

General business and complaint terms and conditions of the e- shop

Please read these terms and conditions before placing an order.

The operator of the online store located under the domain <https://ceevee.work/> is: Netmedia Ltd.

Business name and registered office/place of business of the seller (operator):

Netmedia Ltd.

S. Petruša 184/14

96501 Ziar nad Hronom

ID: 51454864

VAT number: :2120804884

Email: info@ceevee.work

hereinafter referred to as

"Seller"

These general business and complaint terms and conditions of the e- shop the seller will also publish on its website <https://ceevee.work/>

Article I – Definitions

1. The seller Network24SK sro is an online store operator who, when concluding and fulfilling the purchase contract , acts within the scope of its business activities in its own name, on its own account, and which, through the E- shop, allows the consumer to create a CV for a fee.
2. Consumer - a natural person who purchases the service - creating a resume through an online store on the domain <https://ceevee.work/>
3. E- shop - the seller's online store located on the domain <https://ceevee.sk/>
4. Service - is a service offered through the E- shop , namely the creation of a CV in electronic form.
5. Order is an action of the consumer in connection with the E- shop , which expresses the consumer's will to purchase a service in the E- shop .
6. Price - the total price stated in the order, in particular the price for the service ordered by the consumer and stated in the order, as well as VAT or other taxes, fees, including the price of shipping,
7. GTC - these general terms and conditions.

Article II – General provisions

1. These GTC govern:
 - a) the process of purchasing a service by consumers via an e- shop ,
 - b) conditions of sale and purchase of services through the Seller's E- shop ,
 - c) rights and obligations of the contracting parties, i.e. the seller and the consumer, arising from the purchase contract concluded between these parties,

the subject of which is the purchase and sale of services through the seller's E-shop .

Article III – Order and conclusion of the contract

1. The consumer orders the service - preparation of a CV from the seller via the E- shop located under the domain <https://ceevee.sk/> ,
2. The consumer fills in their personal details and other data in the pre-prepared fields,
3. Then choose a CV template,
4. The consumer then clicks on pay and download resume and is then redirected to the STRIPE payment gateway, where the payment will be made.
5. By making payment, the consumer agrees to the prices and fees for services on www.ceevee.net,
6. The price list of services and fees for generating online CVs are listed in point IV Payment and delivery terms,
7. The seller will deliver the completed CV ordered by the consumer to the email address that the consumer provided as the email address in the CV,
8. The CV is stored on the operator's secure server, where it can be downloaded or edited for 30 days, after which it is automatically deleted.
9. The consumer must give **explicit consent to the provision of the service** pursuant to Section 4, Paragraphs 6 and 8 of Act No. 102/2014 Coll. , **because its provision begins before the expiry of the period to withdraw , the consumer loses the right to withdraw from the contract** by fully providing the service ,
10. The consumer must give **explicit consent to the provision of the service** pursuant to Section 4, Paragraphs 6 and 8 of Act No. 102/2014 Coll. , **or it concerns the provision of electronic content**, the provision of which begins before the expiry of the withdrawal period, whereby the consumer loses his right of withdrawal.
11. In connection with the instruction, § 4(6) and 8 of Act No. 102/2014 Coll. requires the consumer to declare that he/she was: – **duly informed about the loss of the right to withdraw from the contract after the service has been provided, and about the loss of the right to withdraw from the contract after the provision of electronic content has begun.** In the cases mentioned above, the Consumer must also press the buttons with the text: “I give the Seller my express consent to the start of the provision of the service/electronic content before the expiry of the withdrawal period and I declare that I have been duly informed by the Seller about the loss of the right to withdraw from the contract after the start of the provision of the service/electronic content before the expiry of the withdrawal period.”
12. By sending an SMS, the consumer also confirms that he has become familiar with and has been informed by the seller about the features of the service and the total price that the consumer is obliged to pay to the seller.
13. After creating an order, this order will be registered in the E- shop system . The seller will send the following to the consumer's e-mail address, which the consumer provided during registration: Order confirmation with information about the Order. Pursuant to Section 6 of Act No. 102/2014 Coll., the seller shall immediately provide the consumer with a confirmation of the conclusion of the contract, which contains

not only information from the specific order, i.e. the characteristics of the service, price, etc., but also other information - e.g. information on the right to withdraw from the contract, information on liability for defects, the procedure for handling complaints, etc. The seller must provide all of this to the consumer on a durable medium. An e-mail is also a durable medium. It is economically more advantageous to send this information by e-mail than, for example, on a CD/DVD, or in writing. The consumer must have all of this information immediately after concluding the contract or at the latest upon delivery of the service. The above information is sent to the consumer immediately after ordering, not only upon delivery of the service, as also provided for in Section 5(6) of Act No. 22/2004 Coll. the obligation to confirm the order immediately after its delivery arises. In the wording of the GTC, which is valid and effective at the time of creation of the Order by the Consumer,

14. Upon delivery of the confirmation of receipt of the Order according to the GTC together with other documents to the Consumer, the contract for the purchase of the service is deemed to be concluded, the subject of which is the delivery of the service specified in the Order at the price stated therein, all under the conditions contained in the documents according to these GTC.

Article IV – Payment and delivery terms

1. Payments for services are processed using the STRIPE payment gateway. The service price list and fees for generating online resumes are:
2. Resume No. 1 = 149 UAH
Resume No. 2 = 199 UAH
Resume No. 3 = 199 UAH
Resume No. 4 = 249 UAH
3. The seller will deliver the ordered CV or cover letter to the consumer to the email address that the consumer provided as the email address in the CV,
4. The consumer is solely responsible for all content created using the seller's services. The seller is not responsible for the accuracy of the data in the created documents.

Article V – Information on the Consumer's right to withdraw from the contract

1. The consumer has the right to withdraw from the contract without giving any reason within 14 calendar days from the date of receipt of the service, and this period is considered to have been observed if the notice of withdrawal from the contract was sent to the Seller no later than the last day of the period. The service is considered to have been received by the consumer at the moment when the consumer or a third party designated by him takes over all parts of the ordered service,
2. The consumer exercises his right to withdraw from the contract pursuant to point 1 of this article of the GTC as follows: in writing to the address of the seller's registered office listed above or by e-mail to: info@ceevee.work,
3. To withdraw from the contract pursuant to point 1 of this article of the GTC, the consumer is entitled to use the form that forms Annex No. 1 to these GTC,
4. The Seller shall, within 14 days from the date of receipt of the consumer's withdrawal pursuant to point 1 of this article of the GTC, refund to the consumer the payments related to the withdrawal from the contract and which he has received from

him under or in connection with the contract, including the costs of transport, delivery and postage and other costs and fees. The Seller shall refund to the consumer the payment pursuant to the previous sentence in the same manner as was used by the consumer when paying for the service, unless the consumer and the Seller agree otherwise. However, the Seller shall reimburse the customer for the costs of transport, delivery and postage only to the extent of the cheapest common method of delivery offered by the Seller, regardless of the method of delivery chosen by the consumer,

5. The consumer cannot withdraw from a contract whose subject matter is:
 - a) **provision of a service, if its provision began with the express consent of the customer and the customer declared that he was duly informed that by expressing this consent he loses the right to withdraw from the contract after the service has been fully provided, and if the service has been fully provided;**
 - b) **sale of goods made to the customer's specific requirements, made-to-measure goods or goods intended specifically for one customer;**
 - c) **provision of electronic content other than on a tangible medium, if its provision began with the customer's express consent and the customer declared that he was duly informed that by expressing this consent he loses the right to withdraw from the contract.**

Article VI – Acquisition of ownership

1. The consumer acquires ownership of the service only upon full payment of the full price.

Article VII – Complaints Procedure (liability for defects, warranty, complaints)

1. When receiving the service, the consumer is obliged to check whether the service was delivered in accordance with the order,
2. In the event that the consumer has been delivered a service that he did not order, the consumer is obliged to contact the seller immediately, no later than within 24 hours, by e-mail,
3. If the consumer was supplied with a different service than the one ordered by the consumer, the consumer is obliged to state these facts in the Complaint Report, see Appendix No. 2. The consumer is obliged to immediately send such a complaint report to the seller and assert claims for errors. Later complaints regarding service errors will not be accepted,
4. The consumer can complain about the service by e-mail or by post to the address of the seller's current registered office, together with documents such as a delivery note, invoice. In the complaint, the consumer is obliged to state:
 - a) your identification data,
 - b) seller details,
 - c) description of the service that the consumer is advertising,
 - d) service error description
 - e) the order number to which the complaint relates.

Possible sample Complaint Protocol - Appendix No. 2

5. If the complaint is made via means of distance communication, the Seller is obliged to deliver the confirmation of the complaint to the consumer immediately; if it is not possible to deliver the confirmation immediately, it must be delivered without undue delay, but at the latest together with the document confirming the complaint has been resolved.
6. The warranty period begins on the day the consumer takes over the service. The warranty period is 24 months, unless otherwise stated in the documents relating to the service. The seller's rights of liability for defects are exercised in the manner set out below,
7. The service warranty does not cover:
 - a) incorrect data entered into the CV,
 - b) Incorrect photo attached to CV,
 - c) The warranty also does not cover damages resulting from incorrect or inaccurate preparation of the CV.
8. The seller is obliged to determine the method of handling the complaint immediately, in more complex cases within 3 days from the start of the complaint procedure, in justified cases, especially if a complex technical assessment of the state of the service is required, no later than 30 days from the start of the complaint procedure. The seller can also notify the consumer of the method of handling the complaint by sending an e-mail to the e-mail address provided by the consumer during registration. After determining the method of handling the complaint, the seller will handle the complaint immediately, in justified cases the complaint may also be handled later. However, the handling of the complaint may not last longer than 30 days from the date of filing the complaint. After the period for handling the complaint has expired in vain, the consumer has the right to withdraw from the Purchase Agreement,
9. The seller shall inform the consumer about the completion of the complaint procedure and the result of the complaint by email or registered letter. If the consumer has filed a complaint within the first 12 months from the conclusion of the Purchase Agreement, the seller may handle the complaint by rejecting it only on the basis of an expert's statement or an opinion issued by an authorized, notified or accredited person, or an opinion of a designated person (hereinafter referred to as "expert assessment of the service"). Regardless of the result of the expert assessment, the seller may not require the consumer to pay the costs of the expert assessment of the service or other costs related to the expert assessment of the service,
10. The professional assessment must include: The above is stipulated by Act No. 250/2007 Coll. in the provision of § 18a.
 - a) identification of the person carrying out the expert assessment,
 - b) precise identification of the service,
 - c) description of the service status,
 - d) the result of the assessment,
 - e) date of preparation of the expert assessment,

11. The seller is obliged to provide the consumer with a copy of the expert assessment justifying the rejection of the complaint no later than 14 days from the date of handling the complaint,
12. If the consumer has made a product complaint after 12 months from the conclusion of the contract and the seller has rejected it, the consumer is obliged to state in the complaint settlement document to whom the consumer can send the service for professional assessment. If the consumer sends the service for professional assessment to the designated person specified in the complaint settlement document, the costs of the professional assessment of the service, as well as all other related costs incurred in this regard, shall be borne by the seller, regardless of the result of the professional assessment. If the consumer proves the seller's liability for the claimed service defect through a professional assessment by a person designated by the seller, he may submit the complaint again; during the professional assessment of the service, the warranty period does not expire. The seller is obliged to reimburse the consumer within 14 days from the date of the re-submitted complaint all costs incurred for the professional assessment of the service, as well as all related costs incurred in this regard. A re-submitted complaint cannot be rejected .
13. If the defect is removable, the consumer has the right to have it removed free of charge, in a timely manner and properly. If the defect is not removable and prevents the service from being used properly as if it were free of defects, the consumer has the right to withdraw from the contract. The same rights apply to the consumer if the defect is removable, but the consumer cannot use the service properly due to the reoccurrence of the defect after repair or due to a larger number of defects. A larger number of defects is considered to be at least three defects, and a reoccurrence of a defect is considered to be the occurrence of the same defect after at least two previous repairs,
14. By settling a legitimate complaint, the warranty period is extended by the duration of the complaint. If the complaint was settled within the statutory warranty period by replacing the service with a new one, then the warranty period will start again from the date of settlement of the complaint,
15. The Seller has not issued any other codes of conduct to which it should adhere, other than these GTC.

Article VIII – Personal data and their protection

1. Information about the processing of personal data is available at <https://ceevee.work>.

Article IX – Alternative Dispute Resolution

1. The purpose of this article of the GTC is to inform the consumer about the possibility and conditions of alternative dispute resolution between the seller and the consumer,
2. Alternative dispute resolution is a procedure of an alternative dispute resolution entity, the aim of which is to achieve an amicable resolution of the dispute between its parties, i.e. between the consumer and the seller. The consumer can resolve his dispute with the seller through alternative dispute resolution,

3. The competent authority (entity) for alternative dispute resolution, in accordance with generally binding legal regulations, is the Slovak Trade Inspection, which the Consumer may contact or another entity included in the list of alternative dispute resolution entities published on the website of the Ministry of Economy of the Slovak Republic - <https://www.mhsr.sk/obchod/ochrana-spotrebitela/alternativne-riesenie-spotrebitelskych-sporov-1> ,
4. The consumer can find out about the conditions and platform for alternative dispute resolution at: <http://www.soi.sk/sk/Alternativne-riesenie-spotrebitelskych-sporov.soi> ,
5. The consumer can also resolve a dispute between him and the seller through the ODR platform. The consumer can find out about the terms and conditions and the ODR alternative dispute resolution platform at: <http://ec.europa.eu/consumers/odr/> ,

Article X – Final provisions

1. The relevant provisions of Act No. [102/2014 Coll.](#) on consumer protection in the sale of goods or provision of services based on a contract concluded at a distance or a contract concluded outside the seller's premises and on amendments and supplements to certain acts, as amended, Act No. [250/2007 Coll.](#) on consumer protection and on amendments to Act of the Slovak National Council No. [372/1990 Coll. apply to relationships not regulated by the Order and these GTC.](#) on misdemeanors, as amended, Act No. [22/2004 Coll.](#) on electronic commerce and on amendments and supplements to Act No. [128/2002 Coll.](#) on state control of the internal market in matters of consumer protection and on amendments and [supplements to certain laws as amended by Act No. 284/2002 Coll. , Act No. 40/1964 Coll. Civil Code, as amended.](#)
2. The consumer declares that he has read these GTC and undertakes to comply with them,
3. **Name and address of the supervisory authority :**
Slovak Trade Inspection

Lower 46

974 00 Banska Bystrica 1

These GTC come into force and effect on 01. 11. 2023

Annex No. 1 **Withdrawal form**

Addressee: Netmedia sro ., Š. Petruša 184/14, 96501 Žiar nad Hronom

I hereby declare that, in accordance with Act No. 102/2014 Coll. on consumer protection in the sale of goods or provision of services based on a contract concluded at a distance or a contract concluded outside the seller's premises and on amendments to certain acts as amended (hereinafter referred to as the "Consumer Protection Act in Distance Selling"), **I withdraw from the Contract:**

Title, first name and last name:

Address:

Email address:

Order and invoice number:

Order date:

Service takeover date:

Reason:

Method for returning received funds:

I would like to return the money to my bank account (IBAN)/other way

Date: Signature:

Annex No. 2

COMPLAINT PROTOCOL

Name: Surname:

Permanent residence, street, number: Country:
.....

Telephone number: e-mail address:

Service name (.....)

Reason for complaint:

- the accuracy of the price charged for the service provided,
- the quality of the goods or service provided,

(description of the defect in the goods or service, designation and the way in which the defect manifests itself)

.....

Timeline when the quality of the service provided was limited:

Date: Time: day of the week:

How you want to file a complaint:

- by eliminating the defect in the service provided and
- by exchanging a service for another: what kind?:
- by refunding the price paid for the service or goods provided:

The completed complaint protocol is also a confirmation of receipt (application) of the complaint.