

General Terms and Conditions

for the Purchase of Services and Digital Content via www.odstartujtesvojiknihu.cz

These General Terms and Conditions (hereinafter referred to as the "Terms and Conditions") are drawn up in accordance with the provisions of Section 1751 et seq. of Act No. 89/2012 Coll., the Civil Code (hereinafter referred to as the "Civil Code"), and govern the rights and obligations arising from contracts concluded with the seller/provider of services and digital content:

Operator (seller, provider of services and digital content):

PhDr. Veronika Matysová

Place of business: Lečkova 1522/13, 149 00, Prague 4 – Chodov Company

Registration No.: 09269665

VAT No.: CZ7654180226 Sole trader registered in the Trade Register VAT payer

E-mail: podpora@odstartujtesvojiknihu.cz

Phone: 607 582 569 (This number is not intended for consultations, manuscript reviews, conversations about book writing, or any other calls of this nature. Any such call will be charged as a 30-minute consultation in accordance with the Provider's price list.)

(hereinafter referred to as the "**Provider**")

I. Introductory Provisions

1. These General Terms and Conditions govern the mutual rights and obligations between the Provider and the customer when entering into contracts by remote means via the website www.odstartujtesvojiknihu.cz and other internet services and projects of the Provider, PhDr. Veronika Matysová. For the purposes of these Terms and Conditions, the customer is a natural person entering into such contracts outside their business activities as a consumer, or a natural or legal person entering into such contracts within the scope of their business activities (hereinafter collectively referred to as the "**customer**").
2. These General Terms and Conditions define the rights and obligations between the Provider and the customer and are binding for this contractual relationship.
3. The provisions of these Terms and Conditions form an integral part of the contract for the provision of digital content or the contract for the provision of services; the principle of their conclusion is described below in Article II. If the Provider and the customer expressly agree on deviating arrangements in the contract for the provision of digital content or the contract for the provision of services, such arrangements shall take precedence over the provisions of these Terms and Conditions.
4. By entering into a contractual relationship with the Provider, the customer agrees to the use of remote communication means for the purpose of concluding the contract.

II. Order and Contract Conclusion

1. The contractual relationship (i.e., the conclusion of a contract for the provision of digital content and/or a contract for the provision of services) between the Provider and its customers is

established upon confirmation of the received order, which is sent by the Provider to the customer's email address, unless the contracting parties agree otherwise.

2. If the customer states their company registration number and billing details in the order, thereby intending to use the Provider's services or products within the scope of their business activities, they shall not be regarded as a consumer within the contractual relationship, and their contractual relationship with the Provider shall be assessed as a relationship between two business entities. If the customer does not provide their company registration number, it is presumed that they are in the position of a consumer, and the provisions of Act No. 634/1992 Coll., on Consumer Protection, shall apply to their relationship with the Provider.

3. The Provider's website contains a list and description of the offered services and digital content (collectively hereinafter referred to as "**products**"), including the prices of individual products and any special conditions for their use.

4. To place an order, the customer makes the relevant selection on the website and completes the order form on the Provider's website, confirming their purchase by clicking the relevant button expressing consent to the purchase and acknowledging the payment obligation. The Provider reserves the right to individually agree on a different ordering method (e.g., via electronic communication), but shall always confirm the customer's order by email or another message via electronic communication.

5. The order form on the Provider's website contains, in particular, information about the ordered product and mandatory details to be completed for the purposes of concluding the contract and invoicing, as well as any other important information regarding the products and payment.

6. Without undue delay after receiving the order, the Provider shall confirm receipt of the order to the customer, usually by email to the customer's email address.

7. The Provider is not obliged to accept an order and conclude a contract with the customer. This reservation applies in particular to persons who have materially violated the rights or legitimate interests of the Provider, persons affiliated with the Provider, or these Terms and Conditions, as well as to persons who are in a competitive position with the Provider or where the Provider has reasonable suspicion that the use of the Provider's products could lead to damage to the Provider's reputation or business. **The courses and services are not intended for industry experts.**

8. The Provider reserves the right that the services and products presented within its internet services may not always be available (e.g., time-limited courses, etc.).

III. Price and Payment Terms

1. Products are provided to the customer upon payment of the full stated price, unless otherwise specified in the order form or in the description of the service or product.

2. The order form states the price of the service or product and the method and form of payment. The Provider is entitled to request advance payment for products. In the case of payment based on an invoice or proforma invoice, a payment period of **7 days** is established. The Provider is entitled to change the payment period, with the customer receiving this information no later than in the confirmation of their order.

3. The Provider shall send the tax document (invoice) in electronic form to the customer's email address, or, in the case of an in-person consultation, shall hand it over at the meeting.

4. If the customer fails to pay the invoice within **5 days after its due date**, this constitutes a material breach of the customer's contractual obligations, and the Provider is entitled to withdraw from the contract, with the contract being cancelled from the outset.

5. The customer selects the payment method when completing the order form. After submitting the form, the system redirects the customer to the next page according to the selected payment method. Payment is successfully completed upon the display of a confirmation message and its dispatch by email. In the event of an unsuccessful payment, the customer is notified by a message displayed on the payment page and by email.

6. Payment methods may be connected to the payment gateway of an external provider that supplies secure online payment processing technology. The Provider uses the payment gateway of **Stripe** for online card payments and fast online transfers, which provides secure technology for accepting payment cards and online bank transfers. Payment card numbers, credit card numbers, and electronic banking passwords are entered by the customer via the secure and trusted channel of www.stripe.com — Stripe Payments Europe, Limited, The One Building, 1 Grand Canal Street Lower, Dublin 2, Co. Dublin, Ireland, IE 3206488LH. No phone number for the Stripe payment gateway is provided, as the payment gateway does not permit telephone contact and no such phone number exists. Contact available at: <https://support.stripe.com/contact>. All data entered by the customer during payment is processed via the secure and trusted channel of the above-mentioned company and is not passed on to the Provider by that company.

7. The Provider accepts payments for its products in **Czech Crowns (CZK)**. If the customer makes a payment for products in EUR or another currency, the paid funds will be converted and credited to the Provider's account in Czech Crowns in accordance with the current terms and exchange rate of the Provider's bank.

8. If the Provider allows payment for any of its products in instalments, the customer is obliged to pay the full price of the agreed product (including any price increase due to the instalments provided), even if the customer themselves decides, for reasons on their side, not to use the product in its entirety or terminates its use prematurely. If the customer stops paying the agreed instalments, the Provider is entitled to deny the customer access to the product purchased in instalments (including any bonuses related to the purchased product), until the full agreed price of the product has been paid. In accordance with the provisions of the Civil Code, in the event of a delay — even with a single instalment — the full price of the product becomes due and the Provider is entitled to demand its payment.

IV. Automatic Recurring Payments

1. By accepting these Terms and Conditions, the customer grants consent to the establishment and parameters of recurring payments in cases where this is indicated for the relevant item on the website, in particular in the case of the product **VERIA – Story Guide – AI Guide to the World of Writing**.

2. Recurring Payment for VERIA – Story Guide – AI Guide to the World of Writing

(i) Where the subject matter of the contract is the purchase of the Provider's product VERIA – Story Guide – AI Guide to the World of Writing, and the Provider expressly states so on the website, the Provider uses automatic recurring card payments via the payment gateway of Stripe Payments Europe, Limited, or via the customer's bank account (so-called recurring payments) to charge the price of these products.

(ii) The Provider reserves the right to make reasonable changes to the method of recurring payment in accordance with the Provider's technical and operational needs or capabilities.

Affected customers will be notified of such a change by email to the contact email address provided in the order or in the customer's account in the members' section.

(iii) The Provider is neither a provider nor an operator of any payment gateway or payment channel, and therefore bears no responsibility for the course of payment transactions within the framework of the set-up payment.

(iv) The Provider and the customer have expressly agreed on the automatic renewal of the product VERIA – Story Guide – AI Guide to the World of Writing and the payment of the product price by automatic recurring payment, with a standard monthly payment period, unless the customer specifies a different payment period in the order for the relevant product. By concluding the contract for the purchase of VERIA – Story Guide – AI Guide to the World of Writing, the customer authorises the Provider to automatically deduct the amount — i.e., the product price for the following monthly period — from the customer's credit or debit card or account, the details of which the customer provided when paying for the first order of VERIA – Story Guide – AI Guide to the World of Writing, always **7 days before the expiry of the period** for which the customer has paid for the use of VERIA – Story Guide – AI Guide to the World of Writing.

(v) By purchasing the product VERIA – Story Guide – AI Guide to the World of Writing, the customer undertakes to pay the regular fee in the amount clearly and explicitly stated in the order, for the entire duration of use and subscription to VERIA – Story Guide – AI Guide to the World of Writing.

(vi) By completing the order for the product VERIA – Story Guide – AI Guide to the World of Writing, the customer grants the Provider consent to have the fee automatically charged to the customer who made the first payment, regularly in accordance with the terms of purchase of the relevant product (commencing from the date of the order), for the entire duration of use of VERIA – Story Guide – AI Guide to the World of Writing.

(vii) The Provider draws attention to the fact that VERIA – Story Guide – AI Guide to the World of Writing is always tied to a specific customer and the email address provided when placing the order. In the event of a change to any of the details, the customer is obliged to notify the Provider in writing by email to: podpora@odstartujtesvojiknihu.cz.

3. Notice Regarding Automatic Payments

(i) The customer is always clearly informed of the fixed amount of the regular fee and the way in which the use of VERIA – Story Guide – AI Guide to the World of Writing can be terminated, thus stopping the recurring payment deductions.

(ii) If the customer completes an order for the product VERIA – Story Guide – AI Guide to the World of Writing that includes a recurring payment, the Provider shall send the customer a confirmation of the establishment of the recurring payment within **2 business days** of the confirmation of the customer's first payment, to the customer's email address stated in the order for VERIA – Story Guide – AI Guide to the World of Writing.

(iii) The Provider shall always notify the customer **7 days before the automatic deduction of payment**, by email to the customer's email address stated in the order or in their user account in the members' section, together with clear and explicit information on how the customer can cancel the recurring payments.

(iv) The Provider shall always notify the customer within **2 days of receiving the automatic payment** that their automatic payment has been duly received, by email to the customer's email address stated in the order or in their user account in the members' section.

(v) In the event that the amount cannot be deducted from the customer (e.g., due to insufficient funds), the subscription to VERIA – Story Guide – AI Guide to the World of Writing is automatically cancelled on the day the payment is not received, and if the customer wishes to continue, a new order for VERIA – Story Guide – AI Guide to the World of Writing must be placed.

4. Cancellation of the VERIA – Story Guide – AI Guide to the World of Writing Subscription and Cancellation of the Automatic Recurring Payment

(i) The customer may cancel their subscription to VERIA – Story Guide – AI Guide to the World of Writing at any time by email at: podpora@odstartujtesvojiknihy.cz, without any consequences.

(ii) Upon cancellation of the subscription to VERIA – Story Guide – AI Guide to the World of Writing, the recurring payment is cancelled as of the first day of the month following the payment for the last utilised VERIA – Story Guide – AI Guide to the World of Writing period, and no further fee will be charged to the customer.

(iii) Upon cancellation of the subscription to VERIA – Story Guide – AI Guide to the World of Writing, the customer waives any further benefit from the product.

(iv) Upon cancellation of the subscription to VERIA – Story Guide – AI Guide to the World of Writing, access to the said product will be deactivated.

(v) If the customer cancels their subscription to VERIA – Story Guide – AI Guide to the World of Writing after the price for VERIA – Story Guide – AI Guide to the World of Writing for the following month has already been charged, the right to use VERIA – Story Guide – AI Guide to the World of Writing shall expire on the last day of the month following the month in which the customer terminated their use of VERIA – Story Guide – AI Guide to the World of Writing. The amount already paid for VERIA – Story Guide – AI Guide to the World of Writing is non-refundable, and the Provider shall make VERIA – Story Guide – AI Guide to the World of Writing available to the customer after payment.

V. Delivery Terms for Products

1. Products

(i) Online Courses

Upon purchasing an online course and after payment of the price, the Provider may create a user account on the website for the customer and generate access credentials for such a user account, which will be sent to the email address provided by the customer in the order. If the course is distributed by means other than the members' section, the customer will be sent access credentials or further information for another platform through which the product or part thereof will be available, or it will be distributed by email or another form reserved by the Provider. The Provider shall inform the customer of the method of course distribution in advance. Where it is efficient given the sequential nature of the content, individual lessons will be made available gradually in accordance with the schedule set by the Provider.

(ii) Individual Online Consultations

This provision applies to all types of individual online (or in-person) consultations in the so-called 1:1 mode, including consultations that form part of service packages. The Provider shall

agree with the customer, either directly or through a booking system, on the available time slots for the customer to choose from for this type of product. Prior to the consultation, it is possible to request a change of time slot no later than **48 hours before the event**, for particularly serious reasons on the customer's side (e.g., illness, etc.). This option may be used **only once** within the given product, service, or package; otherwise the time slot is forfeited without replacement and the Provider is entitled to full payment, due to the binding reservation of the time slot for the customer. In cases deserving special consideration, an individual arrangement may be requested; however, the right to a change does not arise automatically. This provision does not apply to those products and services where group in-person or online consultations or online workshops for a group of participants are arranged; in such cases, individual changes to consultation time slots are excluded and the time slot is forfeited without replacement.

(iii) Webinars

Online group events (webinars, etc.) will be delivered in accordance with the conditions stated in the service description on the website. In the case of group online events, it is not possible to request a change of time slot for reasons on the customer's side, and in the event of non-attendance, the price paid or part thereof is forfeited. The Provider reserves the right to cancel a group online event (in whole or in part, e.g., a single lesson or session) if the number of registered customers is insufficient or in the event of force majeure. In such a case, the Provider shall notify customers in advance, as well as inform them of the adopted solution (change of date, refund, etc.).

(iv) Downloadable Materials

In the case of products that are downloaded from the web environment (PDF materials, audio recordings, webinar recordings and other audiovisual recordings, etc.) or that can be viewed from a recording, the Provider shall send customers links or further access credentials that will allow them to download or view the purchased product. A condition for sending such links or access credentials is the full payment of the price of such a product or the fulfilment of other conditions set by the Provider (e.g., entering personal details into a form, etc.).

(v) VERIA – Story Guide as a Digital Tool

The product VERIA – Story Guide is a digital tool utilising generative artificial intelligence. The outputs of the service are based on a probabilistic language model and are of an indicative, inspirational, and supportive nature. **The Provider does not guarantee one hundred percent factual, linguistic, or interpretative accuracy of the outputs, their completeness, or their uniqueness.**

The user acknowledges that the outputs may contain:

- inaccuracies in the interpretation of submitted text,
- repetition of information,
- suggestions already present in the text,
- linguistic or stylistic imperfections,
- elements that do not factually appear in the original text.

These facts are not considered a defect of the service.

The service does not replace the professional services of an editor, redactor, literary consultant, or human creative guidance. The Provider does not guarantee that the outputs will lead to an improvement in the quality of the work as assessed subjectively by the user.

The service is provided via third-party platforms (in particular the Telegram application). The Provider bears no responsibility for: temporary unavailability, functional limitations, or file upload issues caused by these platforms, the user's devices, or their updates.

VERIA is an AI guide — not a ready-made solution or a professional assessment.

2. Service and Product Packages

The Provider expressly states that in the case of the purchase of a "package" or otherwise assembled product, if not all components are used due to reasons on the customer's side, the amounts paid for those components of the package are non-refundable; the price is set for the package as a whole, not for its (used) parts. The Provider is also entitled to set a deadline or period within which the products included in the package may be used. After missing the deadline or period, the right to use the remaining products from the package or to request substitute performance is forfeited without replacement.

3. Common Rules

i) If the Provider creates user accounts for customers for the use of certain services, the customer is obliged to maintain confidentiality regarding the access credentials to their member account and to prevent their use by third parties. The customer further undertakes to keep the details entered in the user account current and accurate.

ii) If the Provider creates groups on social media platforms or within other technical solutions for customers for the use of certain services, customers are obliged not to provide access credentials to these groups to other persons, and are further not authorised to share information from these groups in any way or to disclose and disseminate information from these groups publicly or privately to other persons. These groups serve exclusively for the use of the Provider's products, and the information shared therein is protected by the Provider's know-how and intellectual property rights. It is **expressly prohibited** to copy, share, or otherwise disclose information obtained from the Provider or other customers from this online environment and to distribute it — for payment or free of charge — publicly or privately to third parties. The customer undertakes to maintain confidentiality regarding information obtained in this way and to respect the confidentiality of such information.

iii) Customers are not authorised to create any groups or other parallel structures for sharing information derived from the Provider's products and know-how for the purpose of using and disseminating the Provider's know-how and other matters protected by intellectual property rights.

iv) A breach of the obligations in points i) – iii) above (any one of them) shall be considered a **particularly serious breach of contractual obligations**, with the Provider having the right to withdraw from this contract due to the breach of the stated obligation and to deny such a customer further provision of products and services. In such a case, the customer is not entitled to a refund of the price paid. The Provider is further entitled to claim all damages caused by such a breach of obligations by the customer. These provisions shall also apply to products provided free of charge (in exchange for contact details instead of payment).

v) The Provider reserves the right to exclude a customer from participation in an online course, workshop, webinar, social media groups, and other platforms (even when these form part of another product), if the customer disrupts the functioning of the group or the course of the event (e.g., through inappropriate behaviour, insulting the Provider or other participants, etc.). Exclusion for the reasons stated in this paragraph constitutes a material breach of the customer's contractual obligations, and the Provider acquires the right to withdraw from the contract and to

deny such a customer further provision of products and services. In such a case, the customer is not entitled to a refund of the price paid. This provision shall also apply to products provided free of charge (in exchange for contact details instead of payment).

vi) The Provider reserves the right to provide products only for the period specified in the description of the specific service or product, with the stated period running from the date of payment of the price for the given product by the customer. In the event of circumstances on the Provider's side that necessitate extending the provision period of the ordered service, the Provider is entitled to extend the period of the provided service.

vii) These Terms and Conditions also govern the legal relations between the Provider and the customer if the Provider provides digital content in exchange for personal data instead of remuneration — a so-called "lead magnet" — and the Provider processes the provided personal data for purposes other than the provision of digital content or the fulfilment of its statutory obligations.

viii) The Provider shall make the purchased digital content available to the customer in the technically standard version available at the time of conclusion of the contract for the provision of digital content with the customer. Unless otherwise stated in the product description, the Provider does not provide updates to purchased digital content, with the exception of updates that are necessary to ensure the digital content remains free of defects throughout the duration of the contract.

ix) The digital content delivered by the Provider is in entirely standard, commonly available formats (in the case of downloadable materials, usually in PDF format; recordings in MP3 or MP4 format; videos are usually distributed via the YouTube platform or similar; for online meetings, the Provider uses Zoom or other similar platforms). Standard equipment is sufficient for customers to use the digital content (hardware with an internet connection supporting the stated technologies; the digital content formats provided by the Provider do not require the purchase of special hardware or software).

x) The customer is hereby notified in advance through these Terms and Conditions, within the contractual relationship with the Provider (unless they expressly withhold their consent in advance, which they have the right to do), that if a group online lesson or online workshop held via a digital platform (Zoom, etc.) forms part of the purchased service or product, the Provider may make a recording of such a lesson or workshop and use it for their own further purposes, including its distribution via the internet or email within the framework of their business activities. In such a case, the customer will always be notified in advance.

VI. Withdrawal from the Contract

1. The customer is entitled to withdraw from the contract concluded with the Provider if so stipulated by the concluded contract, these Terms and Conditions, or the relevant provisions of the Civil Code. In general, a customer in the position of a consumer has the right to withdraw from a contract concluded by remote means under Section 1829 of the New Civil Code within **14 days** of the date of conclusion of the contract. This right is excluded for a customer in the position of a business entity.

2. Notice regarding the exception to withdrawal from a remotely concluded contract for digital content for consumers: Unless otherwise stipulated for a specific product of the digital content type, the Provider informs the customer via its website, and the customer explicitly grants consent via the options on the Provider's website, that digital content is made available to them **immediately upon payment of the purchase price**. In such a case, the customer loses the right to withdraw from the contract within the 14-day period from the conclusion of the contract for the

provision of digital content. Due to these circumstances deserving special consideration, the option to withdraw within the stated 14-day period from a remotely concluded contract and to request a full refund of the price paid is excluded for digital content offered via the Provider's website or other internet services.

3. A customer in the position of a consumer is entitled to withdraw from a remotely concluded contract for the provision of digital content if the Provider fails to deliver the digital product immediately after payment or within an additional period set by the customer (unless a later delivery date is expressly stated in the product description). The customer may withdraw from the contract without an additional period only if it is evident from the Provider's declaration or from the circumstances that the Provider will not provide the digital content, or if it follows from the agreement of the parties or from the circumstances at the time of conclusion of the contract that performance at a specified time is essential. It is, however, expressly stated that this provision does not apply in the case of so-called pre-sales and other cases where a later delivery date for performance is set.

4. The customer may send their withdrawal to the Provider by email to the email address stated in the header of these Terms and Conditions, or in writing to the address of their place of business as stated in the introduction of these Terms and Conditions; alternatively, the customer may use the model withdrawal form. It is sufficient to demonstrably send the withdrawal from the contract to the Provider by the last day of the 14-day period from the conclusion of the contract. In the event of a duly made withdrawal from the contract, the Provider shall return the received funds no later than **14 days** from receipt of the withdrawal.

5. The Provider is entitled to withdraw from the contract if it is not possible, for objective reasons, to provide the digital content or service under the original conditions, if performance becomes objectively impossible or unlawful, in the event of a material breach of these Terms and Conditions or the contract by the customer, in particular due to insulting or similar conduct by the customer, etc. The Provider's withdrawal shall always be substantiated on the grounds established by law or stated in these Terms and Conditions. Withdrawal becomes effective upon delivery of the notice to the customer.

6. The Provider may decide to allow the customer to withdraw from the contract even if the law or these Terms and Conditions exclude such a possibility, provided that there are credible important reasons on the customer's side that the Provider wishes to take into account in the interest of good customer relations (this may apply in particular to the illness of the customer or persons close to them, and similar circumstances). In such a case, the Provider and the customer shall reach an individual agreement. If the Provider accommodates the customer, the Provider shall return the price paid or part thereof, but is entitled to charge a flat-rate administrative fee of **CZK 200**, which shall be offset against the amount to be returned to the customer. However, customers do not automatically acquire a right to such a procedure by the Provider.

VII. Complaints Policy for the Purchase of Services and Products

1. The customer is entitled to assert their rights arising from defective performance in the event that the product exhibits a defect or any other discrepancy with their order. Rights arising from defective performance are governed by applicable legal regulations, in particular the provisions of Sections 1914–1925 of the Civil Code. For services, also Sections 2099 to 2112 of the Civil Code, and for customers in the position of a consumer, also Sections 2158 to 2160 of the Civil Code, whereby, in connection with Section 2615, the stated provisions apply mutatis mutandis to services as to a purchase contract. For digital content, the provisions of Sections 2389a–2389s of

the Civil Code, and for customers in the position of a consumer, also the provisions of Sections 2389g to 2389s of the Civil Code.

2. The Provider is responsible for ensuring that the product is free of defects upon acceptance. The customer is obliged to report a defect to the Provider by email without undue delay after discovering it, to the email address stated in the header of these Terms and Conditions. A defect may be reported by a customer in the position of a business entity upon acceptance of performance. A defect may be reported by a customer in the position of a consumer within the **maximum statutory objective complaint period of six months from the acceptance of the subject of performance**.

3. The customer may request the remedy of the defect, a reasonable discount, or withdraw from the contract. The choice of how to resolve the complaint is made by the customer. However, the customer is not entitled to withdraw from the contract if the defect is insignificant.

4. It is established in accordance with the law that a reasonable discount shall be determined as the difference between the value of the product without the defect and the defective product that was provided to the customer. If the product is to be provided for a certain period, the period during which it was provided defectively shall be taken into account.

5. Monetary amounts that the Provider is obliged to pay to the customer due to defective performance, whether by way of a reasonable discount or in the event that the customer withdraws from the contract, shall be returned by the Provider at its own expense without undue delay, but **no later than fourteen days** from the day on which the customer asserted the relevant right from defective performance with the Provider.

6. A period of **30 days** is established for resolving the customer's claims arising from liability for defects, with the Provider being obliged to notify the customer of the outcome of the complaint procedure by the end of this period. If it is not possible to resolve the customer's claims within this period, the Provider must inform the customer in advance and keep the customer informed of the progress of the complaint procedure within the 30-day period.

VIII. Final Provisions

1. The Provider provides products to the extent and in the manner described on the website. The Provider is not responsible for the customer automatically obtaining personal or financial benefit or other specific advantages and results after using the Provider's services.

2. The Provider is the author and holder of the copyright to the services and products, the website and its content, insofar as they have the character of a copyrighted work, unless expressly stated otherwise. The Provider is the author and holder of the copyright to the components of online products, insofar as they have the character of a copyrighted work. Use of the work without the Provider's consent or any other unauthorised exercise of rights to the works is prohibited. This prohibition means, in particular, the prevention of unauthorised copying, reproduction, distribution, and other unauthorised handling of websites, articles, online recordings, audiovisual works, and more.

3. For the out-of-court resolution of consumer disputes (ADR) arising from the contract, the competent authority is: **Czech Trade Inspection Authority, Central Inspectorate – ADR Department**, Gorazdova 1968/24, 120 00 Prague 2, e-mail: adr@coi.cz, website: adr.coi.cz. The online dispute resolution platform available at <http://ec.europa.eu/consumers/odr> may also be used to resolve disputes between the Provider and the customer arising from the contract, in the case of a consumer dispute.

4. Any evaluation of products or the Provider (reviews) appearing on the website originates from a person to whom digital content was actually made available or who used the service.
5. Provisions deviating from the Terms and Conditions may be agreed in a special contract concluded between the Provider and the customer. Deviating arrangements in the contract take precedence over the provisions of the General Terms and Conditions.
6. Provisions regarding the protection of personal data and the handling of cookies can be found in other sections of the Provider's website.
7. The Provider may amend or supplement the wording of these General Terms and Conditions, and such changes become effective upon publication of the new General Terms and Conditions (or their amendments) on the Provider's website. This provision does not affect the rights and obligations arising during the period of validity of the previous version of the Terms and Conditions.
8. If any provision of the Terms and Conditions is invalid or ineffective, or becomes so, the invalid provision shall be replaced by a provision whose meaning most closely approximates the invalid provision. The invalidity or ineffectiveness of one provision does not affect the validity of the remaining provisions.

These General Terms and Conditions enter into force and effect on *26 July 2026.*

PhDr. Veronika Matysová

Withdrawal Form — for separate printing [HERE](#).

WITHDRAWAL FORM(Complete and return this form only if you wish to withdraw from the contract.)

Notice of Withdrawal from the Contract

Address: Veronika Matysová, Lečkova 1522/13, Prague 4, 149 00

E-mail: podpora@odstartujtesvojiknihu.cz

I/We () hereby give notice that I/we () withdraw from the contract for the purchase of the following goods () / provision of the following services ():

Date of order / date of receipt (*):

Name and surname of the consumer(s) (*):

Address of the consumer(s) (*):

Bank account number for refund:

Signature of the consumer(s) (*):(only if this form is submitted in paper form)

Date:

() Delete as appropriate or complete the details.*