

Terms and Conditions

1. Introductory Provisions

1.1 These Terms and Conditions govern the sale of Christmas vouchers on the XDIGR platform via websites operated by XDIGR.cz s.r.o., ID No.: 17639158, with its registered office at Kurzova 2222/16, Stodůlky, 155 00 Prague 5, registered in the Commercial Register maintained by the Municipal Court in Prague.

1.2 The Christmas voucher is a prepaid credit that can only be used on the XDIGR platform in accordance with these Terms and Conditions.

1.3 By purchasing a Christmas voucher, the buyer confirms that they have read and agree to these Terms and Conditions.

2. Ordering and Paying for the Voucher

2.1 The voucher can only be ordered via the form available on the XDIGR platform website.

2.2 The buyer is obliged to provide true and complete information in the order, including contact details to which the voucher will be delivered.

2.3 Payment for the voucher is made according to the payment details provided in the email with the pro forma invoice. Payment must be made within 3 working days of receiving the email; otherwise, the seller reserves the right to cancel the order.

2.4 The price of the voucher includes the nominal value of the credit stated on the voucher and any handling fee for sending the voucher by mail, if this option is selected.

3. Delivery of the Voucher

3.1 The electronic version of the voucher will be sent to the email provided by the buyer no later than 24 hours after receipt of payment.

3.2 In the case of physical delivery of the voucher by mail, the voucher will be dispatched no later than 5 working days after receipt of payment. The buyer is responsible for the accuracy of the

provided delivery address.

4. Validity and Redemption of the Voucher

4.1 The Christmas voucher is valid for 1 calendar year from the date of purchase. The exact validity date is stated directly on the voucher.

4.2 The credit from the voucher can only be applied on the XDIGR platform, using the "Wallet" section in the user account.

4.3 Redeeming the voucher requires entering the unique code stated on the voucher. The buyer or the recipient is responsible for keeping the code secure.

4.4 The credit from the voucher cannot be exchanged for cash or used for any other purpose than in accordance with the XDIGR platform terms.

5. Rights and Obligations of the Buyer and the Recipient

5.1 The buyer is obliged to inform the recipient about the conditions for redeeming the voucher, including the requirement to register on the XDIGR platform to use the credit.

5.2 The voucher may only be redeemed by persons over 18 years of age who meet the conditions for using the XDIGR platform.

6. Complaints and Withdrawal from the Contract

6.1 If the voucher has not been used, the buyer may request its cancellation and a refund. The request must be sent to the email address podpora@xdigr.cz and must include the variable symbol of the invoice associated with the voucher purchase.

6.2 A complaint regarding the voucher is only possible in the event of a demonstrable defect, such as an incorrectly generated code or malfunction when redeeming it.

7. Personal Data Protection

7.1 The buyer's personal data are processed in accordance with the legal regulations on personal data protection. Details on the processing of personal data are set out in the privacy policy on the XDIGR platform website.

8. Final Provisions

8.1 These Terms and Conditions are valid and effective from November 28, 2024.

8.2 The seller reserves the right to update these conditions at any time. The buyer will be informed of changes to the conditions by email.

8.3 All disputes arising from these Terms and Conditions shall be governed by the laws of the Czech Republic. Any disputes will be resolved by the relevant courts of the Czech Republic with subject-matter and territorial jurisdiction.

Any questions? Contact us at podpora@xdigr.cz or by phone at +420 702 147 373.