

Terms and Conditions REAL-SKP, a. s.

Registered office: Třibřichy 47, 537 01 Třibřichy

Company ID: 27488730 VAT ID: CZ27488730

Registered in the Commercial Register maintained by the Regional Court in Hradec Králové, Section B, Insert 2490

E-shop: www.skpmodel.eu

Contacts: info@skpmodel.eu, orders@skpmodel.eu

1. Introductory Provisions

1.1. These Terms and Conditions govern the rights and obligations between the seller, REAL-SKP, a. s. (hereinafter referred to as the "Seller"), and the buyer-consumer (hereinafter referred to as the "Buyer") in connection with the sale of goods through the e-shop www.skpmodel.eu, in accordance with Section 1751 of the Civil Code.

1.2. These Terms and Conditions apply to the sale of goods through the e-shop. They do not apply in cases where the Buyer acts within the scope of their business activities.

1.3. Any differing arrangements may be agreed in the purchase contract and shall prevail.

1.4. The purchase contract and these Terms and Conditions are prepared in both Czech and English.

1.5. The Seller may amend these Terms and Conditions; such changes shall not affect rights and obligations arising under any previous version.

2. User Account

2.1. The Buyer may create a user account; an order may also be placed without registration.

2.2. The Buyer is obliged to provide truthful and current information and to update it as necessary.

2.3. Access to the account is protected by a username and password; the Buyer is obliged to protect them.

2.4. The Buyer must not make the account available to third parties.

2.5. The Seller may cancel the account in the event of a breach of obligations or inactivity.

2.6. The Seller may temporarily restrict the availability of the e-shop for maintenance purposes.

3. Conclusion of the Purchase Contract

3.1. The presentation of goods is for informational purposes only and does not constitute an offer to conclude a contract.

3.2. The e-shop provides information about the goods, the price including VAT, and delivery costs.

3.3. The Buyer fills in the order form and may modify the information before submitting it.

3.4. The Buyer submits the order by clicking the button "Order with obligation to pay" (or similar wording). By submitting the order, the Buyer confirms familiarity with these Terms and Conditions.

3.5. The Seller confirms receipt of the order by e-mail; the purchase contract is thereby concluded.

3.6. The Seller may request additional confirmation of the order.

3.7. The Buyer agrees to the use of distance communication means; the costs of communication shall be borne by the Buyer.

4. Price of Goods and Payment Terms

4.1. Prices are stated including VAT, unless stated otherwise.

4.2. Payment methods:

- bank transfer to the Seller's account maintained with Komerční banka, account no. 115-3760910297/0100 (variable symbol: order number);
- online payment by card via the Shoptet payment gateway;
- via PayPal.

4.3. The Buyer shall bear the costs of packaging and delivery; the amount is stated in the order form.

4.4. The Seller does not require any advance payment unless stated otherwise.

4.5. In the case of cash on delivery, the price is payable upon receipt.

4.6. In the case of bank transfer, the obligation is fulfilled once the amount is credited to the Seller's account.

4.7. The Seller may require payment before dispatching the goods.

4.8. Discounts cannot be combined unless stated otherwise.

4.9. The Seller shall issue a tax document after payment and send it by e-mail or include it in the shipment.

4.10. The Seller complies with the obligations under the law on electronic sales records.

5. Withdrawal from the Purchase Contract

Consumer Right of Withdrawal

5.1. The Buyer acknowledges the exceptions to the right of withdrawal under Section 1837 of the Civil Code (for example, goods made to the Buyer's specifications, perishable goods, goods in a broken hygienic package, etc.).

5.2. Unless an exception applies, the Buyer has the right to withdraw from the contract within 14 days from receipt of the goods (or, in the case of multiple deliveries, from receipt of the last delivery).

5.3. To withdraw, the Buyer may use the sample form attached to these Terms and Conditions and send it to info@skpmodel.eu or to the Seller's registered office address.

5.4. Upon withdrawal, the contract is cancelled from the beginning. The Buyer shall return the goods within 14 days from sending the withdrawal notice; the cost of returning the goods shall be borne by the Buyer unless the Seller states otherwise.

5.5. The Seller shall refund all received payments, including delivery costs (except for additional costs resulting from a more expensive delivery method chosen by the Buyer), within 14 days from receipt of the withdrawal notice, using the same method of payment unless the parties agree otherwise. The Seller may withhold the refund until the returned goods are received or the Buyer proves that the goods have been sent back.

5.6. The Buyer is liable for any diminished value of the goods resulting from handling beyond what is necessary to become acquainted with the nature and characteristics of the goods; the Seller may set off any claim for compensation against the refund of the purchase price.

5.7. If a gift was provided together with the goods, the gift agreement becomes ineffective upon the Buyer's withdrawal and the gift must be returned.

6. Delivery and Shipping of Goods

6.1. Delivery methods are listed in the e-shop and selected by the Buyer in the order form.

6.2. Carriers used by the Seller: Czech Post and Balíkovna (and any other carriers listed in the e-shop, if added).

6.3. Delivery costs are stated before the order is submitted.

6.4. The Buyer is obliged to accept the goods; failure to do so may result in costs associated with repeated delivery.

6.5. Upon receipt of the shipment, the Buyer is obliged to check the integrity of the packaging. If the packaging is damaged, we recommend accepting the shipment only with reservation and promptly reporting the damage to the carrier and to the Seller at info@skpmodel.eu. A claim concerning damaged goods must be made no later than 3 working days from receipt of the shipment.

6.6. The Buyer bears the risk and costs associated with shipping if they choose a delivery method other than the standard method offered by the Seller.

6.7. Further conditions may be set out in the delivery terms or complaints procedure.

7. Rights from Defective Performance

Complaints

7.1. Rights and obligations are governed by the Civil Code, especially the provisions concerning liability for defects.

7.2. The Seller is liable for the goods being free from defects upon receipt; the goods must have the agreed characteristics or the characteristics usual for this type of goods.

7.3. No liability is assumed for defects arising from normal wear and tear, defects caused by the Buyer, or defects in goods sold with a discount due to a defect.

7.4. The warranty period for consumer goods is 24 months from receipt; for used goods, the period may be shortened if stated. If a defect appears within 6 months from receipt, it is presumed that the defect existed already at the time of receipt unless proven otherwise.

7.5. The Buyer shall exercise rights from defective performance with the Seller at the registered office address or by e-mail at info@skpmodel.eu.

7.6. Complaint procedure: the Buyer describes the defect, attaches proof of purchase, and sends the goods to the address specified by the Seller (or hands them over in person if possible).

7.7. The Seller shall confirm receipt of the complaint within 5 working days by e-mail and shall resolve the complaint no later than 30 days from its submission, unless a different time limit is set by law. If the result of the complaint is a refund, the Seller shall refund the money within 14 days from the complaint being upheld, unless the parties agree otherwise.

7.8. Details of the complaint procedure may be set out in a separate complaints policy.

8. Additional Rights and Obligations

8.1. Ownership of the goods passes to the Buyer upon payment of the full purchase price.

8.2. The Seller is not bound by any codes of conduct under Section 1826 of the Civil Code.

8.3. Complaints are handled by the Seller via e-mail at info@skpmodel.eu.

8.4. The competent authority for out-of-court consumer dispute resolution is the Czech Trade Inspection Authority (www.coi.cz). Consumers may also use the ODR platform: <https://ec.europa.eu/consumers/odr>.

8.5. Supervision over personal data protection is exercised by the Office for Personal Data Protection (www.uouu.cz).

8.6. Seller contact details: e-mail info@skpmodel.eu, orders@skpmodel.eu; registered office: Třibřichy 47, 537 01 Třibřichy.

9. Personal Data Protection

9.1. Processing of personal data is governed by Regulation (EU) 2016/679 (GDPR). Detailed personal data protection principles are set out in a separate document, "Personal Data Protection (GDPR)," available in the e-shop.

10. Sending Commercial Communications

10.1. The Seller may send commercial communications based on consent or, in the case of existing customers, on legitimate interest in accordance with applicable legal regulations.

10.2. The Buyer may withdraw consent to receive commercial communications at any time via the unsubscribe link in the e-mail or by contacting the Seller.

11. Cookies

11.1. The e-shop uses cookies; details are provided in the document "Cookies Policy," available in the e-shop. The Buyer may change cookie consent at any time.

12. Delivery of Correspondence

12.1. Correspondence shall be delivered by e-mail or by post to the addresses stated in the purchase contract or user account.

12.2. A notice is also deemed delivered if it is refused by the addressee or left uncollected.

12.3. Ordinary correspondence may be delivered by e-mail.

13. Final Provisions

13.1. Legal relations with an international element are governed by Czech law, unless this would conflict with mandatory consumer rights.

13.2. Invalidity of one provision shall not affect the validity of the others; the invalid provision shall be replaced by a provision of closest meaning.

13.3. The purchase contract and these Terms and Conditions are archived in electronic form.

13.4. An attached sample withdrawal form is included.

In Třebíchy on 1 June 2026.