

TERMS AND CONDITIONS

of IGNITECH s.r.o.

Company ID No.: 25988361

VAT ID No.: CZ25988361

business premises and mailing address: Chrudimská 1739, 535 01 Přelouč, Czech Republic

e-mail: ignitech@ignitech.cz

web: www.ignitech.cz www.ignitech.cz

1. Introductory Provisions

1.1. These Terms and Conditions govern the relationship between IGNITECH s.r.o. (hereinafter the “Seller”) and its customers (hereinafter the “Buyer”) in connection with the sale of goods.

1.2. The Seller is primarily engaged in the development, manufacture, sale and servicing of motorcycle electronics, in particular ignition and control units, regulators, accessories and related goods.

1.3. The Buyer may be either a Consumer or a Business Customer.

A Consumer means a natural person who, when entering into the contract, is not acting within the scope of their business activity or independent professional activity.

For the purposes of these Terms and Conditions, a Business Customer means in particular a person ordering goods in connection with their business activity.

1.4. These Terms and Conditions also apply to sales to customers outside the Czech Republic, unless otherwise agreed in a particular case or unless mandatory legal provisions require otherwise.

2. Orders and Conclusion of the Purchase Contract

2.1. Orders are accepted primarily by e-mail.

2.2. Due to the technical nature of the goods offered, before an order is confirmed it may be necessary to clarify, in particular, the motorcycle model, year of manufacture, type of original unit, connector configuration, electrical wiring or other technical parameters required to determine the appropriate product.

2.3. The Seller is therefore entitled to ask the Buyer to provide the necessary technical data, photographs, diagrams or other information. Such clarification may take place by e-mail or by telephone.

2.4. Information published on the Seller's website is for information purposes only and does not in itself constitute a binding offer to enter into a contract.

2.5. Before the contract is concluded, the Seller shall communicate or confirm to the Buyer the essential details of the order, in particular the goods ordered, their price, any shipping costs and the method of payment.

2.6. The purchase contract is concluded at the moment when the Buyer clearly accepts the Seller's offer, in particular by confirming it by e-mail or by another means of communication used by the parties.

2.7. The Seller reserves the right not to accept an order, in particular where the requested product cannot be supplied, where the appropriate product version cannot be reliably determined, or where there are reasonable doubts as to the technical suitability of the requested product for the intended use.

3. Price of Goods

3.1. Prices of goods are based on the Seller's current price list or, where applicable, on an individual quotation provided to the Buyer.

3.2. For orders requiring a non-standard version, modification or accessories, the price may be determined individually.

3.3. Shipping costs and, where applicable, other costs associated with the agreed method of delivery are added to the price of the goods.

3.4. For deliveries outside the European Union, customs duties, import taxes, VAT or other local charges may be imposed in the destination country. Unless expressly stated otherwise, such charges are not included in the price charged by the Seller and are payable by the Buyer.

4. Payment Terms

4.1. The specific method of payment will be communicated to the Buyer when the order is processed.

4.2. Depending on the destination country and the particular order, payment may be made in particular:

- by bank transfer,
- through an online payment service or payment gateway,
- cash on delivery, where available for the shipment, exclusively within the Czech Republic and Slovakia,
- in cash upon personal collection, if personal collection has been agreed.

4.3. Except for orders sent cash on delivery, the Buyer is required to pay the full order price before the goods are dispatched.

4.4. If payment is made through a payment gateway, the Buyer may be redirected to the secure payment environment of the payment service provider.

5. Delivery of Goods

5.1. The Seller delivers goods within the Czech Republic and internationally.

5.2. Goods are shipped using transport, courier or postal services selected according to the destination country, the nature of the shipment and the available shipping options.

5.3. The specific shipping method and its cost will be communicated to the Buyer in connection with the processing of the order.

5.4. The delivery time depends on product availability, any modifications required for a specific motorcycle, the destination country and the selected shipping method. Goods are usually dispatched within one week of receipt of payment.

5.5. If an order cannot be fulfilled within the expected time, the Seller will inform the Buyer.

5.6. The Buyer is required to provide a correct and complete delivery address and any other information necessary for delivery.

6. Inspection of Goods and Installation

6.1. Upon receipt, the Buyer should inspect the condition of the shipment and, in the event of visible damage, notify the carrier and the Seller without undue delay.

6.2. The Seller's products are technical devices intended for specific applications. When installing and using them, the Buyer is required to follow the product instructions, the Seller's technical instructions and the principles of professional installation.

6.3. The Seller is not liable for damage caused by incorrect installation, incorrect electrical wiring, use contrary to the intended purpose of the product, unauthorised modifications or other improper handling.

This is without prejudice to the Consumer's statutory rights in respect of defective goods.

7. Rights in Respect of Defective Goods and Complaints

7.1. The Seller is liable for defects in the goods to the extent provided by applicable law.

7.2. The Buyer may submit a complaint in particular by e-mail to ignitech@ignitech.cz or by sending the goods to:

IGNITECH s.r.o.
Chrudimská 1739
535 01 Přelouč
Czech Republic

7.3. To facilitate prompt handling of the complaint, we recommend providing the Buyer's identification details, the invoice number or other information allowing the order to be located, the product identification and as precise a description of the defect as possible.

7.4. Due to the technical nature of the products, the Seller may request information about the wiring, the motorcycle on which the product is used and other circumstances necessary to assess the defect.

7.5. Goods delivered or sent for complaint assessment must be reasonably clean and in a condition allowing safe handling and assessment of the defect. The Buyer shall also provide any accessories or other components where these are necessary to assess the complaint.

7.6. A Consumer's complaint will be handled without undue delay and no later than within the statutory time limit, unless the Seller and the Consumer agree on a longer period.

7.7. The Buyer's rights in respect of defective goods are governed by applicable law. For Buyers who are Business Customers, the conditions of liability for defects may be modified by an individual contract or agreement.

7.8. If the complaint is justified, the Consumer is entitled to reimbursement of reasonably incurred costs associated with making the complaint. The Seller will send the repaired or replacement goods to the Consumer at the Seller's expense.

7.9. If the complaint is rejected, the costs incurred by the Buyer in sending the goods to the Seller will not be reimbursed. The Buyer will be informed of the method and conditions for returning the goods when the complaint is resolved. The Seller is entitled to require reimbursement of the actual shipping costs incurred in returning the goods to the Buyer.

8. Consumer's Right of Withdrawal

8.1. If the Buyer is a Consumer and the contract was concluded by means of distance communication, the Consumer has, in the cases provided by law, the right to withdraw from the contract without giving any reason within 14 days of receiving the goods.

8.2. To meet the withdrawal deadline, it is sufficient for the Consumer to send the notice of withdrawal to the Seller before the deadline expires.

8.3. The notice of withdrawal may, for example, be sent by e-mail to ignitech@ignitech.cz.

8.4. The Consumer must return the goods to the Seller without undue delay and no later than 14 days after withdrawing from the contract, to the following address:

IGNITECH s.r.o.
Chrudimská 1739
535 01 Přelouč
Czech Republic

8.5. The Consumer should return the goods complete, including the supplied accessories, where possible. The goods should be reasonably clean and properly packaged to prevent damage during transport. Incompleteness, soiling,

damage or other deterioration of the returned goods does not in itself deprive the Consumer of the right of withdrawal. However, the Consumer is liable for any reduction in the value of the goods to the extent provided by law.

8.6. The Consumer bears the direct cost of returning the goods following withdrawal, unless otherwise provided by law or agreed with the Seller.

8.7. The Seller will refund to the Consumer all payments received, including delivery costs, to the extent required by law. If the Consumer selected a method of delivery other than the least expensive standard delivery method offered by the Seller, the Seller will refund delivery costs only up to the amount corresponding to the least expensive standard delivery method offered.

8.8. The Seller is not required to make the refund before receiving the returned goods or before the Consumer provides evidence that the goods have been sent back, whichever occurs first.

8.9. The Consumer is liable only for any reduction in the value of the goods resulting from handling the goods in a manner other than necessary to establish their nature, characteristics and functioning.

8.10. The right of withdrawal does not apply where withdrawal is excluded by law, in particular to goods manufactured or modified according to the Consumer's requirements or personalised to the Consumer's needs, provided that the statutory conditions for this exception are met.

9. Buyer – Business Customer

9.1. Provisions of these Terms and Conditions that expressly apply to Consumers do not apply to Buyers acting in the course of their business activity.

9.2. In particular, a Business Customer does not automatically have the right to withdraw from the contract without giving a reason within the 14-day period applicable to Consumers.

9.3. Individually agreed commercial terms between the Seller and a Buyer who is a Business Customer take precedence over these Terms and Conditions.

10. Personal Data Protection

10.1. The Seller processes Buyers' personal data only to the extent necessary to process orders, conclude and perform contracts, deliver goods, comply with accounting and legal obligations and, where applicable, handle complaints.

10.2. Data necessary for delivery may be disclosed to the selected carrier, and data necessary to process payment may be disclosed to the relevant payment service provider.

10.3. More detailed information on the processing of personal data may be provided in a separate document published on the Seller's website.

11. Alternative Dispute Resolution for Consumer Disputes

11.1. If a consumer dispute arises between the Seller and a Consumer and cannot be resolved by mutual agreement, the Consumer may use the alternative dispute resolution procedure before the competent alternative dispute resolution body.

11.2. For consumer disputes in the Czech Republic, the competent body is in particular the Czech Trade Inspection Authority.

12. Final Provisions

12.1. Legal relations between the Seller and the Buyer are governed by the laws of the Czech Republic, unless mandatory legal provisions provide otherwise.

12.2. The choice of Czech law does not deprive the Consumer of the protection afforded by mandatory provisions of the law that would apply to the contractual relationship in the absence of such choice.



12.3. If any provision of these Terms and Conditions becomes invalid or ineffective, this does not affect the validity of the remaining provisions.

12.4. The Seller may reasonably amend these Terms and Conditions. The version of the Terms and Conditions in effect at the time the contract is concluded is decisive for a particular order.

12.5. These Terms and Conditions take effect on **8/26/2026**