 19–22 of Act No. 108/2024 Coll. and Act No. 391/2015 Coll. on alternative resolution of consumer disputes.

Part 1 — Instructions on exercising the consumer's right of withdrawal from a distance contract and an off-premises contract

1. Right of withdrawal

You have the right to withdraw from this contract without giving any reason within a period of 14 days.

The withdrawal period will expire after 14 days from the day of the conclusion of the contract.

To exercise the right of withdrawal, you must inform us of your decision to withdraw from this contract by an unequivocal statement (e.g. a letter sent by post or e-mail) at: **WebHeroes s.r.o., Jaseňová 3249/38, 949 01 Nitra, Slovakia, telephone: +421 944 979 792, e-mail: info@klubos.sk**. You may use the model withdrawal form that we have handed over or sent to you, but it is not obligatory.

You may also exercise the right of withdrawal online via the "**withdraw from the contract here**" function in the application under **Organization settings** → **Subscription**. If you use this option, we will promptly provide you, on a durable medium (e.g. by e-mail), with a confirmation of receipt of the withdrawal, including its content and the date and time of its dispatch.

The withdrawal period is met if you send the notice of the exercise of the right of withdrawal before the withdrawal period expires.

2. Consequences of withdrawal

After withdrawal from the contract, we will refund all payments you have made in connection with the conclusion of the contract, including the costs of delivery of goods to you. This does not apply to additional costs if you chose a type of delivery other than the least expensive ordinary delivery method offered by us. The payments will be refunded no later than 14 days from the day on which your notice of withdrawal from this contract is delivered to us. The refund will be carried out using the same means of payment you used for your payment, unless you have expressly agreed to another means of refund, and without any additional charges.

If you requested that the provision of the service begin during the withdrawal period, you are obliged to pay us the price for the performance actually provided up to the day on which you notified us of your decision to withdraw from this contract.

Part 2 — Model form for withdrawal from a distance contract and an off-premises contract

(Complete and return this form only if you wish to withdraw from a distance contract or an off-premises contract.)

– To: **WebHeroes s.r.o., Jaseňová 3249/38, 949 01 Nitra, Slovakia, e-mail: info@klubos.sk**

– I/We* hereby give notice that I/we* withdraw from the contract for the supply or provision of this product:

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– Date of order/date of receipt*

– Name and surname of the consumer(s)*

– Address of the consumer(s)*

– Signature of the consumer(s)* (only if this form is submitted on paper)

– Date

* Delete as appropriate.

Part 3 — Notice upon rejection of a request for remedy (§ 11(2) of Act No. 391/2015 Coll.)

When the notice is sent. The duty to inform the consumer about the alternative dispute resolution bodies arises **exclusively upon a rejecting reply** to a request for remedy. Silence does not trigger it (once 30 days from sending the request lapse without an answer, the consumer's path to ADR opens under § 11(3)), and granting the request does not trigger it either. The notice must be delivered **on a durable medium** — e-mail qualifies (§ 2(f) of Act No. 108/2024 Coll. names it expressly). The text below is inserted into **every** rejecting reply; it is recommended to build it directly into the support template (ticketing) so that compliance does not depend on human discipline.

Wording of the notice (per counsel-opinion-2026-08-05.md, Part I/5.5; the Slovak wording is authoritative):

As we have not granted your request for remedy, we inform you, in accordance with § 11(2) of Act No. 391/2015 Coll., that you have the right to submit a petition to initiate alternative dispute resolution to an alternative dispute resolution body. The competent alternative dispute resolution authority is the **Slovak Trade Inspection (Slovenská obchodná inšpekcia)**, Bajkalská 21/A, 827 99 Bratislava, www.soi.sk. The petition may also be submitted to another body registered in the list of alternative dispute resolution bodies maintained by the Ministry of Economy of the Slovak Republic: <https://www.mhsr.sk/obchod/ochrana-spotrebiteľa/alternatívne-riesenie-spotrebiteľských-sporov-1/zoznam-subjektov-alternatívneho-riesenia-spotrebiteľských-sporov-1>. You may submit the petition within one year of the delivery of this reply.

Part 4 — Alternative dispute resolution (ADR) and supervisory authority

Request for remedy. If you are dissatisfied with how we handled your complaint, or believe we have infringed your rights, you may submit a **request for remedy** to info@klubos.sk.

ADR petition. If we reject the request or do not answer within 30 days of its sending, you may submit a petition for **alternative dispute resolution** under Act No. 391/2015 Coll. to an alternative dispute resolution body. The competent body is the **Slovak Trade Inspection (SOI)** (www.soi.sk); a petition may also be lodged

with another body on the list maintained by the Ministry of Economy of the Slovak Republic:
<https://www.mhsr.sk/obchod/ochrana-spotrebitela/alternativne-riesenie-spotrebitelskych-sporov-1/zoznam-subjektov-alternativneho-riesenia-spotrebitelskych-sporov-1>

Supervisory authority. Consumer-protection supervision is exercised by the Slovak Trade Inspection — **SOI Inspectorate for the Nitra Region (Inšpektorát SOI pre Nitriansky kraj), Staničná 9, P. O. BOX 49A, 950 50 Nitra 1, tel. +421 37 7720 001.**