

# Terms & conditions for online products and services

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## Introductory provisions

1. These business terms & conditions regulate the sale of the online products and services of PROEBIZ s.r.o. (hereinafter the "provider") and specify the rights and obligations of the provider and the client.
2. Online products and services are online training, webinars, video conferencing, online streams and other online services of the provider (hereinafter "online products" or "online events").
3. The provider is the company PROEBIZ s.r.o., with its registered office at Masarykovo náměstí 52/33, 702 00 Ostrava - Moravská Ostrava, ID number: 64616398, VAT number: CZ64616398, registered in the Commercial Register kept by the Regional Court in Ostrava, Section C, Insert 9176.
4. The client means any natural or legal person who purchases an online product by filling in the registration form on the provider's website [www.proebiz.com](http://www.proebiz.com) or [www.ebizforum.com](http://www.ebizforum.com) or by sending an order by post or email (hereinafter referred to as the "client" or "participant") and thus concludes a contract with the provider for the purchase of an online product.
5. In the registration form, the customer fills in the specified identification data and other required information, including email address for sending an electronic invoice. He also expresses his consent to these terms and conditions and consent to the processing of personal data.

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## Price and payment terms

1. The price for delivery or provision of the online product is stated on the provider's website. Prices are in Euros without VAT and are valid as long as they are displayed on the provider's website.
2. After receiving the registration or order, the client will receive a proforma invoice for the price of the ordered online product. The client will pay the price including VAT by online payment or transfer from their bank account no later than the specified date. The proforma invoice number acts as the variable symbol. After receipt of the payment, a tax document will be sent to the client's email address. In the case of payment by card, the customer will be redirected to the payment gateway, where he will pay for the ordered online product.
3. In the case of registration of the client shortly before an event, the provider is not obliged to send an advance invoice and the client will make the payment in accordance with the provider's instructions given on the event's website or sent by email.
4. If the price is not paid within the specified period, the order may be cancelled.

## Cancellation conditions and withdrawal from the contract

1. The order or registration can be cancelled by the client up to five calendar days before the start date of the online event in writing to the postal address of the provider's registered office or by email to the electronic address provided along with the event or on the provider's website. In this case, the cancellation fee is 50% of the price.
2. If the registration or order is cancelled four or fewer calendar days before the start date of the online event or in the event of absence of the client, a cancellation fee of 100% of the price will be charged.
3. In the event that the online provider cancels the online event, it is obliged to inform the client of this fact and return the provided fee in full and without undue delay.

## Complaints procedure

1. The complaints procedure is an integral part of the provider's business terms & conditions. By completing a registration or sending an order, a contract is concluded and the client agrees with the terms & conditions and the complaints procedure and confirms that he is duly acquainted with it.
2. The client is obliged to notify the provider of any complaints concerning the content of the online product within seven working days by post to the provider's address or by email to the address specified on the provider's website. Subsequent complaints will not be taken into account.
3. The moment of the claim is considered to be the moment when the provider receives any information from the client about dissatisfaction with the online product.
4. The complaint will be settled without undue delay within 30 days of the date of the complaint.
5. In the case of a cancellation of an online event by the provider, the client will be offered a replacement date and in case of non-use, the price paid will be fully refunded.
6. The provider reserves the right to change the date of the online event.

## Final Provisions

1. The participant is prohibited from making any video or audio recordings of online events without the prior written consent of the provider.
2. The provider reserves the right to change the content of these terms & conditions at any time.
3. If any provision of the terms & conditions is or becomes invalid or ineffective, the invalid provision shall be replaced by a provision whose meaning is as close as possible to the invalid provision. The invalidity or ineffectiveness of one provision shall not affect the validity of the other provisions.

These business terms & conditions are valid and effective from 1st December 2020.