

General Terms of Business and Use, and Confidentiality Statement

Information about the company

Solus d.o.o.

Hrvatskoselska 1

10250 Lučko

Email Address:

info@solus.com.hr

Working hours are on business day from 8:00 to 16:00. We do not work on weekends and holidays.

The company was registered in the Commercial Register: Commercial Court in Zagreb / No. 1-69723

Account in Privredna banka dd, IBAN: HR5423400091110145051

Amount of Company's Subscribed Capital: 20,000.00 HRK / paid in full

Members of the Board: Ivica Sušac

Statistic number: 80075651

OIB: 94199493045

General Terms of Business and Use

General provisions

Solus d.o.o., through its website at solus.com, on the World Wide Web - the Internet provides information services, content management services, and conducts financial transactions.

The end-user is a natural or legal person using Solus d.o.o.'s service on its site, whether or not it uses site parts that are publicly available or access control through the account.

Terms of Use prescribe the terms and conditions for End Users and refer to the use of web site solus.com. By using the Web site The End Users report that they agree with the General Business Terms and Conditions and agree to use the site solus.com.hr in accordance with them. The right to use the Website is personally the right of the End User and can not in any

way be transferred to any other natural or legal person, nor is any user authorized to report to other natural or legal persons. The end user is personally responsible for protecting the confidentiality of passwords, where they exist as such. The end user is aware of the fact that sometimes service interruptions are occurring or events outside the control of Solus d.o.o. and accepts that Solus d.o.o. is not responsible for any loss of data that may occur during the transfer of information on the Internet. The end user agrees and accepts that access to a web site may sometimes be interrupted, temporarily unavailable or disabled.

Solus Ltd. reserves the right at any time to modify or terminate any business segment, including, but not limited to, content, availability time, and equipment required for access to or use of the Website. Furthermore, Solus Ltd. may discontinue any part of the information, or any kind of information, may change or terminate any data transferring, and may change the data transfer rate as well as any other characteristics thereof.

By using this Website, the End User acknowledges that he is familiar with and agrees with the General Terms and Conditions of Use and Use. Solus d.o.o. is advising the End User: If you do not agree to the terms and conditions of the Terms and Conditions or if you are under 14 years of age, please refrain from using this site.

Solus d.o.o. reserves the right at any time and without prior notice, if it deems it necessary, to abolish or modify any of the Terms and Conditions and / or Statement of Confidentiality herein. Therefore, it advises End Users to review from time to time the information contained in the General Terms of Business and Use and the Privacy Statement and to keep them informed about such changes. Resuming use of the site and posting to the Internet of new changed General Terms and Conditions of Use or Confidentiality Statement, it is understood that the User accepts the changes.

The end user is responsible for the purchase and maintenance of his or her computer equipment, including any software and hardware owned and used by him, as well as any other equipment required to access and use this site and all related costs. Solus d.o.o. is not responsible for any damage to End User Equipment that may result from the use of this site.

This site is privately owned. All interaction and interaction that takes place through this site must comply with these General Terms and Conditions of Use and Use. End Users may not post or transmit any material that endangers, or in any way violates the rights of others, any material that is unlawful, endangering, abusive, defamatory, defamatory or prejudicial to privacy, which is vulgar, obscene, or otherwise undesirable in direct communication, inciting unlawful activities, or otherwise violating any statutory provision which, without explicit, prior written consent of Solus d.o.o., contains advertising or offer of any of its products and

services. The end-user may not use this site for advertising or performing any commercial, religious, political, or non-commercial advertising.

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The end-user may not post, publish, or otherwise make available any material subject to copyright, trademark or other intellectual property rights without the express permission of the holder of these rights. Solus d.o.o. has no obligation to report to the End User or to help determine if some material is subject to copyright. The End User is solely and solely liable for any damage that may result from copyright infringement, trademark abuse and other intellectual property rights, or any issues arising in connection with the disclosure of such material. By placing the material on any publicly available part of this site, the End User declares that he is the holder of the rights to such materials and explicitly provides Solus d.o.o. with time and space unrestricted, free, permanent, non-exclusive, non-exclusive right and license to use, reproduction , modifying, adapting, publishing, translating and distributing such material (in whole or in part). The end user also gives other end users the right to access, view, save or play this material for their own use. That is, the End User gives Solus d.o.o. the right to modify, copy, publish and distribute any material that the End User makes available on the website solus.com.hr.

The End User expressly agrees that the use of the Solus.com web site is solely on the responsibility of the End User so that Solus Ltd. does not warrant (i) of the CONFIDENTIALITY THAT MAY BE USED BY USING THIS WEB SITE, OR (II) FOR ACCURACY, RELIABILITY OR CONTENT ANY INFORMATION, SERVICES OR GOODS DAYS ABOUT THIS WEB SITE.

Responsibility of the End User refers to any damages or possible injuries caused by any error, exclusion, interruption, deletion, malfunction, delay in work or transmission, computer virus, termination in the communication line, theft, destruction or unauthorized access, change or misuse of the record , terminating the contract, inappropriate behavior, negligence, or any other action. The End User explicitly acknowledges that Solus d.o.o. is not responsible for the offending, inappropriate or illegal conduct of the End User or third parties and that the risk of damage resulting from the aforementioned is entirely in the End User's end.

In no event shall Solus d.o.o. be liable for any damages that may arise as a result of the use or due to the inability to use this site. The End User explicitly confirms that the terms of this chapter relate to the entire site content.

Under the aforementioned conditions, Solus d.o.o. will not be liable, irrespective of the cause or duration, of any errors, inaccuracies or other defects, inadmissibility or inadmissibility, of the information found on this site, as well as of any delay or interruption in the transfer of information to the end user for any claims or losses arising therefrom. None of the foregoing parties will be liable for any third party claims or losses, including lost profits.

Solus d.o.o. is not responsible for any content that users, subscribers, or unauthorized users may place on the site. Solus Ltd. reserves the right to change, modify, modify, delete or remove any content that it considers inappropriate.

The end user acknowledges that all discussions of the ratings, comments, private messages are public and not private, so that employees of Solus d.o.o. can control the communications of End Users without their knowledge and explicit permission.

The End User agrees to indemnify and will not consider Solus d.o.o. responsible for any claim for damages and costs, including legal representation costs, which may be incurred by the End User through the use of this Site.

Solus d.o.o. may terminate any business relationship with any of its End Users at any time. Solus d.o.o. reserves the right at present to terminate any User Accounts or Customer Accounts in the event of any conduct of the End User that Solus d.o.o. disclaims in its discretion as inadmissible as well as in any case of non-compliance with the General Terms and Conditions of Use by the End User.

The user can send his inquiries and comments in writing, by mail or by e-mail, and Solus d.o.o. will send a written reply by mail or e-mail within the legal deadline.

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Solus d.o.o. is not responsible for the accuracy or reliability of any opinion, advice, or statement published on the solus.com website, by anyone who is not authorized by Solus d.o.o.. Under no circumstances Solus d.o.o. will be liable for any loss or damage incurred by the End User on the information obtained through solus.com. The End User is liable for the accuracy, completeness or usefulness of any information, opinions, opinions, opinions or other content available through solus.com.

Solus d.o.o. is headquartered in Zagreb, Croatia. Legal disputes that may arise as a result of the use of this site (unless otherwise specified by a special agreement) are in the jurisdiction of the court in Zagreb and are resolved in accordance with the positive regulations of the Republic of Croatia. By using this Website, the End User agrees that any dispute or claim arising out of or in connection with these Terms, or in connection with their enforcement, is within the jurisdiction of the Court in Zagreb.

In the following terms of the General Terms and Conditions, for the purpose of clarity and understanding of the text, instead of the term End User, the term Customer will be used in the situation when the Purchase Agreement was concluded between the End User and Solus d.o.o.. For the same reason instead of Term Solus d.o.o. will be used Solus d.o.o., while term solus.com.hr uses the name of the Internet store, websites, websites, etc.

Terms of Use of Website Services solus.com.hr

The condition for using solus.com.hr sites is the successful registration of the Buyer. Within the framework of the registration, the Buyer will be offered the acceptance of these General Terms of Use, whose acceptance is a prerequisite for the use of the solus.com.hr website.

solus.com.hr invites the buyer to view the contents of the Confidentiality Statement.

solus.com.hr advises Buyers to take care of their password account for solus.com.hr. We recommend that you combine the capital letters and numbers with the password combination combination and use a password of at least six characters. We recommend periodically changing the password (at least once a year).

Language

The language of communication at solus.com is Croatian literary language

Prices

Prices are in HRK (HRK), VAT included, apply to all payment methods at the time of purchase.

The price of the goods is determined for each product individually. The price tagging process for each product is subject to multiple levels of control, but there is a potential for error because it is a human factor, and by the nature of things it can not be done with automatic input.

Such situations are remarkable and for them Solus d.o.o. apologizes in advance to its customers as it will be obliged to inform them about the situation, the wrong price for a particular product and the inability or delay of delivery of the items or the entire specific order of the buyer.

Sale events

Solus d.o.o. will periodically decide upon its decision to place certain products on an action sale.

These products will be available under the same conditions to all customers or will be available to customers of specific, precisely specified groups. Unless otherwise explicitly stated on the site, the terms of the action sale are to last until stocks expire, for products that are marked on the action and at the final price that the user sees when submitting to the site. After the expiry of the deadline for the sale or expiry of the inventory (as it happens before), Solus d.o.o. will not receive any new orders under the terms of an action sale that has expired.

Orders

Due to orders placed simultaneously at solus.com.hr web store, the availability of product information may not be the same as the stock at the warehouse. Such situations usually do not last longer than one working day.

Solus d.o.o. will take all necessary measures and engage in all available resources in order to fulfill the delivery of the ordered product within the appropriate time period. In the event that Solus d.o.o. or its supplier does not have the ordered product available, it will inform the

customer and offer him the option of purchasing the products from the solus.com.hr webshop which is available for delivery and which is by its characteristics closest to the product that is not possible deliver. Solus d.o.o. is responsible for the consequences of the emergency situation described.

Your order is considered valid and valid only when an account is created.

Duration and termination of contract (single-sided contract termination by the buyer)

The End User Agreement concluded with Solus d.o.o. for the purchase of products and services is a one-time purchase contract for a product or service that is consumed by delivery of goods or services by solus.com.hr and made by the End User, if it is not terminated. These General Terms of Business are an integral part of the Solution Contract between solus.com and the Buyer.

Pursuant to the Consumer Protection Act, and unless otherwise agreed by a special agreement, you are authorized to terminate the contract unilaterally by not giving reasons for it within 14 days of the date of delivery of the product or delivery of the last order product.

An exemption from this authorization refers to products for which Art. 79. The Consumer Protection Act excludes the right to unilaterally terminate the contract, and solus.com.hr will specifically alert you in the offer of the specific product.

You can download the standard information form for a one-off termination agreement here. As a Buyer you agree that you have obtained a form from the preceding sentence.

You can terminate the contract unilaterally using the said form or by any other unambiguous statement on a durable medium in which you express your will to terminate the contract.

Your request to replace the correct product (e.g. inappropriate target cell phone model, inadequate product color) that you have purchased will be considered a one-sided termination, so please fill out the product return form that came with your product in order to know that you want replacement of the product. The products (return or replacement) must be delivered to the following address: Solus d.o.o., Hrvatskoselska 1, 10250 Lučko.

In the event of a unilateral termination of the contract, we will act according to the Consumer Protection Act or the Mandatory Relationship Act. We will refund your refund after the goods are returned to us. Returns must be made without delay and within 14 days from the day you have declared us unilaterally terminated the contract. The right to unilateral termination of the contract is excluded in the case of software.

According to the Consumer Protection Act, the Buyer is obliged to bear the direct costs of returning the goods if he / she uses his / her right to unilateral termination of the contract,

and if he / she wishes to contact Solus d.o.o. through the mail address info@solus.com.hr to obtain information on the manner, possibilities and conditions returning products by solus.com.hr.

In accordance with Article 77, paragraph 5 of the Consumer Protection Act, the customer is responsible for any impairment of the purchased product resulting from the handling of the purchased product as established as a consumer obligation in the event of a unilateral termination of the contract within the 14-day time limit.

As a result, Solus d.o.o. recommends to its customers during the takeover of the product, with respect to a one-sided termination of the contract within a statutory period of 14 days to:

- view product photos show the principled appearance and manner of use of the product as well as the presentation of the product as provided by the manufacturer. The picture does not show up to the details of the specific product that is delivered to the buyer, so solus.com.hr recommends the buyer to review the product features listed on the website solus.com.hr when choosing the product.
- If the packaging is damaged, do not take over the product, but pay attention to packaging damage to the delivery person and ask Solus d.o.o. to return the product. IF THE CUSTOMER DOES NOT ADVERTISE THE DAMAGE, THE PURCHASE TO THE DISTRIBUTOR IN THE DATE OF DELIVERY OF THE PRODUCT, SHOULD BE DISCLAIMED THE PRODUCT WITH UNPACKED PACKAGING
- If the packaging is undamaged and you have taken the product, carefully remove the packaging with as little damage as the damaged packaging reduces the value of the product (damaged packaging: 5% reduction in refunds, no original packaging: 20% reduction in refunds).
- carefully review the product, its nature, features and functionality, but do not use or use the product if you intend to use the legal right to terminate the contract because any further product handling reduces the value of the product.

Handling / using the product is considered, for example, for mixing food, for shaving apparatus, for books -crawling and / or subtitling of text and / or writing by book, for roasting, for rolling outdoors, for outdoor shoes, clothing, bicycles - outdoor riding, bags and backpacks - transferring things, for roma and skateboard - outdoor driving, tools - use for their purpose, lighting - mounting. Handling the product reduces the value of the product and Solus d.o.o. will reduce the refund amount by 40%.

Solus d.o.o. informs customers that the devices for professional use are specifically marked. Devices that do not have such a mark are not for professional use and are not recommended for professional use because such a failure is not covered by the warranty and in that case the cost of the repair is borne by the buyer. If an authorized service determines that this is the type of fault described, Solus d.o.o. will not be able to assume the responsibility or cost incurred by the customer in violation of this notice.

Solus d.o.o. recommends that customers need to contact the authorized service for the products to be assembled / released, as manufacturers generally dispute the warranty rights for each product that has been unauthorized.

Solus d.o.o. determines the terms of the refund - the percentage of the reduction of the amount of the customer's refund due to the impairment of the product.

In case the buyer orders the goods and refuses to receive it for no reason (the packaging is not damaged), Solus d.o.o. has the right to withhold from the paid amount of the purchase price the amount of direct costs of return of the product. Solus d.o.o. is liable for the material defects of the things it sells on its website in accordance with the positive regulations, in particular the Law on Obligations of the Republic of Croatia.

Full information on customer's right to a one-off termination agreement can be found on this link: [Consumer Protection Act](#).

Write an objection, answer, notice

In case you are unsatisfied for any reason, you can file a complaint to Solus d.o.o..

Solus d.o.o. allows you to file a written complaint via mail or via info@solus.com.hr. For a quicker determination of the specific order you have a complaint, please include in your complaint the order number, account number or your username. Solus d.o.o. will acknowledge receipt of your complaint in writing without delay, and the reply to you must reach the Law within 15 (fifteen) days of the complaint received.

Warranty and service

Warranty, technical instructions, assembly instructions and operating instructions are enclosed with the product and in accordance with Art. Article 6 of the Consumer Protection Act Solus d.o.o. considers that the Buyer hereby has in advance been informed in a clear and comprehensible manner of this information regarding the product as well as the existence of the services offered after the sale.

If you need service, please contact info@solus.com

Statement of Confidentiality

This Statement of Confidentiality is an integral part of the General Terms and Conditions of Solus d.o.o.. This Privacy Statement relates to the confidentiality of personal information contained on the website solus.com.hr and which, using this site, are collected and stored in Solus d.o.o. databases

Solus d.o.o. as a web site provider solus.com reserves the right to comply with legal regulations in order to protect the privacy of its customers.

Users of solus.com.hr web site users and users who receive administrative messages and newsletters (hereinafter Users) will read all the information on this site to help you understand what information Solus d.o.o. collects and how to use it.

A user who has any questions regarding the confidentiality of the data can send an e-mail to info@solus.com.hr.

Users are encouraged to read this Statement of Confidentiality carefully. By accessing or using the website solus.com, the User acknowledges that it has read, understands and agrees with all terms of confidentiality of the data and the use of solus.com.hr websites.

If the User disagrees with this Statement of Confidentiality, we will instruct the User to leave and do not access or use the website solus.com.hr.

This Statement of Confidentiality, Solus d.o.o. may be amended at any time by publishing the revised confidentiality statement at solus.com.hr. Changes to the Confidentiality Statement will come into force immediately after being published on the website solus.com.

Each User is responsible for reviewing this page periodically and studying any changes to the Confidentiality Statement. The continued use of this site by the User after the entry into force of such changes implies that the User acknowledges and accepts all conditions of the amended Confidentiality Statement.

Solus d.o.o. collects and processes personal data in order to carry out a secure authentication of the User who accesses solus.com.hr web site. When End User engages in certain activities on the solus.com web site, such as opening an account, ordering products or services, completing a survey, posting comments, and sending feedback, Solus d.o.o. will ask the Customer to provide certain information about himself such as name and surname, address (including zip code), e-mail address, phone number, birth date, OIB, and data that is collected and processed.

The Service Provider of Solution Ltd. with a permanent contractual relationship may also ask the Customer to inspect his / her personal ID card or request the consent to scan the ID at

the time of delivery of the package when the customer is personally picked up for the purpose of keeping records of who has taken over the package and affixing this document to the Catalog of Traders.

The collected data are in electronic form and protected by the SSL certificate that encrypts the data and thus ensures that the communication between the user's computer and Solus d.o.o. takes place with a secure protocol.

Inclusion in Identification Activity and Personal Data is a User's decision. If the User does not provide such mandatory information for a particular activity that requires them, he / she will not be allowed to engage in such activity because without such data the activity will not be technically feasible.

Solus d.o.o. will not share personal data of the End User with other parties except in the cases specified in the next item and in the situation when the positive regulations require. The Electronic Certificate of Acceptance of the General Terms of Business or this Statement of Confidentiality implies that the End User has granted the Privacy Policy for the collection, processing and sharing of Personal Data of the End User.

Personal data will be used by Solus d.o.o. to send administrative messages and newsletters and data analysis. Solus d.o.o. may share Personal Data of End Users with:

Service Providers of a Distributed Goods with a Permanent Contract and for this purpose to fulfill orders, deliver package, send e-mail and mail

Service Providers in the event that the User submits an objection, advertises the product and is required to review the product or request service of the product purchased through the solus.com.hr site, all for the purpose of realizing the repair, service or inspection of the product by an authorized service.

The user has access to and changes to personal data provided by Solus d.o.o.. The user can change any of their personal information by sending an e-mail to info@solus.com.hr. In this email, the user should provide his / her name, surname, address and e-mail address and which information he / she wishes to fill in / change.

As a prerequisite for the purchase of products and services on solus.com, Solus d.o.o. is requesting the User's Privilege to send administrative messages and newsletters. If the User does not wish to receive a newsletter, he may choose to cancel the newsletter at any time by sending an e-mail to info@solus.com.hr or by selecting the newsletter cancellation feature found in each newsletter message.

Data Protection Solus d.o.o. takes seriously and has taken various precautions to protect personal information. Unfortunately, no data transfer over the Internet, or any wireless network, can be 100% secure. As a result, while Solus d.o.o. commercially makes

reasonable safeguards for data protection, it can not guarantee the protection of any information transmitted to or from the website solus.com and is not responsible for the actions of any third party receiving such information.

Solus d.o.o. informs End Users that when registering a new User on the site solus.com.hr of the new User requires the registration of the e-mail address, username that he / she wishes to use and the desired password. On that occasion Solus d.o.o. submits an e-mail about the new registration to the e-mail from which the application was received so that the User activated his profile by monitoring the Internet connection in the inbound e-mail message. With registration there is also the possibility of a simple application to receive the solus.com newsletter by entering the e-mail address you want to receive the newsletter. It is possible that already registered Users will report to their friends, relatives and acquaintances by sending their email address (sometimes even other personal information) without prior notification to Solus d.o.o. or the future registered user because they are satisfied with the Solus service. com. com or log in, for example, to a prize game. Solus d.o.o. does not use or process such personal information unless such personal information is linked to the personal data of the registered User. Solus d.o.o. reserves the right not to send newsletters, administrative notices, newsletter notification and other messages due to technical difficulties. As a result, if you receive a prior notification or newsletter without registering yourself at solus.com.hr, you have the option to sign out of the website solus.com.hr or sign out of the list of users who receive the newsletter. You have the opportunity to report this case to info@solus.com.hr for more efficient implementation of your requests and other necessary actions.

Juveniles under the age of 14 can not use solus.com.hr web site. Solus d.o.o. does not collect or retain information from anyone under the age of 14 and therefore no part of this site is designed to attract anyone under the age of 14.