

## General Terms and Conditions of the Supplier OPTIMO VISTA s.r.o.

Company name: OPTIMO VISTA s.r.o.  
Registered office: Prague 9, U Elektry 650/2, 198 00  
Company ID: 28586158  
VAT ID: CZ28586158  
File no.: C 154785, registered at the Municipal Court in Prague  
Website URL address: <http://www.optimovista.cz>  
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### Bank details for CZK payment

Account number: 208 284 93 99/0800  
IBAN: CZ76 0800 0000 0020 8284 9399  
SWIFT: GIBACZPX

## 1. INTRODUCTION

- 1.1 These General Terms and Conditions (hereafter "GTC") form an integral part of contracts or agreements made between the supplier OPTIMO VISTA s.r.o., company ID: 285 86 158, with a registered office at: Prague 9, U Elektry 650, 198 00, registered in a public register managed by the Municipal Court in Prague, section C, file 154785 (hereafter "Supplier") as the party of the first part and their customers as the party of the second part (hereafter "Customer"), provided that the Supplier acts in these contracts as the contractor, supplier or similarly as the person providing the agreed performance to the customer as the party of the second part. The contracts or agreements concluded between the Supplier and Customer are hereafter in these GTC referred to as "Agreement".
- 1.2 A subject of performance for the purpose of these GTC is also understood as a result of the Supplier's activity under an Agreement regardless of the type or kind of the concluded Agreement.
- 1.3 GTC also regulate other mutual rights and obligations of the Supplier and the Customer, which are not expressly regulated in the Agreement. Mutual rights and obligations of the Supplier and the Customer are governed by the Act no. 89/2012 Coll., the Civil Code.
- 1.4 Provisions diverging from the General Terms and Conditions may be agreed in a Purchase Agreement. Divergent provisions in a Purchase Agreement take precedence over the provisions of the General Terms and Conditions.
- 1.5 Purchase Agreement and General Terms and Conditions are made in Czech language.
- 1.6 The General Terms and Conditions may be changed or amended by the Supplier. This provision is without prejudice to the rights and obligations arising under the previous version of the General Terms and Conditions.
- 1.7 Provisions of the General Terms and Conditions form an integral part of the Purchase Agreement. The Customer confirms by their signature that they made themselves acquainted with these General Terms and Conditions, as well as the Complaints Procedure Code of the Supplier and the Personal Data Processing Policy, which are included therein, and that they agree with them without any reservations, in the version applicable as of the moment the Agreement is concluded.
- 1.8 These General Terms and Conditions are in compliance with the Act no. 634/1992 Coll., on Personal Data Protection, as amended, and with art. 13 of the Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016, the General Data Protection Regulation (hereafter "GDPR").

## 2. AGREEMENT FORM AND REQUISITES

- 2.1 The Agreement must always be made in writing and may only be amended or terminated in writing. Written form according to the preceding sentence is deemed to also include agreements concluded by written confirmation of an order, or as the case may be, only one of these documents, by the Customer.
- 2.2 The Agreement is valid, if it contains at least an agreement on the subject of performance. In case the Agreement is not made in writing in the specific case and the Supplier performs the subject of performance agreed in a different form, the Customer cannot claim invalidity of the Agreement on the grounds of failure to comply with the written form requirement.
- 2.3 *In case the Customer purchases goods in relation to their business activity or within the frame of their self-employment, all of the following provisions of this article will apply.*
- 2.4 *Unless an unambiguous agreement on the time of performance is made, the Supplier is entitled to provide the performance at any time. The same applies in case the agreement on the time of performance is incomplete.*
- 2.5 *Unless an unambiguous agreement on the place of performance is made, the Supplier will be entitled to provide the performance in their registered office. The same applies in case the agreement on the place of performance is incomplete.*
- 2.6 *Unless an unambiguous agreement on the price or manner of its calculation is made, the agreed price will be considered as the price, for which the same or comparable performance is usually provided in the time and place, where the Agreement was made. The same applies also in case the agreement on the price is incomplete.*
- 2.7 *Unless an unambiguous agreement on the manner of performance is made, the manner of performance will be at the Supplier's discretion. The same applies also in case the agreement on the manner of performance is incomplete.*

- 2.8 *Any subsequent changes and supplements to a concluded Agreement must be made by the Customer by e-mail sent to the address stated in the heading or by telephone, however, any such changes or supplements become effective only after an express confirmation of the Supplier.*
- 2.9 *The Customer acknowledges that the Supplier is entitled to unilaterally withdraw from the Purchase Agreement up to the moment the goods are delivered to the Customer.*
- 2.10 *Compliance with deadlines for performance depends on due and timely provided cooperation of the Customer. In case the Customer is in default with the provision of their necessary cooperation, the agreed term of performance will be postponed by the time the Customer is in default with the provision of the necessary cooperation to the Supplier.*
- 2.11 *Unless agreed otherwise in the Agreement, the obligation of the Supplier to supply the subject of performance is discharged on the day the subject of performance is handed over to the Customer, and in case the Agreement specifies shipping of the subject of performance to the Customer, the obligation is discharged on the day the subject of performance is handed over to the freight carrier for shipping (hereafter "Day of Delivery"). In case shipping of the subject of performance to the Customer was not agreed, the Customer will be obliged to pick up the subject of performance on the day specified in the Agreement. In case such day is not specified in the Agreement, the Customer will be obliged to pick up the subject of performance on or before the seventh day after the Supplier sends a notification that the subject of performance is ready for pickup. The day of delivery or the day the Customer comes to default with takeover of the subject of performance, whichever comes sooner, is the day the Supplier becomes entitled for payment of the price of the subject of performance. The day of delivery or the day the Customer comes to default with takeover of the subject of performance, whichever comes sooner, is the day on which the risk of damage on the subject of performance is transferred from the Supplier to the Customer.*

### **3. PAYMENT TERMS AND CONDITIONS**

- 3.1 The Customer will be obliged to pay to the Supplier, along with the purchase price, also the costs associated with packing, delivery, carrying up and assembly in the agreed amount. The price of assembly, delivery, carrying up and installation is agreed in the Purchase Agreement. Unless expressly stipulated otherwise, the purchase price is deemed to also include the costs associated with delivery, packing, carrying up and assembly of the goods.
- 3.2 The Customer acquires the ownership title to the subject of performance only after full payment of the price and all other payment obligations of the Customer to the Supplier associated with the Agreement and delivery of the subject of performance (i.e. in particular possible late payment interest, contractual penalty, damage compensation). The Customer will also be entitled to take over the goods only after full payment of the purchase price and price of delivery (hereafter "shipping costs"), assembly, carrying up and installation, provided that the delivery, assembly, carrying up and installation was agreed between the Parties. Or as the case may be, after payment of the contractual penalty – if it was claimed by the Supplier.
- 3.3 The Customer may pay the purchase price and the fee for delivery, assembly, carrying up and installation and any other performance provided under the Agreement to the Supplier as follows:
- a) wire transfer to the account specified in the Purchase Agreement
  - b) in cash in the Supplier's business premises
- 3.4 Unless stipulated otherwise in the Agreement, the purchase price is due in 7 days after concluding the Purchase Agreement and the undertaking of the Customer to pay the purchase price is fulfilled at the moment the respective sum is credited to the Supplier's account. In case the Customer is in default with such payment of the purchase price, the Supplier will be entitled to withdraw from the Agreement.
- 3.5 The Seller is entitled to request an advance payment up to the whole sum of the purchase price.

### **4. SUPPLY, DELIVERY, ASSEMBLY**

- 4.1 The place of delivery of goods is the business premises of the Supplier, unless subsequently agreed otherwise by the Supplier and the Customer. The price for assembly, delivery, carrying up and installation of the delivered goods is in such case agreed in the Purchase Agreement.
- 4.2 The deadline for the delivery of goods is always specified in the relevant Purchase Agreement.
- 4.3 Partial deliveries are permitted, unless expressly stipulated otherwise.
- 4.4 In case the Customer orders assembly and/or installation along with the subject of performance (hereafter jointly referred to as "assembly"), or if the Customer orders only the assembly itself, the Customer will be obliged to make themselves acquainted with the requirements and conditions of assembly of the relevant subject of performance before placing the order. The risk that the assembly will be impossible to perform in the location designated by the Customer on the grounds that the assembly location does not comply with the assembly requirements and conditions of the relevant subject of performance, will be borne by the Customer.
- 4.5 The Customer will be obliged to allow the Supplier to take measurements at the location, where the delivery is to be installed.
- 4.6 In case it is found after the delivery of the subject of performance that assembly thereof is not technically possible in the location designated by the Customer and the Customer does not designate a different assembly location, the order of assembly of the subject of performance will become null and void and only the order of the goods without assembly will remain in effect. In such case the Customer will be obliged to compensate the Supplier for any damage incurred as a result of the ordered and unrealized assembly.
- 4.7 By confirmation of the order the Supplier undertakes to secure performance of assembly of the subject of performance in the delivery location. A protocol will be drawn up about performing the assembly, which will be signed by the Customer and the Supplier, and will contain a confirmation of due assembly and installation of the subject of performance. In case the Customer does not confirm the protocol within 3 days after the assembly is completed, the protocol will be deemed accepted by the Customer without reservations.
- 4.8 The Supplier is entitled to secure assembly of the goods through a third party. In such case the third party is a person authorized by the Supplier to perform any and all actions associated with assembly of the subject of performance on behalf of the Supplier.

- 4.9 The Customer undertakes to allow the Supplier access in the agreed term to the assembly location in order to perform the assembly of the subject of performance.
- 4.10 The Customer will be obliged to secure access road to the agreed location of delivery and takeover of the goods and to enable the assembly thereof negotiated in the Agreement. In case the Customer thwarts delivery of the goods, they will be obliged to pay to the Supplier a contractual penalty per each such thwarted trip of the Supplier in an amount corresponding to the price of transportation negotiated in the Agreement. In case the Customer thwarts assembly of the goods, they will be obliged to pay to the Supplier a contractual penalty per each such thwarted trip of the Supplier in an amount corresponding to the price of assembly negotiated in the Agreement.
- 4.11 Upon takeover of the goods the Customer will be required to present a proof of purchase of the goods. The Supplier will also be entitled to verify the identity of the Customer.
- 4.12 The Supplier reserves the right to unilaterally change the freight carrier selected by the Customer, if it is to the benefit of the Customer with regard to the current workload of freight carriers or the nature of the shipment. In case such change results in a more expensive transportation, the price difference will not be charged to the Customer, the Customer will only be obliged to pay the originally agreed price of transportation.
- 4.13 In case the Parties negotiate in the Agreement that the delivery location is the Supplier's business premises, the Customer will be obliged to pick up the goods within 7 days after notification of the Supplier that the goods are ready for pickup in the Supplier's business premises – unless agreed otherwise between the Parties.
- 4.14 In case the Customer fails to pickup the goods in the agreed term, the Supplier will be entitled to charge the Customer a storage fee up to the sum of 500 CZK per day per each m2 occupied by the goods in the warehouse; or to sell the goods themselves to on the Customer's behalf. The Supplier will be obliged to caution the Customer about this procedure in advance and provide them a reasonable additional time to pickup the goods.
- 4.15 *In case the Customer buys the goods in relation to the scope of their business activity or within the performance of their self-employment, the following provisions of this article of GTC will additionally apply.*
- 4.16 *The delivery deadlines will be extended in case the Supplier is temporarily or permanently prevented in their performing their obligations by force majeure, such as an extraordinary unforeseeable and unavoidable obstacle occurring independently on their will. The same applies also in case such circumstances occur with the suppliers and sub-contractors of the Supplier, or in case of interruption of their own operation. The above referred also applies to circumstances that would prevent the Supplier from fulfilling their obligations to the Customer under the conditions referred to above.*
- 4.17 *By confirmation of the order the Supplier undertakes to secure performance of assembly of the subject of performance in the delivery location. A protocol will be drawn up about performing the assembly, which will be signed by the Customer and the Supplier, and will contain a confirmation of due assembly and installation of the subject of performance. In case the Customer does not confirm the protocol within 3 days after the assembly is completed, the protocol will be deemed accepted by the Customer without reservations.*
- 4.18 *In case the customer also orders, along with the subject of performance, shipping to the location designated by the Customer, which is secured by the Supplier, the Customer will assume the obligation to also comply with the General Terms and Conditions of the freight carrier in addition to this Agreement; therein the Customer fully agrees with discretionary selection of the freight carrier.*
- 4.19 *In case any damage is found on the subject of performance, the Customer will be obliged to keep the outer packaging, not to remove any markings, labels, internal packaging, internal fillings (until the time the complaint procedure is finished), the Customer will be obliged to document everything; documentation is understood as taking photographs of the outer packaging from all sides, photographs of the internal packaging along with the damaged goods so that the extent of damage is apparent. The documentation will then be subject to evidence procedure. The Customer must immediately (within 48 hours) send the documentation to the Supplier's e-mail address stated in the confirmed job order, order, Agreement applicable to the relevant subject of performance and its transportation.*
- 4.20 *Agreement of the Parties on the delivery of the goods at a later time than agreed in the Agreement is without prejudice to the originally agreed term of payment agreed in the Agreement.*
- 4.21 *In case the Customer purchases goods in relation to the scope of their business activity or within the frame of their self-employment, the time limit for delivery of goods is 12 months after the Agreement is concluded, unless stipulated otherwise in the Agreement.*

## **5. WITHDRAWAL FROM PURCHASE AGREEMENT**

- 5.1 *In case the Customer purchases goods in relation to their business activity or within the frame of their self-employment, no provisions of this article of GTC will apply (i.e., in such case the Customer is not entitled to withdrawal according to this article of GTC).*
- 5.2 The Customer acknowledges that according to section 1837 of the Civil Code it is not possible inter alia to withdraw from a Purchase Agreement on the delivery of goods, which were modified according to the Customer's wishes (e.g. custom made) or for the Customer; to withdraw from a Purchase Agreement on the delivery of perishable goods, as well as goods that was irreversibly mixed with other goods; to withdraw from a Purchase Agreement on the delivery of goods in a closed packaging, which the Customer removed from the packaging and it is impossible to return for hygienic reasons.
- 5.3 In other cases than referred to in the preceding paragraph or in other cases where it is not impossible to withdraw from the Purchase Agreement, the Customer is entitled to withdraw from the Purchase Agreement in compliance with Section 1829 (1) of the Civil Code within fourteen (14) days after takeover of goods, whereas in case the subject of agreement is several types of goods or delivery of several parts, this time limit begins on the day of takeover of the last delivery of goods. The notice of withdrawal from the Purchase Agreement must be sent to the Supplier within the time limit specified in the preceding sentence. The Customer may use the sample form provided by the Supplier to withdraw from the Purchase Agreement, which is attached as annex to these General Terms and Conditions. The Customer may send the notice of withdrawal inter alia to the address of business premises of the Supplier or to the address of the Supplier's electronic mail.
- 5.4 In case of withdrawal from the Purchase Agreement according to this article of GTC the Purchase Agreement will be terminated from the beginning. The goods must be returned by the Customer to the Supplier within fourteen (14) days after the notice of withdrawal from the Purchase Agreement is delivered to the Supplier. In case the Customer withdraws from the Purchase Agreement, the Customer will bear

the costs associated with returning the goods to the Supplier; this applies also in case the goods cannot be returned by regular mail due to their nature.

- 5.5 In case of withdrawal from the Purchase Agreement according to this article of GTC, the Supplier will return the money accepted from the Customer within 14 (fourteen) days after the Customer has withdrawn from the Purchase Agreement in the same manner, in which the Customer accepted the goods from the Supplier, unless agreed otherwise with the Supplier. The Supplier is also entitled to return the performance provided by the Customer upon returning of the goods by the Customer or in another manner, provided that the Customer agrees and that no additional costs arise to the Customer. In case the Customer withdraws from the Purchase Agreement, the Supplier is not obliged to return the accepted funds to the Customer sooner than the Customer returns the goods or proves that they shipped the goods to the Supplier.
- 5.6 The Customer acknowledges that the claim for compensation of damage caused on the returned goods may be unilaterally set off by the Supplier against the claim of the Customer for refund of the purchase price.
- 5.7 The Supplier will return to the Customer along with the purchase price also the shipping costs in the amount corresponding to the cheapest shipping method offered by the Supplier as of the day the order was placed. The shipping costs on the part of the Customer associated with withdrawal from the Purchase Agreement will be borne by the Customer and the Customer will not be entitled to claim refund thereof from the Supplier.
- 5.8 In all cases of withdrawal according to this article the Customer also expressly acknowledges that payments for assembly or carrying up are not included in the shipping fee and will not be refunded to the Customer.
- 5.9 In case any gift is given to the Customer along with the goods, the donation agreement between the Supplier and the Customer is made with a condition subsequent that in case the Customer withdraws from the Purchase Agreement, the donation agreement for such gift will be nullified and the Customer will be obliged to return the provided gift to the Supplier along with the goods.

## **6. RIGHTS ARISING FROM DEFECTIVE PERFORMANCE (COMPLAINTS PROCEDURE CODE)**

- 6.1 Rights and obligations of the Parties concerning defective performance rights will be governed by the applicable legislation (in particular Section 1914 through 1925, Section 2099 through 2117 and Section 2161 through 2174 of the Civil Code and the Act no. 634/1992 Coll., on Consumer Protection, as amended).
- 6.2 The Supplier will be liable to the Customer that the goods will be free of defects upon takeover. The Supplier will in particular be liable to the Customer that at the moment the Customer takes over the goods:
- 1.1.1. the goods have properties agreed by the Parties, and in the absence of such agreement that the goods have properties the Supplier or manufacturer described or that the Customer expected with regard to the nature of the goods and based on their advertising;
  - 1.1.2. the goods are fit for the purpose declared for their use by the Supplier or purpose, for which the goods of this type are usually used,
  - 1.1.3. the goods correspond in quality or execution to the agreed sample or model, if the quality or execution was agreed according to the agreed sample or model,
  - 1.1.4. the goods are in appropriate quantity, amount or weight and
  - 1.1.5. the goods correspond to the requirements stipulated by the applicable legislation.
- 6.3 Provisions of this article will not apply to the goods in particular in case:
- a) the defect was present on the goods in time of handover and a discount from the purchase price was agreed on the grounds of this defect,
  - b) the defect is caused by the Customer as a result of improper use, storage, improper or insufficient maintenance, tampering with on the part of the Customer or mechanical damage,
  - c) the defect was caused as a result of an external event outside the Supplier's influence (defects on the function or delivery of electric network, water or gas)
  - d) it concerns regular wear and tear of the goods caused by its use, not a defect per se,
  - e) utility and aesthetic properties of the goods were prematurely exhausted by negligent manner of use,
  - f) it concerns natural properties of natural materials, not a flaw; a common difference in color or structure of natural or cloth materials, varnished, stained or oiled surfaces, typical properties of wood or bamboo, including smell, minor unevenness in structure or color of veneered and solid wood furniture, change of structure, minor deviations in color shade and grain of wood surfaces, natural growth defects or smell of wood and common sound artefacts of wooded structures (creaking) are not considered defects of the goods, the same applies to defects of leather upholstery (hide) that arose in the raw material during the animal's life by physical, chemical or biological effects, usual wear and minor cracks in the leather as a result of repeated mechanical bending of the leather, e.g. in wrinkles or seams, different grain of the leather or natural patina of the leather.
  - g) the defect does not show even after expert review of the goods.
- 6.4 In case the defect shows within six months after takeover, the goods are considered to have already been defective at the moment of takeover.
- 6.5 In case of glass and ceramic products the goods are not considered defective in case the color shade differs from displayed products in retail store or pictures in a printed form. Minor grain patterns, discrepancies and minor dots on the glass surface (in case of glass products) or glazing (in case of ceramic products) are not considered defects.
- 6.6 Also in case the individual pieces of the same ceramic goods have minor differences in shape under 2% of the stated dimensions, it is not considered a defect of goods.

- 6.7 The Supplier has obligations arising from defective performance at least in the extent, in which the obligations arising from defective performance of the manufacturer exist. The Customer is otherwise entitled to exercise rights associated with defects, which arise on consumer goods in the period of twenty-four months after takeover. In case there is a period, for which the goods can be used, stated on the sold goods, on the packaging, in the manual attached to the goods or in an advertisement in compliance with other legal enactments, the provisions of quality warranty will apply. By virtue of the quality warranty the Supplier undertakes that the goods will be eligible for use for the common purpose or that it will maintain the common properties for a certain period of time. In case the Customer has rightfully complained to the Supplier about a defect of the goods, the time limit for exercising of rights arising from defective performance or the warranty period will not run during the period, in which the Customer was unable to use the defective goods.
- 6.8 Provisions stipulated above in this article of GTC will not apply in case of goods sold at a lower price on account of the defect, for which the lower price was negotiated, to wear and tear of goods caused by standard use thereof, in case of used goods to defects corresponding to the extent of use or wear and tear the goods had upon takeover by the Customer, or if it arises from the nature of the goods. The rights arising from defective performance do not pertain to the Customer in case the Customer was aware that the goods are defective at the moment of takeover or in case the defect was caused by the customer themselves.
- 6.9 Rights arising from liability for defects of goods are to be exercised with the Supplier. However, if a confirmation issued by the Supplier regarding the extent of rights arising from liability of defects (in the sense of Section 2166 of the Civil Code) specifies another person designated for repairs, who is in the location of the Supplier or in a location closer to the Customer, the Customer will exercise the right for repair with the persons designated to perform the repair. With the exception of cases, where another person is designated to perform the repair according to the preceding sentence, the Supplier will be obliged to accept a complaint in any business premises, in which the acceptance of the complaint is possible with regard to the assortment of the sold products or provided services, or as the case may be, also in their registered office or place of business. The Supplier will be obliged to issue a written confirmation to the Customer stating when and how the Customer exercised their right, what are the contents of the complaint and what manner of execution of the complaint the Customer requires; furthermore, a confirmation of the date and manner of execution of the complaint, including a confirmation of performing the repair and time of its duration, or as the case may be, a written reasoning of rejection of the complaint. This obligation also applies to other persons designated by the Supplier to perform the repairs.
- 6.10 The Customer will notify the Supplier what right they selected upon notification of the defect or without undue delay thereafter. The Customer may not change the notified selection without a consent of the Supplier; this does not apply in case the Customer requested repair of a defect that proves to be irreparable.
- 6.11 In case the goods do not have the properties stated in this article of the General Terms and Conditions, the Customer may also require delivery of new goods free of defects, if it is not disproportional to the nature of the defect, but if the defect only applies to a component of the goods, the Customer may only require replacement of the component in question; if it is not possible, they may withdraw from the Agreement. However, if it is disproportional to the nature of the defect, in particular if the defect can be rectified without undue delay, the Customer is entitled to a free of charge rectification of the defect. The right to delivery of new goods or replacement of a defective component pertains to the Customer also in case of a reparable defect, if the goods cannot be duly used for repeated occurrence of the defect after repair or for a larger number of defects. In such case the Customer is also entitled to withdraw from the Agreement. If the Customer does not withdraw from the agreement or does not exercise the right for delivery of new goods free of defects, replacement of a defective component or repair of the goods, they may require a reasonable discount in price. The Customer is entitled to a reasonable discount also in case the Supplier is unable to deliver new goods free of defects, replace its component or repair the goods, as well as in case the Supplier fails to rectify the situation in a reasonable time or in case rectification of the situation would cause significant difficulties to the Supplier.
- 6.12 In case of replacement of goods, the previous warranty period will continue, or more precisely the term of liability for defects; the warranty period does not start anew.
- 6.13 Whoever has the right according to Section 1923 of the Civil Code is also entitled to compensation of purposefully expended costs of exercising this right. However, if they do not exercise the right for compensation within one month after the lapse period, in which the defect must be complained, the court will not award this right, if the Supplier objects that the right for compensation was not exercised in due time.
- 6.14 The Supplier reserves the right to minor technical changes of the sold goods.
- 6.15 The Supplier is obliged to decide on the complaint immediately, in more complex cases within three business days. The time necessary for expert assessment of the defect will not be counted into this time limit. The complaint procedure including rectification of the defect must be executed without undue delay, however, no later than 30 days after the complaint is made, unless the Supplier and the Customer agree on a longer time. If this time limit expires in vain, it will be considered a material breach of the Agreement. **A condition for the running of these time limits is that the Customer provides the Supplier with the necessary cooperation to execute the complaint, i.e. in particular that they allow the Supplier to review the goods subject to the complaint.****
- 6.16 The Supplier will be obliged to confirm the execution of the complaint and time of its duration to the Customer in writing.
- 6.17 Condition of the goods, review of which the Customer demands, must comply with the basic hygienic standards allowing its review and identification of any defects. The Supplier recommends that the goods sent for complaint procedure be thoroughly cleaned. In case the condition of the goods handed over to the Supplier to assess justification of claimed defects does not comply with the elementary hygienic requirements necessary to review its condition, such goods will be returned to the Customer.
- 6.18 The Customer is not entitled to change the already selected manner of execution of the complaint without a consent of the Supplier, with the exception of cases, where the selected manner of resolution is not possible to execute.
- 6.19 The Customer will be obliged to take over the goods subject to the complaint within 30 days after the last day of the period, in which the complaint should have been executed, thereafter the Supplier will be entitled to charge storage fee in the amount of 500 CZK per day per m<sup>2</sup> occupied by the goods in the warehouse; or to sell the goods themselves on the Customer's behalf. The Supplier will be obliged to caution the Customer about this procedure in advance and provide them a reasonable additional time to pickup the goods.
- 6.20 The Supplier will not be obliged to provide the Customer replacement goods for the period of handling the complaint.
- 6.21 The Parties acknowledge that the Supplier will not be obliged to review the condition of goods and justification of the complaint in the location, where the goods are placed. The Customer may not demand arrival of the Supplier's staff members without an express agreement with the Supplier regarding such on site call.
- 6.22 The Supplier provides to the Customer, above the frame of their statutory obligations, a quality warranty for a period of two years, unless the warranty certificate or product card states a longer warranty period. Exercising of the warranty is governed by the provisions of GTC

stipulated above, unless the warranty certificate or information on the product card or another document applicable to the supplied goods states otherwise.

- 6.23 The Supplier will return to the Customer the funds accepted from the Customer in the same manner, in which the Supplier received them, unless agreed otherwise with the Customer.
- 6.24 The Customer may file a their complaint with the Supplier in particular by letter, e-mail or in person at any of the Supplier's business premises.
- 6.25 If the Customer complains about damaged goods that came in a set (i.e. several pieces in a pack), it generally suffices to deliver only the damaged part to the Supplier, not the entire set. This applies also in case of a product consisting of several parts and the Supplier files the complaint only in relation to one individual part. The Supplier recommends to send the goods in the original packaging or otherwise suitably packed. Consignments with the goods subject to the complaint cannot be sent to the Supplier as cash for delivery.
- 6.26 The Supplier recommends that all goods sent to the Supplier for assessment of justification of all complained defects be securely and appropriately packed so that it is not damaged during transport to the Supplier. The Customer will be liable for any defects caused as a result of transport from the Customer to the Supplier.
- 6.27 *In case the Customer purchases Goods in relation to their business activity or within the frame of their self-employment, all of the following provisions of this article of GTC will take precedence over the above stated provisions.*
- 6.28 *The time limit for executing the complaint is 180 days.*
- 6.29 *The Customer expressly acknowledges that the Supplier disclaims any liability for harm (with the exception of harm caused to persons on their natural rights or caused intentionally or out of gross negligence), which could occur on the part of the Customer based on the Purchase Agreement concluded with the Supplier.*
- 6.30 *The Customer will be obliged to complain about apparent defects of the goods at handover of the goods. Failing to do so will be deemed as their acceptance of the apparent defects and any later complaints concerning such apparent defects will be disregarded.*
- 6.31 *The Customer will be obliged to file a complaint concerning any other defects of the supplied goods within seven days after the day, on which they should and could ascertain them when exercising all due care and diligence.*
- 6.32 *The Supplier provides a quality warranty to the subject of performance as a whole, whereas the warranty period is according to the material used as follows:*
- a) *wooden parts 12 months*
  - b) *glass parts 12 months*
  - c) *metal parts 6 months*
  - d) *varnished parts 6 months*
  - e) *electro components 6 months*
  - f) *other parts and components 6 months*
- If the subject of performance is made of a combination of materials referred to above, the shorter of the warranty periods applicable to the individual materials used will apply.*
- 6.33 *The Customer is obliged to physically hand over the goods, defects of which they complain about, at the address of the Supplier's business premises stated in the heading hereof for review of their condition and decision on justification of the complaint.*

## **7. CONTRACTUAL PENALTY**

- 7.1 In case of default of the Customer with payment of the purchase price, a contractual penalty is agreed in the sum of 0.5% of the overall purchase price per each day of default. Both Parties consider the contractual penalty in this sum to be proportional to the circumstances.
- 7.2 Payment of the contractual penalty referred to above does not relieve the Customer of their obligation to compensate any damage caused, which the Customer is obliged to pay in addition to the contractual penalty in full.
- 7.3 Claiming the contractual penalty for breaching the contractual obligation is also without prejudice to the right to withdraw from the Agreement.
- 7.4 Any payment accepted by the Supplier will be first used to settle any sanction fees, in particular the contractual penalty, whereas the order of such sanction fees will be governed by the date of their establishment (sanction fee with earlier date will take precedence).
- 7.5 The contractual penalty is due in seven days after delivery of the notice claiming its payment.

## **8. COSTS OF COMPLAINT PROCEDURE AND DISPUTE RESOLUTION**

- 8.1 *If a complaint is recognized as justified, the Customer, who did not purchase the goods in relation to their business activity or within the frame of their self-employment, will be entitled to compensation of purposefully expended costs associated with exercising their right. The Supplier themselves does not provide replacement goods for the duration of the complaint procedure.*
- 8.2 *The Customer who purchases the goods in relation to their business activity or within the frame of their self-employment is not entitled to compensation of purposefully expended costs associated with exercising their right, even if the complaint is recognized as justified.*
- 8.3 In case the Supplier rejects the complaint as unjustified, the Customer or after a previous agreement both Parties may turn to a certified expert in the given field and request elaboration of an independent expert opinion for assessment of the defect.
- 8.4 If an agreement between the Supplier and the Customer is not reached, the Customer may utilize the existing system for out of court settlement of consumer disputes, or submit the case to the competent court. In such case the Customer – consumer may contact the entity dealing with out of court dispute settlement, which is e.g. the Czech Trade Inspection. More information on out of court dispute settlement

is available on the website of the Czech Trade Inspection <http://www.coi.cz/cz/spotrebitel/prava-spotrebitelu/mimosoudni-reseni-spotrebitelskych-sporu-adr/>

- 8.5 The Supplier secures handling of out of court settlement of consumer complaints via the electronic address stated in the heading hereof. The Supplier will send the information on execution of the consumer complaint to the Customer's electronic address.
- 8.6 The Supplier is not bound by any Codes of Conduct in the sense of Section 1826 (1) e) of the Civil Code in relation to the Customer.
- 8.7 The competent authority to handle out of court settlement of consumer disputes arising from Purchase Agreements is the Czech Trade Inspection, with a registered office at Štěpánská 567/15, 120 00 Prague 2, Company ID: 000 20 869, website: <http://www.coi.cz>.
- 8.8 The Supplier is entitled to sell the goods base on a trade license. Trade inspection is carried out by the Competent Trade Licensing Authority within the frame of its competence. Supervision in the area of personal data protection is carried out by the Office for Personal Data Protection. The Czech Trade Inspection exercises inter alia supervision in the defined extent over the compliance with the Act no. 634/1992 Coll., on Consumer Protection, as amended.
- 8.9 The Customer hereby assumes the risk of change of circumstances in the sense of Section 1765 (2) of the Civil Code.
- 8.10 *In case the Customer purchases the goods in relation to their business activity or within the frame of their self-employment, they acknowledge that they are obliged to compensate the Supplier, in case of entirely unsuccessful complaint, for costs purposefully expended in relation to such complaint procedure and as the case may be, any damage caused to the Supplier as a result.*

## **9. POSTPONEMENT (SUSPENSION) AND TERMINATION OF ORDER**

- 9.1 Provisions of this article of GTC apply in case the Customer subsequently after entering into the Agreement requests the Supplier to suspend production or delivery of the subject of performance during the term of performance.
- 9.2 As far as a temporary suspension is concerned, i.e. no more than 14 net days, the Supplier will quote a fee for storage of the semi-finished subject of performance along with the costs of reservation of production capacity, and the Customer will be obliged to pay all such costs without reservations along with the agreed price of the subject of performance according to the order or job order. The suspension will not affect the manner of payment and due date of the price of the subject of performance according to the confirmed order or job order. After the suspension period in the duration of no more than 14 net days expires, the Supplier will draw up a new schedule and update the new date of delivery.
- 9.3 In case the suspension should be permanent, i.e. lasting more than 14 net days (cessation or cancellation of the order), the Supplier will draw up an a settlement of the already realized work and all actual costs of reservation of production capacity, and the Customer will be obliged to pay these costs without reservation within 14 net days and to personally pick up the semi-finished subject of performance in the Supplier's registered office or in another location designated by the Supplier within 14 net days after being called to do so; this also applies in case the delivery was supposed to include assembly or transportation.
- 9.4 In case the semi-finished subject of performance is not picked up within the stated period, the Customer will be provided with an addition 20 day period after a previous written notification, and after this period expires in vain, the Supplier will be entitled to secure irreversible liquidation of the semi-finished subject of performance at the expense of the Customer, or to sell the subject of performance at the Customer's expense.
- 9.5 The Customer acknowledges that in case of suspension longer than 14 net days the Supplier will no longer be able to guarantee completion of the order and will not be liable to the Customer for any damage thus caused.
- 9.6 In case the approval of drawings gets delayed on the part of the ordering party, the date of order completion/dispatch will be changed after the drawings are approved according to the current production situation.
- 9.7 If it is not possible to commence production within 7 days after the agreed date for approval of the drawings, the ordering party will be obliged to pay for downtime of production capacity.
- 9.8 Invoicing of the order is not affected by the delay on the part of the ordering party.
- 9.9 The invoice for the agreed production will be issued on the original dispatch date agreed in the agreement.

## **10. DELIVERY**

- 10.1 Unless agreed otherwise, all correspondence associated with the Purchase Agreement must be delivered to the other Party in writing; specifically, by electronic mail, in person or by registered letter sent through a postal services provider (at the sender's choice). The Customer will receive the correspondence at their electronic mail address stated by them.
- 10.2 The message is delivered:
- a) in case of electronic mail at the moment of its receipt, if the receipt is confirmed to the sender electronically by the addressee,
  - b) in case of delivery in person or through a postal, delivery or transportation services provider, the message is deemed delivered no later than on the third business day after dispatch, including cases where the consignment is rejected by the addressee (or by the person authorized to accept the consignment on their behalf).
  - c) via SMS at the moment of delivery of confirmation of receipt of the message from the addressee to the sender's telephone
- 10.3 In addition to the above, the Supplier is also expressly authorized to perform actions associated with the rights and obligations arising from the Purchase Agreement via voice telephone call with the Customer, if the Customer grants their express consent in each individual case.

## **11. SENDING BUSINESS NOTIFICATIONS AND STORING COOKIES**

- 11.1 The Customer agrees with sending of information associated with the Supplier's goods, services or enterprise to the Customer's electronic mail address, via SMS messages to the Customer's telephone number and furthermore the Customer agrees with sending of business notifications to the Customer's electronic mail address.
- 11.2 The Customer agrees with storing of so-called cookies to their computer.
- 11.3 All materials published on the web interface are protected by copyright. Products and services provided on the web interface, information about them and their depiction may also be protected by rights of additional parties concerned (in particular manufacturers, distributors and suppliers). Names and designations of products, services, companies and the Supplier may be registered trademarks of the relevant owners. Any part of the web interface (in particular descriptions and depictions of the sold products, guide for selection of suitable product, division of product categories and parameters, advice and tips for customers) must not be electronically or mechanically copied and made accessible to the public without a previous written consent of the copyright owner. It is in particular prohibited to use photographs and texts placed on the web interface for free or for payment

## **12. ASSIGNMENT AND OFFSET OF CLAIMS**

- 12.1 *In case the Customer purchases goods in relation to their business activity or within the frame of their self-employment, the Customer is not entitled without a previous written consent of the Supplier to assign or pledge any claim against the Supplier that arose on the basis of this Agreement to a third party. The Customer is also not entitled to offset their claims against the Supplier with a claim of the Supplier against the Customer.*

## **13. TERMINATION OF AGREEMENT**

- 13.1 The Agreement may only be terminated by completion, by agreement of the Parties or by withdrawal from the Agreement.
- 13.2 *A material breach of this Agreement which is grounds for withdrawal from the Agreement is deemed by the Parties to be in particular the breach of the following obligations of the Customer, in case the Customer acts within their business activity or within the frame of their self-employment when entering into the Purchase Agreement:*
- a) *any default of the Customer with takeover of the goods*
  - b) *any default of the Customer with payment of the agreed price*

## **14. INFORMATION ON PERSONAL DATA PROCESSING**

- 14.1 By entering into the Agreement, the Data Subject hereby grants to the Supplier (hereafter "Supplier") being the Personal Data Controller their consent with personal data processing under the conditions stipulated below. The Supplier heed the protection of your Personal Data in compliance with the applicable law, which as of 25.5.2018 is represented in particular by the Regulation (EU) 2016/679 of the European Parliament and of the Council on the protection of natural persons with regard to the processing of personal data and on the free movement of such data (hereafter "Regulation") and the Act no. 101/2000 Coll., on Personal Data Protection and on the amendment of certain other acts. The Supplier is the operator of the website located at the address stated in the heading (hereafter "Portal"), through which they sell their goods. The Policy applies to all personal data processed by the Supplier based on the fulfillment of a contractual relationship, legal obligation, legitimate interest or granted consent, by the means of the above referred Portal. The Policy describes the manner of use and protection of personal data on the part of the Supplier. The Personal Data Controller in the sense of art. 4 (7) of the Regulation is the business supplier identified in the heading above.
- 14.2 Personal data will be processed in electronic form by automated means or in printed form by non-automated means.
- 14.3 The Customer confirms that the provided personal data is accurate and that they were advised that the provision of personal data is voluntary.
- 14.4 Personal data to be processed: name and surname, postal address, delivery address, invoicing address, ID no., tax ID, e-mail address and telephone number. The following data is required from customers within the frame of complaint procedure: name, surname, address, telephone number, e-mail and signature. All such acquired personal data is processed exclusively for the purposes necessary to execute the complaint.
- 14.5 The purpose of personal data processing is
- a) sale of goods in the business premises of the Supplier or remotely
  - b) custom production
  - c) pre-contractual negotiations
  - d) reply to inquiry in the inquiry form
  - e) registration form and management of user account
  - f) delivery of goods, assembly, carrying up and installation
  - g) provision of tailored advertising, sponsored content and sending of promotion information to Data Subjects based on legitimate interest of the Supplier.
  - h) complaint procedure
- 14.6 Personal data is processed in compliance with art. 6 (1) b) of the Regulation – provision of personal data is a necessary requirement for performance of an agreement or implementation of measures adopted before entering into an agreement upon request of the Data Subject. Without the provision of personal data it is impossible to realize pre-contractual negotiations, to conclude an agreement or to perform it on the part of the Supplier.
- 14.7 Personal data processing is performed by the Controller, however, personal data may be processed on behalf of the Controller also by the following processors: suppliers, consultants, freight carriers, architects, designers and other services provider participating on the sale and

delivery of goods, handling complaints and realization of payments, affiliates of the Supplier – entities owned or controlled by the Supplier, enforcement of rights – upon request on the part of public authorities or in relation to the protection of customers, or as the case may be, other providers of processing software, services and application, which, however, are not currently used by the Controller.

- 14.8 With a previous consent of the Data Subject the Processor may record telephone calls and process the recordings of telephone calls on customer support line, in particular for the purpose of negotiations on concluding an agreement, proposals for changes of contract provisions, additional information to secure performance of agreement, improvement of services, filing complaints etc. The consent with recording and processing of telephone calls is granted by the Data Subject by continuing in the telephone call after being notified by the operator that the call will be recorded. If the Data Subject does not wish to be recorded, they can hang up after the notification and use another communication channel.
- 14.9 The Controller hereby informs in compliance with art. 13 of the Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016, the General Data Protection Regulation (hereafter “Regulations”) that:
- 1) personal data of Data Subjects will be processed based on their voluntary consent under the conditions specified above,
  - 2) the reason for provision of the consent of the Data Subject is, in addition to the above referred, the interest of the Data Subject in receiving business offers of the Controller, which would not be possible without the provision of the said data
  - 3) no automated decision making or profiling will take place in the course of processing of personal data of the Data Subject
  - 4) the Controller has not appointed a Data Protection Officer, nor did they appoint a representative for the compliance with the obligations in the sense of the Regulation
  - 5) the Controller does not intend to transfer the personal data of the Data Subject to a third party, international organization or any other party than referred to above,
  - 6) The Data Subject is entitled to obtain information, whether their data is being processed; right to rectification of personal data; right to restriction of personal data processing; right to erasure of personal data; right to object against personal data processing; right to personal data portability; right to withdraw the consent with personal data processing at any time and the right to file a complaint with the Office for Personal Data Protection, registered office Pplk. Sochora 27, 170 00 Prague 7.
- 14.10 The Data Subject declares that they have been advised by the Controller about personal data processing and protection, that the personal data provided by them is accurate and true and it is provided to the Controller voluntarily.
- 14.11 The Supplier has adopted all purposeful physical and technical measures to secure the information collected in relation to the provision of the subject of performance to the Customer.

## **15. ARBITRATION CLAUSE**

- 15.1 All contractual relationships will be governed by the Czech law and jurisdiction will pertain to the Czech courts.
- 15.2 *In case the Customer purchases the goods in relation to the subject of their business activity or within the frame of their self employment, all disputes arising from this Agreement and in relation thereto will be finally and effectively settled by the Arbitration Court attached to the Economic Chamber of the Czech Republic and Agricultural Chamber of the Czech Republic according to their Rules by a single arbiter appointed by the Chairman of the Arbitration Court. The proceedings will be held in Czech language.*

## **16. FINAL PROVISIONS**

- 16.1 These General Terms and Conditions come to full force and effect as of the publishing date and are decisive in the applicable version for all orders made from this day forward. Any new version of the General Terms and Conditions will be published on the Supplier's website. On the day of publishing of the new version the previous version will be repealed, however, this will not affect Purchase Agreements made according to the previous version of the General Terms and Conditions (see the first sentence of this paragraph).
- 16.2 The issuance of any payment confirmation document only and exclusively confirms making the payment of the obligations expressly specified and describe in such confirmation. Issuance of any payment confirmation document does not confirm payment of any due or not due obligations other than expressly specified in the confirmation or document, and it does not confirm payment of any contractual penalty, late payment interest or other accessories or contractual sanctions, unless expressly stated in the relevant payment confirmation or document.
- 16.3 *In case the Customer purchases the goods in relation to their business activity or within the frame of their self-employment, the parties have expressly agreed that the limitation period for asserting any claims for monetary performance will be 5 years after the day it could be first asserted.*
- 16.4 All contractual relationships will be governed by the Czech law and jurisdiction will pertain to the Czech courts. In case the relationship established by the Purchase Agreement contains an international (cross-border) element, then the Parties agree that the relationship will be governed by the Czech law. The selection of applicable law according to the preceding sentence does not deprive the Customer of the protection granted to them by the provisions of the law, cannot be derogated from by agreement, and that would have been applicable by virtue of the law which, in the absence of choice, would have been applicable according to art. 6 (1) of the Regulation (EC) No. 593/2008 of the European Parliament and of the Council of 17 June 2008 on the law applicable to contractual obligations (Rome I).
- 16.5 In case any provision of the General Terms and Conditions is or becomes invalid or ineffective, it will be superseded by a provision, meaning of which is as close as possible to the invalid provision. Invalidity or ineffectiveness of one provision does not affect the validity or effectiveness of the remaining provisions.
- 16.6 The Purchase Agreement including the General Terms and Conditions is archived by the Supplier in electronic form and is not freely accessible.
- 16.7 Instructions for use and maintenance of goods form an annex to the General Terms and Conditions.
- 16.8 The form for withdrawal from the Agreement according to art. 5 of GTC is available at the Supplier's website HERE: [https://www.optimovista.cz/files/pdf/withdrawal\\_from\\_the\\_contract.pdf](https://www.optimovista.cz/files/pdf/withdrawal_from_the_contract.pdf)

16.9 These General Terms and Conditions come to full force and effect as of the publishing date and are decisive in the applicable version for all orders made from this day forward. The Seller reserves the right to change these General Terms and Conditions. The new version of General Terms and Conditions will be published on the Seller's website. On the day of publishing of the new version the previous version will be repealed, however, this will not affect Purchase Agreements made according to the previous version of the General Terms and Conditions (see the first sentence of this paragraph).

16.10 By signing the Agreement the Customer confirms that only these GTC apply between the Parties and that no other GTC apply.

**OPTIMO VISTA s.r.o.**

## Instructions for care and maintenance of furniture

The products may only be used for the purposes, for which they are designed. Do not sit, stand and hang on doors, furniture, beds, tables, cupboards, containers, window sills, shelves etc.

***In case of veneered and solid wood furniture the evenness of color, and grains since these are natural materials. Changes of structure, minor deviations in color and natural growth defects are not considered defects and do not constitute grounds for complaint. Each type of wood becomes darker with age, this is not considered a defect. Do not expose solid wood furniture to water or steam, radiating heat or UV radiation for extended periods of time. Also, do not place it in close proximity to AC units. Direct sunbeams and UV radiation may cause hair cracks, colors may fade, white surfaces may turn yellow and shine of gloss surfaces may be lost. Shades and patterns of fabric and leather may slightly differ from the sampler due to technological reasons***

### **Metal fittings**

Various brands of metal fittings are used with the furniture, such as STRONG, HETTICH, BLUM etc. Since the metal fittings are the most stressed part, it must be given increased attention, such as not to overload doors and drawers asymmetrically etc. Metal fittings will require adjustment as necessary after a certain time (i.e., after half a year at the latest) and regular inspections.

### **Instructions for treating oiled and waxed surfaces of solid wood and veneered furniture:**

Wipe minor fouling with lightly damp soft cloth (preferably cotton) and then wipe dry (again with cotton cloth). Never use aggressive detergents – acid, lye, abrasives or alcohol-based agents. Do not use microfiber wipers that may damage the surface! For more intensive care (approx. 1x per month) use a mixture of water (100 parts) and soap (1 part). Apply this solution in thin layer with soft cotton cloth and wipe dry immediately after application.

**Renewal of oil/wax layer** In case of heavily used surfaces (such as table tops or seats) that see daily use, renew this oil/wax layer approximately 1x per 12-36 months (according to the intensity of use). Very heavily used surfaces should be coarsened in the direction of the wood grain with the attached fine sandpaper (marked with number 1), remove the abrasive dust and apply a thin layer of hard wax oil with special velour rollers or brush. After approximately 1-2 minutes remove the excessive oil with cotton cloth. After such treatment the surfaces may be used again after the surface fully hardens (approx. 24 hours).

**Fluids and minor scratches** In case of mechanical damage (scratches) or contact with fluids (in case of long term contact with oil – approx. 12 - 24 hrs, fluids can leave white spots). Lightly sand down such damaged spots with coarser sandpaper (marked with number 2) and then sand down with abrasive wool (marked with number 3). Remove the abrasive dust and apply a thin layer of hard wax oil. After approximately 1-2 minutes remove the excessive oil with cotton cloth. After 24 hours apply another layer of oil.

### **Instructions for treatment of varnished furniture surfaces**

In order to remove dust and light fouling of the furniture use a cloth made of a material that does not leave fibers (e.g., cotton, linen or chamois) very lightly dampened with water with several drops of clear dish soap to a level of dampness corresponding to the moisture of human hand. Lightly wipe the treated furniture surface, however not so much as to make it wet, and immediately wipe it dry with a dry cloth. When wiping matte surfaces do not apply hard pressure on the cloth. In case of heavier fouling, you can use a larger amount of dish soap, however, not concentrated. The furniture must be treated without applying pressure and then cleaned with a cloth dampened with clear water. It must be wiped dry immediately with a dry cloth. When finishing furniture with open pores it is particularly important to remove moisture from the pores by wiping with dry cloth by strokes in the direction of the pores. When using other commercial grade furniture cleaning agents, the follow the manufacturer's instructions. Never treat white or light surfaces or with colored cleaning agents or lacquer and other agents containing oil. We also do not recommend use of oil-based lacquers, rejuvenation oils and other oil-based agents to furniture finished with matte varnish, since it will become unevenly polished. **It is also prohibited to use agents containing abrasives** (emery and polishing pastes, powders and other agents capable of scratching the surface of the furniture).

### **Instructions for treating laminate furniture with matte surface**

Always use soft cloth, the cloth used can be damp. Never use any aggressive cleaning agent/powders, steel wool, buffing compounds, detergents, furniture buffing agents, bleaching agents, detergents containing strong acids and steam cleaning tools, since these, as well as very rough cloth wipes and rough side of cleaning sponges, may leave glossy marks or spots in case of intensive rubbing or scrubbing, which mean the surface layer is damaged.

The warranty does not apply to silicone or acrylate joints.

### **Instructions for treating furniture lights**

Lighting components of the furniture must be protected from damp and not subject to mechanical strain. The warranty does not apply to consumables such as light bulbs or lighting rods.

### **CORIAN**

Corian® – with regular daily use, soap and water or regular ammonia-based cleaning agents will suffice to remove any grease and most stains from the surface. Regular maintenance and standard cleaning agents will keep the surface clean and smooth like new without the need for any additional care. Corian® is homogenous, exceptionally durable and impact resistant material. However, if the surface sustains serious damage, contact your exclusive Corina supplier, manufacturer or distributor. Each of them has the necessary knowledge and material to repair virtually any damage that may occur. you can repair minor tears and scratches by yourself by sanding it with Scotchbrite wool to merge the spot with the

surrounding surface. Do not subject Corian® to effects of strong chemicals. If your Corian work surface or sink comes to contact with such substances, such as paint remover, paint brush cleaner, rust remover, oven cleaner, cleaning agents containing methylene chloride, acetone (nail polish remover) and acidic drain cleaners, then quickly wash the surface with soapy water. Nail polish can be removed by acetone-free varnish remover, then wash the affected spot with water. Corian® is impact resistant, however, heavy or sharp objects may leave mark upon impact and thus damage the surface. Never cut anything directly on the Corian desk. Furthermore, we recommend to let cold water run into the sink when you pour in boiling water. Corian® is more heat resistant than other common surface materials. However, hot pots may damage the surface when put down directly from the stove. Always use a heat resistant underlay under hot containers and electrical appliances. Since Corian® is homogenous and non-porous material and has homogenous color distribution and filling material, any such stains can be removed by abrasive cleaning agent and dish sponge with Scotchbrite abrasive layer.

### **Counter top**

There are three types of finishes of Corian counter tops: satin matte, medium gloss and high gloss. Most dirt and stains can be removed with soap, water and sponge. Depending on the surface finish, a slightly different technological procedure needs to be applied to removal of stains. In any case first wipe the surface dry with a towel to avoid leaving water marks.

**Matte finish** – wipe the surface with damp cloth. Wipe light fouling just with soapy water or ammonia-based detergent. Especially persistent stains can be removed with abrasive detergent powder and sponge with green Scotchbrite abrasive layer. To keep the surface looking like new, sand it down with this sponge by soft circular motions over the whole area. When disinfecting the surface use thinned down household disinfectant (1 part water / 1 part disinfectant).

**Medium-gloss finish** – to remove persistent stains use bleaching non-abrasive cleaning creme or thinned bleaching agent, dish sponge with white Scotchbrite abrasive layer. Clean with soft circular motions. If you wish to bring out the brightness and colors, use a non-abrasive polish, wipe the surface with paper towel or cloth.

## **LAMINAM**

### **General information on cleaning and maintenance**

Cleaning of Laminam panels is very easy. It is important to perform a preventive test on a little piece of the panel with a small amount of the detergent. This cleaning can be done with a sponge and generous amount of water. Then you may clean the surface thoroughly with alkaline detergent (with the exception of products in gloss finish) and follow the instructions provided on the packaging of the used products.

### **Important instructions for cleaning the product**

It is generally recommended to perform standard cleaning with hot water with a neutral detergent. Of this operation does not suffice, you may continue, depending on the nature of the substance that caused the stain, with gradually more intense cleaning procedures using special products such as non-abrasive detergents with neutral pH, slightly abrasive detergents, acidic or alkaline detergents, solvent-based detergents.

### **Recommended special means**

For cleaning and maintenance we recommend using the products made by Fila, Faber, Chimica and Cillit.

**Fila PS 87:** olive oil, coffee, tea, tomato, Coca-Cola, red wine, using hot running water, neutral or degreasing agents of various make for greasy and oily substances.

**Fila Deterdek** for rust, metal marks

**Cillit Bang Super+Faber Chimica Tile Cleaner** for limescale remains.

**Cleaning of counter tops** Generally for everyday cleaning of Laminam counter tops you may use warm water and neutral detergents, as necessary. These must be thinned according to the instructions stated in the relevant packaging. After a time and with use or regular detergents offered in stores, a matte patina may develop on the panel surface. Certain beverages, such as Coca-Cola, water and wine, could remove this patina and renew the original appearance. Light spots caused by the beverages would then be the only clean parts of the panel. In order to prevent creation of such shiny film we recommend using only neutral detergents for regular cleaning.

### **Maintenance of counter top surface**

No impregnation of the surface is necessary.

### **Special surfaces**

For products from the Filo collection (in case of ORO, Argento, Bronzo, Ghisa, Mercurio and Rame finishes) and products in gloss finish (Lucidato) it is necessary to use neutral detergents; never under any circumstances use acid-based or conversely alkaline detergents.

For Filo Oro, Argento, Bronzo, Ghisa, Mercurio and Rame: Regular maintenance Fila Cleaner (thinned 1:200)

Faber Chimica Floor Cleaner Extraordinary maintenance Fila Cleaner PS 87 (thinned 1:30) Faber Chimica Tile Cleaner (thinned to 10% for a maximum of 10 minutes) Limescale spots Fila Brio.

## **METAL**

We recommend using a soft cloth, either dry or damp. If necessary, use soap with neutral pH thinned with water. Never use abrasive sponges since they may leave scratch marks. After washing immediately dry with soft cloth or chamois. Never leave water or other fluids sit on metal parts. Prevent contact with all acidic substances. Regular maintenance and cleaning will allow the products to maintain their original appearance and will prolong their service life.

## **GLASS**

Glass products in general require only minimal maintenance. After use wipe them down with damp microfiber cloth and mild dish soap. Putting objects to glass surfaces, e.g., flowers in a pot, may leave scratches or limescale deposits. Limescale deposits can be removed with mild vinegar solution. Sliding or pushing object with rough edges on the glass surface can cause scratches that cannot be removed.

## **STAINLESS STEEL**

Cleaning of surface is done with damp clean cloth. If necessary, you may add a small amount of neutral detergent (neutral pH) and immediately dry the surface with dry cloth. Never use cream cleaners or sponges that may scratch the surface. Stains can be removed with alcohol (mineral alcohol). Despite the fact stainless steel is a very durable material, a layer of rust may develop on the surface. The rust layer consists of small metal particles that stick to the surface and look like small red dots. To prevent the formation of the rust layer it is important to conserve the surface with a thin acid-free oil film. This must be done before the first use of the furniture and then repeated several times per year. Furniture in seaside areas is especially susceptible to rust and it requires treatment more often to maintain its original appearance. Apply the acid-free oil with lint-free cloth. Take care not to use too much oil. Best results are achieved with a very thin layer. Using excessive amounts of oil may leave the surface greasy to the touch. The layer of rust that form as a result of insufficient maintenance can be removed with a regular stainless steel household polish. We recommend cleaning the furniture regularly with microfiber cloth and soapy water.

## **LEATHER**

Never put leather furniture too close to sources of radiating heat. The distance between the furniture and heat source should be at least 30 cm. Protect leather furniture from direct sunlight and direct contact with water. In case of spillage do not wipe the water away, simply drain it with a sponge. Keep the leather free of dust particles. Once per week vacuum the dust and lightly wipe with damp cotton cloth. In case of fouling do not remove the dirt mechanically and do not apply pressure when cleaning. Regular detergents and chemicals may cause damage, use only guaranteed cleaning agents such as Leather Master. We recommend regular use of Leather Protection Cream. It will help to maintain softness

and appearance of the furniture.

#### **FABRIC**

Shade and pattern of fabric may slightly differ from the sampler for technological reasons.

Drain liquid impurities with paper towel. Then wipe away the remaining fouling with circular motions with a damp cloth and let the fabric dry. Never use products containing benzine, trichloroethylene or other solvents and chemicals. They may irreversibly damage the fabric and internal layers of the upholstery. We recommend leaving thorough overall cleaning to a specialized firm. Never expose the fabric to direct sunlight. Removal of fouling at a later time decreases the effectiveness of cleaning.

#### **MAINTENANCE AND CLEANING OF PLEXIGLASS AND PLASTIC MATERIALS**

Do not use alcohol-based cleaners, as this may cause cracking and irreversible damage to the plexiglass.

Only wipe off dust and dirt with wet or damp cloth or sponge. Never wipe with dry cloth or sponge! Use water or a mild soap solution or special cleaners for transparent plastics for cleaning. Do not use cleaning agents that could scratch the surface of the boards. Do not use rubber squeegees, as this may scratch the surface of the boards. Do not use solvents, alkaline cleaners or window cleaners containing ammonium hydroxide (ammonia). Do not use anything on alcohol base. Do not remove dirt from the surface with razor blades or other sharp objects. Any scratches can be polished with special polishing pastes designed for polishing plexiglass. The antistatic cleaner can be used for cleaning, which also prevents electrostatic charge and thus re-attracting dust.

**Appliances:** maintenance according to own manual

**Sanitary equipment:** maintenance according to own manual

**Mattresses:** maintenance according to own manual

**Bed slats:** maintenance according to own manual