

GENERAL TERMS AND CONDITIONS

for the use of X-BIONIC®SPHERE a. s. gift cards (GIFT CARD)

These General Terms and Conditions for the use of X-BIONIC®SPHERE a.s. gift cards (GIFT CARD) (hereinafter referred to as the “GTC”) govern the rights and obligations between the holder of the X-BIONIC®SPHERE a.s. gift card (as defined below) and X-BIONIC®SPHERE a.s. , with its registered office at Dubová 33/A, 931 01 Šamorín, Slovak Republic, Company ID No.: 46 640 134, registered with the Commercial Register of the District Court Trnava, Section: Sa, Insert No. 10684/T (hereinafter referred to as “XBS”) as the issuer of the Gift Card, the owner of the Gift Card program and the provider of Gift Card services.

DEFINITION OF BASIC TERMS

Gift Card shall mean a plastic, non-rechargeable and non-personalized, portable card of X-BIONIC®SPHERE a.s. with a unique number and a unique chip. The Gift Card is anonymous, is not tied to a specific person, is freely transferable and can be used repeatedly for payment Transactions on designated XBS payment devices until the full value of the prepaid Credit or its current Balance is used up during the validity of the specific Gift Card in accordance with Article 2 of these GTC. The Gift Card is not a payment card and cannot be exchanged for cash. There is no charge for issuing the Gift Card. The Gift Card is a multi-purpose gift voucher within the meaning of Act No. 222/2004 Coll. on Value Added Tax, i.e. that in accordance with Section 9a (5) of the VAT Act, the moment of taxation is the actual delivery of goods or the actual supply of services in exchange for the multi-purpose gift voucher.

Gift Card Holder shall mean any person who has received the Gift Card with prepaid Credit from XBS at any selected XBS facility or a person to whom the Gift Card has been transferred pursuant to Article 7.1 of these GTC. By receiving the Gift Card with the prepaid Credit/Balance, the Gift Card Holder agrees to the terms and conditions set out in these GTC and undertakes to comply with them;

Transaction shall mean cashless payment for services and/or goods via the Gift Card. The Transaction is carried out on a payment device in any selected XBS facility in the Slovak Republic as specified in this Article of the GTC. The Transaction is free of charge. When paying with the Gift Card no cash is returned;

Payment Device shall mean any card reader that allows you to make Transactions using the cashless Gift Card;

Credit shall mean the amount of funds topped up on the Gift Card (equivalent of funds) used by the Gift Card Holder exclusively to pay the price of specified services/goods provided in selected XBS facilities. The Credit on the Gift Card cannot be exchanged for cash. Funds in the form of prepaid Credit on the Gift Card do not bear any interest; the Credit on the Gift Card can be transferred to the X-CARD subject to the terms and conditions set out in these GTC.

Balance shall mean the unused portion of the topped-up Credit on the Gift Card. The balance on the Gift Card cannot be exchanged for cash. Funds in the form of the Gift Card Balance do not bear any interest;

Activation of the Gift Card shall mean purchase of the Gift Card with the Credit at any XBS reception and in the X-STORE store in cash or by bank payment card. Upon Activation of the Gift Card, the Gift Card Holder will receive a non-fiscal non-tax document on the purchase of the Credit and activation of the Gift Card in accordance with the applicable legislation, with the display of the Balance on the Gift Card. The minimum amount of the Credit in the value of which funds can be transferred onto the Gift Card is EUR 20. Other amounts of the Credit in the value of which funds can be credited onto the Gift Card are EUR 50 and EUR 100, or their combinations (multiples or sums), while the maximum value of funds on the Gift Card/the amount of the Credit is unlimited.

Obtaining the Gift Card: The Gift Card Holder will receive the Gift Card immediately after paying the equivalent of the Credit selected by him or her and its Activation.

VALIDITY OF THE GIFT CARD AND OF THE CREDIT/BALANCE

- 2.1 The validity of the Gift Card is limited in time for 2 (in words: two) consecutive calendar years from its Activation and shall automatically expire on the next calendar day following the date of its expiry. After the expiry of the validity period of the Gift Card, the Credit or the Balance cannot be retroactively refunded or replaced with any other performance. After the expiry of the validity period of the Gift Card, the Gift Card cannot be further used, nor any unused balances may be claimed against XBS.

- 2.2 If the Gift Card Holder fails to use up the Credit/current Balance on the Gift Card within two consecutive years of its Activation, he/she shall cease to have the right to use the funds in the form of the Credit/current Balance on the next calendar day. The ownership of the Credit/current Balance shall automatically pass onto XBS.
- 2.3 The validity of the Gift Card shall also expire subject to the terms and conditions specified in Article 2.1 of these GTC. After the expiry of the period specified in Article 12.1 of these GTC, the Gift Card Holder shall cease to have the right to use the funds in the form of the Credit/current Balance on the following calendar day. The ownership right to the Credit/current Balance shall automatically pass onto XBS. Upon the moment of cancellation of the Gift Card according to Article 12.2 of these GTC, the ownership right to the Credit/current Balance shall also automatically pass onto XBS.

OPTIONS FOR USING THE GIFT CARD

- 3.1 The Gift Card with the Credit/Balance can be used to purchase goods and services at the following XBS establishments:

- X-Bionic® power sphere
- X-Bionic® aquatic sphere, except refreshment stands
- x-bionic® wellness sphere
- X-BIONIC® HOTEL (x-bionic® private sphere, x-bionic® strato sphere, X-STORE)
- x-bionic® flavour sphere (restaurants: Farrier's Restaurant, APANI®, Olym-Pick, bars: X-Bar, Legends' Bar)
- x-bionic® family sphere (PlayFun children's play area, AdventureLand playground)
- Tuli® Cinema refreshment stand

(hereinafter referred to as the *"Selected Establishments"*).

- 3.2 At the Selected Establishments specified in Article 3.1 of these GTC, the Gift Card can be used to purchase the following types of goods and services:

- admission tickets, services and goods in the X-Bionic® power sphere
- admission tickets in the X-Bionic® aquatic sphere
- admission tickets, massages, treatments and goods in the X-Bionic® wellness sphere
- accommodation, services and goods in the X-BIONIC® HOTEL
- services and goods in the X-Bionic® flavour sphere
- admission tickets and goods in the X-Bionic® family sphere
- goods in the Tuli® Cinema refreshment stand

(hereinafter referred to as *"Selected Services and Goods"*),

up to the amount of the Credit or its current Balance on the Gift Card during the validity period pursuant to Article 2 of these GTC. If the Gift Card Holder is interested in using the Gift Card for the purchase of the Selected Services and Goods in XBS, it must be presented at the appropriate place of the Selected Establishments of XBS, where the purchase of the Selected Services and Goods of XBS is carried out. When the Gift Card Holder purchases any Selected Services and Goods from XBS using the Gift Card, the amount of funds on their Gift Card will be reduced by the same value as the price of the purchased service or goods of XBS in EUR currency according to the currently valid price list of the relevant establishment.

The Gift Card can only be used to pay for goods or services with a value equal to or less than the Credit or the current Balance on the Gift Card. If the price of the service or goods is lower than the amount of funds (of the Credit/Balance) on the Gift Card, the unused funds on the Gift Card shall remain for further use.

- 3.3 The transfer of the Credit/Balance from the Gift Card to the X-CARD is possible only in an amount equal to the value of the Gift Card, i.e. the total amount of funds credited to the Gift Card at the time of transfer. The Credit/Balance from the Gift Card may be transferred to the X-CARD only while the Gift Card remains

valid. The transfer of credits from the Gift Card to funds to the X-CARD is only possible by contacting the giftcard@x-bionicsphere.com email address. The transfer of credits from the Gift Card to the X-CARD cannot be carried out at the XBS establishments. The transfer of credits from the Gift Card onto the X-CARD is free of charge.

- 3.4 The gift card cannot be used for:
- purchase of tickets to Tuli® Cinema,
 - payment of admissions to the Family Sunday event,
 - purchase of goods in the refreshment stands and bars located in the X-Bionic® aquatic sphere,
 - purchase of goods in the X-BIONIC® clothing store,
 - payment for Equestor® Sphere services and goods,
 - events organised by third parties.
- 3.5 By using the Gift Card, the Gift Card Holder consents to the payment transaction and such payment order for wire transfer becomes irrevocable. XBS shall accept such payment order. Each payment made using the Gift Card shall reduce the Credit/Balance by the amount of the relevant Transaction and the Gift Card Holder shall be issued with the relevant tax document in accordance with applicable law.
- 3.6 The Gift Card may not be used for any purpose other than to execute the Transactions under these GTC.

INFORMATION ABOUT THE AMOUNT OF CREDIT AND BALANCE ON THE GIFT CARD

- 4.1 After each payment with the Gift Card in XBS, the Gift Card Holder shall in accordance with Article 3.2 of these GTC receive a document indicating the display of the Balance on the Gift Card.
- 4.2 The Gift Card Holder may also check/verify the Credit/Balance at any Selected Establishment of XBS upon request, by presenting the Gift Card for scanning by an XBS employee. The Gift Card Holder will then be provided with information on the Credit/Balance remaining on the Gift Card.
- 4.3 There is no charge for checking the Credit/Balance on the Gift Card.
- 4.4 The Gift Card Holder is advised to check the Balance after each Transaction and whether this Balance corresponds to the executed Transactions. The Gift Card Holder shall notify XBS of any complaints concerning incorrectly executed Transactions (e.g. double payment) immediately after they are discovered and in accordance with the terms and conditions set out in these GTC. Additional complaints outside cash desks are not accepted. In the event of a justified complaint by the Gift Card Holder concerning an incorrectly executed Transaction, XBS shall correct the Credit/Balance on the Gift Card by cancelling the incorrectly executed Transaction, or the relevant part thereof, and crediting or debiting the Gift Card by the amount corresponding to the relevant Transaction, as applicable.

GIFT CARD TOP-UP AND GIFT CARD WITH A ZERO BALANCE

- 5.1 The Gift Card cannot be reloaded with Credit.
- 5.2 XBS is entitled to keep the Gift Card with a zero Credit/Balance value. The Gift Card Holder whose Gift Card has a zero Credit/Balance shall leave the Gift Card with XBS at the relevant Selected Establishment immediately after completing the Transaction by which the Credit/Balance was fully used.

REFUND OF FUNDS LOADED ONTO THE GIFT CARD

- 6.1 Any refund or payment out of any funds loaded onto the Gift Card is not permitted, except for the exceptions set out in Articles 4.4 and 6.2 of these GTC. XBS recommends that the Gift Card Holder carefully consider the amount of funds they wish to load onto the Gift Card. The transfer of any funds (Credit/Balance) from one Gift Card to another Gift Card is not permitted.
- 6.2 In the event of a justified complaint concerning a service provided by XBS or goods purchased from XBS, provided that the Gift Card Holder paid for the service or goods subject to the complaint using the Gift Card, the complaint shall be handled in accordance with the applicable complaints procedure of the

relevant Establishment or in accordance with generally binding applicable laws and regulations and, following the conclusion of the complaint procedure, the funds paid for the service or goods subject to the complaint shall, without undue delay, be in the applicable amount:

- a. credited to the Gift Card Holder onto the Gift Card, or
- b. credited to the Gift Card Holder in another agreed manner if the validity of the Gift Card/Credit/Balance pursuant to Article 2 of these GTC has already expired.

TRANSFERABILITY OF THE GIFT CARD

- 7.1 The Gift Card Holder is entitled to transfer the Gift Card to any third party. Upon such transfer, the transferee shall become the Gift Card Holder and shall assume all rights and obligations of the Gift Card Holder under these GTC.

DUTIES AND RESPONSIBILITIES OF THE GIFT CARD HOLDER AND XBS

GIFT CARD HOLDER

- 8.1 When using the Gift Card, the Gift Card Holder shall comply with the terms and conditions governing its purchase and use as set out in these GTC. The Gift Card Holder shall take all reasonable measures that may be expected of them to protect the Gift Card against any unauthorized use from the moment of receipt and throughout the entire period during which they hold the Gift Card.
- 8.2 The Gift Card must be kept in a safe place and protected against mechanical damage. The Gift Card Holder shall take due care of the Gift Card. The following shall not be considered due care:
- storing the Gift Card in such a way that third parties can access it without significant effort;
 - use of the Gift Card for purposes other than for the Transactions under these GTC.
- 8.3 In the event that the Gift Card is damaged for reasons demonstrably beyond the control of the Gift Card Holder, the Gift Card Holder shall be entitled to file a complaint with XBS regarding such damage, provided that the damaged Gift Card is physically presented in each case, while the damaged Gift Card must contain at least its unique number and/or unique chip; a fragment of the Gift Card without such information cannot otherwise be identified. If the complaint is accepted, the Gift Card Holder shall be issued with a new Gift Card with the same amount of funds (Credit/Balance) that was available on the Gift Card subject to the complaint as at the date on which it was presented to XBS and it became impossible to use the Gift Card properly. The new Gift Card shall have the same validity period as the original damaged Gift Card.

In the event of loss, theft, other misuse or use of the Gift Card in any unauthorized manner, or in the event of any unauthorized misuse/use of the Credit/Balance on the Gift Card, the Gift Card Holder is not entitled to file any complain with XBS.

XBS

- 8.4 Technical malfunctions and other circumstances caused by force majeure may lead to situations where the Gift Card Holder will not be able to execute the Transactions with the Gift Card, or that the payment process will not be initiated and the payment will not be made by XBS. XBS shall not be liable for the inability to redeem the Gift Card for reasons beyond control of XBS.
- XBS shall be liable for any damage suffered by the Gift Card Holder as a result of technical malfunctions only if such malfunctions were caused as a result of XBS's fault.
- 8.5 XBS shall not be liable to the Gift Card Holder for any damage caused by the use of the Gift Card that was not caused by any act or omission on the part of XBS.
- 8.6 The Gift Card is anonymous. XBS is not liable and is not responsible for the loss, theft, misuse or use of the Gift Card in any unauthorized manner, or for any unauthorized misuse/use of the Credit/Balance on the Gift Card.
- 8.7 If the Gift Card Holder is unable to use the Gift Card for its intended purpose under these GTC due to a defect in the Gift Card, the Gift Card Holder may assert their rights by filing a complaint in accordance with Article 10 of these GTC.

SUBSTITUTE GIFT CARD

- 9.1 XBS does not issue any substitute Gift Cards, only new Gift Cards in accordance with the provisions of these GTC.

SUGGESTIONS, QUESTIONS AND COMPLAINTS

- 10.1 Suggestions and questions may be submitted by the Gift Card Holder:
- in writing, by mail or by physical handover to XBS or via e-mail communication at: giftcard@x-bionicsphere.com
 - verbally at each Selected Establishment of XBS.
- 10.2 If the Gift Card cannot be used for its intended purpose, i.e. to purchase goods or services, or if the Gift Card shows any other signs of a defect that were not caused by the Gift Card Holder, whether intentionally or unintentionally, and were not caused by improper or incorrect use of the Gift Card, the Gift Card Holder shall be entitled to assert their legitimate claims by filing a complaint regarding the Gift Card.
- 10.3 The Gift Card Holder is entitled to file a complaint under the terms of these GTC within the validity period of the Gift Card or of the Credit/Balance pursuant to Article 10.6 of these GTC, at all times in person and in writing at each Selected Establishment of XBS.
- 10.4 XBS shall provide the Gift Card Holder with a confirmation of the filing of the complaint upon its submission.
- 10.5 XBS shall settle the complaint in writing no later than 30 (in words: thirty) days from the date of its receipt in accordance with Act No. 108/2024 Coll. on Consumer Protection and on Amendments to Certain Acts, as amended, and in accordance with the terms and conditions set out in these GTC (Articles 4.4 , 6.2 and this Article of these GTC).
- 10.6 In the event of filing a complaint, the Gift Card Holder shall have the following rights:
- if the defect can be remedied, the Customer shall be entitled to have the defect remedied free of charge, in a timely and proper manner. XBS shall remedy the defect without undue delay. Instead of having the defect remedied, the Gift Card Holder may request replacement of the Gift Card, provided that such replacement does not result in unreasonable costs for XBS having regard to the severity of the defect. XBS may, instead of remedying the defect, always provide the Gift Card Holder with a new Gift Card, provided that this does not cause the Gift Card Holder any serious inconvenience.
 - if the defect cannot be remedied and prevents the Gift Card from being properly used as a defect-free Gift Card, the Gift Card Holder shall be entitled to replacement of the Gift Card or to withdraw from the contract. The Gift Card Holder shall have the same rights where the defect can be remedied but the Gift Card Holder cannot properly use the Gift Card due to the recurrence of the defect after its repair or due to the presence of multiple defects.
- 10.7 When filing a complaint, the Gift Card Holder shall specify which of the rights set out in Article 10.6 of these GTC they wish to exercise.

RIGHT TO UNILATERALLY AMEND THE GTC

- 11.1 XBS reserves the right to unilaterally amend/supplement the GTC or replace them with a new wording at any time due to changes in legislation, changes in XBS's business strategy and/or pricing policy. XBS shall notify the Gift Card Holder of any change to the GTC by making the new wording of the GTC available on the website www.x-bionicsphere.com no later than 5 days prior to the effective date of their new wording. As of the effective date of the new GTC, the new wording shall apply to all contractual relationships governed by these GTC that are in force on that date.

TERMINATION OF THE GIFT CARD PROGRAM (WITHDRAWAL FROM THE CONTRACT)

- 12.1 XBS reserves the right to terminate the Gift Card program at any time due to changes in legislation, changes in the business strategy and/or pricing policy of XBS with the obligation to request the Gift Card Holders to

use up the Credit/Balance within a period of not less than 30 calendar days before the termination of the program by publishing the information on [the www.x-bionicsphere.com website](http://www.x-bionicsphere.com) and its establishments and providing assistance in transferring them to another product available under XBS's current offering.

- 12.2 XBS may terminate the Gift Card if the Gift Card Holder has demonstrably acted fraudulently in connection with the use of the Gift Card or in breach of applicable law or these GTC.

PRIVACY POLICY

- 13.1 As the Gift Card remains anonymous throughout the process of its issuance and provision of the relevant services, is not linked to any specific individual and is freely transferable, XBS does not process any personal data of the Gift Card Holder.
- 13.2 This does not apply if the Gift Card Holder decides to assert claims arising from liability for defects in the Gift Card by filing a complaint. For the purposes of filing a complaint, withdrawing from the contract, asserting claims arising from liability for defects and claiming damages (hereinafter referred to as the "Post-contractual Obligations"), XBS processes the Gift Card Holder's personal data on the legal basis of a legal obligation pursuant to Article 6(1)(c) of the GDPR, to the following extent:

name, surname, address, telephone number, e-mail address, unique Gift Card number and data provided when filing a complaint.

- 13.3 The provision of personal data referred to in Article 13.2 of these GTC constitutes the fulfilment of a legal obligation, which means that the Gift Card Holder is required to provide such data to XBS. Failure to provide such data may result in XBS being unable to fulfil its obligations arising from the Post-contractual Obligations under both the contractual provisions and applicable law. The personal data shall be retained for the period commencing on the date on which the claim arising from the Post-contractual Obligation is asserted and ending upon completion of XBS's performance and any subsequent settlement of the parties' mutual claims and obligations.
- 13.4 The Gift Card Holder has the right to access their personal data (Article 15 of the GDPR), the right to rectification (Article 16 of the GDPR), the right to erasure (Article 17 of the GDPR), the right to restriction of processing (Article 18 of the GDPR), the right to data portability (Article 20 of the GDPR), the right to object to the processing of their personal data (Article 21 of the GDPR), and the right not to be subject to a decision based solely on automated processing (Article 22 of the GDPR).
- 13.5 When handling a request to exercise a data subject's rights, XBS may require the Gift Card Holder to provide reliable proof of identity, in particular where the request is submitted otherwise than by a written request bearing a handwritten signature, by email signed with a qualified electronic signature, or in person at XBS's registered office (e.g. in the case of requests submitted by ordinary email or telephone).
- 13.6 Each received request for the exercise of the rights of the data subject shall be individually and competently assessed, and we shall at all times inform the Gift Card Holder of the result no later than 30 days after receipt of the request.
- 13.7 Requests to exercise any of the data subject's rights may be sent to the Controller at the following email address: zodpovednaosoba@x-bionicsphere.com.
- 13.8 Contact details of the lead supervisory authority:

Office for Personal Data Protection of the Slovak Republic
Hraničná 12
820 07 Bratislava
+421 /2/ 3231 3214
statny.dozor@pdp.gov.sk

FINAL PROVISIONS

- 14.1 The Gift Card Holder acknowledges that the design of the Gift Card and all elements thereof are protected by law, including copyright law. Any reproduction or distribution of the Gift Card or the logo contained therein is permitted only with the prior written consent of XBS.

- 14.2 Legal relationships not covered by these GTC shall be governed by the applicable generally binding laws and regulations of the Slovak Republic. Amendments to these GTC shall be made in accordance with the procedure set out in these GTC.
- 14.3 Any disputes arising from legal relationships established on the basis of these GTC or in connection with them, including disputes concerning the validity, interpretation or termination of the contract and/or these GTC, which cannot be resolved amicably, shall be submitted to the competent courts of the Slovak Republic.
- 14.4 XBS reserves the right to take individual measures in special or extraordinary cases arising in connection with the GIFT CARD program.
- 14.5 Any disputes between XBS and any Gift Card Holder who is a consumer may be resolved through alternative dispute resolution in accordance with Act No. 108/2024 Coll. on Consumer Protection and on Amendments to Certain Acts and Act No. 391/2015 Coll. on Alternative Dispute Resolution and on Amendments to Certain Acts.
- 14.6 Before initiating alternative dispute resolution, the Gift Card Holder who is a consumer is advised to first contact XBS in order to seek an amicable resolution of the situation by e-mail at: giftcard@x-bionicsphere.com.
- 14.7 Alternative dispute resolution may be conducted by the competent supervisory authority, or another authorised legal entity. Consumers are also entitled to resolve disputes through the online alternative dispute resolution platform:
<https://ec.europa.eu/consumers/odr/main/index.cfm?event=main.home2.show&lng=SK>.
- 14.8 Contact address of XBS for exercising rights under Section 15(1)(c) of the Consumer Act
X-BIONIC® SPHERE a.s.
Dubová 33/A
931 01 Šamorín
XBS Infoline: +421 313 262 622
Email: giftcard@x-bionicsphere.com
- 14.9 Upon receipt of the Gift Card with the purchased Credit, the Gift Card Holder declares that they have read and understood the terms and conditions governing the issuance and use of the Gift Card set out in these GTC and undertake to comply with them unconditionally.
- 14.10 Upon transfer of the Gift Card pursuant to Article 7.1, the new Gift Card Holder declares that they have read and understood the terms and conditions governing the issuance and use of the Gift Card set out in these GTC and undertake to comply with them unconditionally.
- 14.11 These GTC shall enter into force on 30 July 2026.

SUPERVISORY AUTHORITY

The supervisory authority of the Controller is:

Slovak Trade Inspection (SOI) Inspectorate of the Slovak Trade Inspection with its registered office in Trnava for the Trnava Region, Pekárska 23, 917 01 Trnava

Place: Šamorín, Slovak Republic

Date: 24 July 2026

X-BIONIC® SPHERE a.s.

Annex: Complaint form

COMPLAINT FORM - complaint number:

Gift Card Holder:

X-BIONIC®SPHERE a.s.
Reg. office: Dubová 33/A,
931 01 Šamorín
Company ID No.: 46 640 134
Tax ID No.: 2023504054
VAT ID No.: SK2023504054
giftcard@x-bionicsphere.com

Gift Card Holder:

Name/Business name:

Permanent residence/ Registered office:

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Company ID No.:

Phone:

E-mail:

I hereby file a complaint regarding the Gift Card purchased at the X-BIONIC®SPHERE a.s.

Description of the defect, subject of the complaint - Gift Card number

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Attachments:

I suggest that my complaint be handled in the following manner: (please cross out the inappropriate)

- repair of the defective Gift Card;
- issuance of a new Gift Card with the same amount of funds (Credit/Balance) and the same validity period as the Gift Card subject to the complaint;
- in the event of a defect that cannot be remedied or a recurring defect, withdrawal from the contract.

By signing below, the Gift Card Holder confirms that, prior to signing, they were informed by the owner of the Gift Card of their rights under Sections 622 and 623 of Act No. 40/1964 Coll., the Civil Code, as amended.

By signing below, the Gift Card Holder also confirms that they have read and understood the Privacy Policy of X-BIONIC®SPHERE a.s., which forms part of the General Terms and Conditions for the Use of X-BIONIC®SPHERE a.s. Gift Cards.

In

On

Signature:

Based on the above information, we hereby accept your complaint on behalf of X-BIONIC®SPHERE a.s.

In

On

Signature:

TO BE FILLED IN BY THE GIFT CARD HOLDER

Complaint No.: was handled as follows:

Upheld in the manner:

Rejected – justification:

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The complaint was settled on:

The complaint was handled by /name, phone, e-mail:

If your complaint has been rejected, you may request an expert assessment from one of the following: an expert; an authorised person registered with the Register of Authorised Persons maintained by the Slovak Office of Standards, Metrology and Testing; or a person designated by the Gift Card Holder.

Complaint number:

Stamp and signature:

Received by Gift Card Holder:

In

On

Signature: