General Terms and Conditions – Consumers

Version B2C-EN 1.1, English translation of version B2C-CZ 1.3, effective from publication on www.xrover.cz. In the event of any discrepancy, the Czech version prevails.

Part I – Introductory Provisions

1. Seller and Scope

1.1 These General Terms and Conditions (the "GTC") are issued by **Volter s.r.o.**, Company ID No. 290 51 886, VAT No. CZ29051886, with its registered office at Klimentská 1216/46, Nové Město, 110 00 Prague 1, Czech Republic, registered in the Commercial Register kept by the Municipal Court in Prague, Section C, Insert 163036 ("Volter"). Premises and service centre: Ve Žlíbku 1800/77, hall 10, 193 00 Prague – Horní Počernice, Czech Republic. E-mail: info@volter.cz, telephone: +420 704 882 920.

1.2 In accordance with Section 1751 of Act No. 89/2012 Coll., the Czech Civil Code (the "Civil Code"), these GTC govern the rights and obligations between Volter and a consumer in connection with (a) the purchase of xRover products and accessories in the online shop at www.xrover.cz, at Volter's premises or off-premises, (b) the rental of products, (c) test rides and (d) service.

1.3 These GTC do not apply to businesses, dealers or providers of health or social care services; the General Terms and Conditions for Business Partners (B2B) apply to them.

1.4 These GTC form an integral part of every contract. Provisions of the contract take precedence over the GTC. The technical limits of use of the product are set out in the Instructions for Use referred to in these GTC.

1.5 The GTC are drawn up in Czech; an English translation is available at www.xrover.cz for customers from abroad. In the event of any discrepancy, the Czech version prevails. A contract may be concluded in Czech or in English. All versions of the GTC are archived with their effective dates at www.xrover.cz. A contract is governed by the version in effect on the day of its conclusion.

2. Definitions

Term	Meaning
Product	The xRover Reha rehabilitation buggy (sizes S, M and L) and other xRover models according to the current range, the ePower Assist electric drive, accessories and spare parts; the specific model and configuration are set out in the purchase or rental contract.
Medical Device	A Product labelled with the CE marking as a class I medical device under Regulation (EU) 2017/745 ("MDR") in the EU declaration of conformity and on the label. The regulatory status of other Products (e.g. the drive or accessories) is stated in their documentation.
Instructions for Use	The instructions supplied with the Product, in the version applicable

Term	Meaning
	to the given serial number, including the service plan, maximum load capacity and safety warnings; the current version is available at www.xrover.cz.
User	The person transported in or using the Product; this need not be the buyer.
Authorised Service	Volter or a person authorised by Volter in writing to provide service; list at www.xrover.cz.
Original Part	A part or accessory supplied or approved in writing by Volter.
Wear Part	A part that wears out through normal use, in particular tyres, inner tubes, brake linings and cables, wheel bearings, covers, padding, straps and handles.
Service Record	A record of a service inspection or repair stating the Product's serial number, the date and the signature of the Authorised Service, kept in the service booklet or electronically.
Price List	The current price list of services, rental, deposits and fees at www.xrover.cz.

Part II – The Product as a Medical Device

3. Intended Purpose and Limits of Use

3.1 The xRover Reha rehabilitation buggy is a class I medical device under the MDR bearing the CE marking; the status stated in their documentation applies to other Products. The Product is intended exclusively for the purpose stated in the Instructions for Use and may only be used within its limits, in particular with regard to maximum load capacity, the User's body dimensions and condition, the method of securing the User, terrain, speed, towing behind a bicycle, operation of the electric drive and combination with accessories.

3.2 Volter does not assess the medical suitability of the Product for a particular User unless it expressly confirms this in writing. We recommend discussing the choice of model, size and settings with a physician, physiotherapist or occupational therapist.

3.3 For xRover Reha products, the Instructions for Use (version 1.0, July 2026) set out in particular the following limits; the Instructions for Use for the given serial number always prevail:

Parameter	Size S	Size M	Size L
Maximum load capacity (person + accessories + luggage)	50 kg	80 kg	120 kg

Parameter	Size S	Size M	Size L
Maximum body height of the transported person	approx. 120 cm	approx. 150 cm	approx. 185 cm
Load on the rear storage compartment	max. 5 kg	max. 5 kg	max. 5 kg
Expected service life	min. 5 years	min. 5 years	min. 5 years

3.4 In particular, the Product is **not intended**: to be operated independently by the transported person; for transporting persons lying down (except for products whose Instructions for Use expressly permit this); for transporting cargo; as a seat during transport in a motor vehicle; for loading or sitting on the front part of the product; for attachment to a bicycle other than with approved cycling accessories; for towing by a motor vehicle. The transported person must never be left unattended and must always be secured with the safety belt.

4. Obligations of the Buyer and the User

4.1 The buyer confirms having received the Instructions for Use together with the Product and that the buyer and every User or person operating the Product will read them before first use. If the buyer allows another person to use the Product, the buyer shall hand over the Instructions for Use to that person and familiarise them with it.

4.2 The buyer and the User are obliged in particular to:

- use the Product in accordance with the Instructions for Use and not exceed the maximum load capacity stated in the Instructions and on the rating plate;
- carry out the checks specified in the Instructions for Use before each ride and not use a Product with a visible defect;
- have service inspections carried out in accordance with the Service Plan (Article 5);
- not modify the Product, not change its design or purpose and not use non-original parts or accessories not approved by Volter;
- not remove, damage or cover the rating plate, serial number or safety markings.

4.3 Modification of the Product, a change of its purpose, the fitting of non-original parts or intervention by a person other than the Authorised Service constitute a use not foreseen by the manufacturer. Volter is not liable for their consequences to the extent permitted by law; Article 32 remains unaffected.

5. Service Plan

5.1 The Product requires checks before each use and regular maintenance in accordance with the Instructions for Use (in particular checking the brakes, tyre pressure, locking mechanisms, quick-release elements and safety belts) and service inspections in accordance with this Article (together the “Service Plan”). The service inspection is carried out by the Authorised Service **at least once every 12 months** from the handover of the Product, and always before the Product is handed over to another User and after every accident. A Service Record is made of each inspection.

5.2 Failure to have a service inspection carried out does not affect the consumer’s statutory rights arising from defective performance (Part V). It does, however, affect claims under the Manufacturer’s

Warranty (Part VI) and may be taken into account in assessing whether a defect or damage was caused by improper maintenance.

5.3 According to the Instructions for Use, the expected service life of the Product is at least 5 years with correct use, maintenance and storage; the actual service life depends on the intensity of use and compliance with the Service Plan. The warranty period and the service life are different concepts.

Part III – Conclusion of Contract, Price and Delivery

6. Conclusion of the Purchase Contract

6.1 The presentation of products in the online shop, in catalogues and at trade fairs is an invitation to submit an offer, not a proposal to conclude a contract.

6.2 The buyer submits an order in the online shop by clicking the button **“Order with obligation to pay”**. Before submitting, the buyer may check and correct the order. Immediately after submission, the buyer receives an automatic acknowledgement of receipt of the order, which does not constitute its acceptance. The purchase contract is concluded upon delivery of the e-mail in which Volter expressly accepts the order (order confirmation). The confirmation contains these GTC and the Complaints Procedure in PDF format.

6.3 At the premises or off-premises, the purchase contract is concluded by signing a one-page purchase contract referring to these GTC. By signing, the buyer confirms receipt of the GTC, the Instructions for Use and the handover and training record.

6.4 Volter may reject an order, in particular in the event of an obvious pricing error or if the Product is not available; it will refund any amount paid within 14 days.

7. Price and Payment

7.1 Prices include VAT. Delivery costs and the method of payment are stated before the order is submitted.

7.2 For Products manufactured to the buyer’s configuration, Volter requires an advance payment of 50 % of the price; production begins once the advance payment has been credited to Volter’s account.

7.3 The buyer pays exclusively by bank transfer to Volter’s account stated in the order confirmation or invoice, before dispatch or handover of the Product, unless the parties agree otherwise. The price is deemed paid when credited to Volter’s account.

8. Delivery

8.1 The delivery period is stated for the Product and in the order confirmation. For stock Products it is at most 30 days from the conclusion of the contract or, if payment in advance has been agreed, from receipt of payment; for Products manufactured to the buyer’s configuration it is at most 6 weeks from receipt of the advance payment. If Volter fails to deliver the Product even within an additional reasonable period set by the buyer, the buyer may withdraw from the contract.

8.2 Volter delivers by personal collection at the premises, by carrier or by personal handover at the buyer’s address with training, under the conditions set out in the Price List.

8.3 The buyer shall inspect the consignment upon receipt. If the packaging is visibly damaged, the buyer shall note this in the carrier's record or refuse the consignment. Hidden transport damage shall be reported without undue delay, preferably within 3 working days, with photographs. The consumer's statutory rights remain unaffected.

9. Handover and Training

9.1 In the case of personal handover, Volter or a dealer provides training in the operation of the Product and adjusts it to the User, and draws up a handover and training record stating the Product's serial number.

9.2 In the case of delivery by carrier, Volter offers training by online video call, which the buyer arranges via info@volter.cz; the buyer undertakes to complete the training or at least to read the Instructions for Use before first use.

10. Ownership and Risk of Damage

10.1 Ownership passes to the buyer upon payment of the full purchase price, but not before the buyer takes over the Product.

10.2 The risk of damage to the Product passes to the buyer upon taking over the Product from Volter or from the carrier.

Part IV – Withdrawal from the Contract

11. Right to Withdraw Without Giving Reasons

11.1 A consumer who has concluded a purchase contract via the online shop, by e-mail, by telephone or off Volter's premises (e.g. at a trade fair or during a demonstration at the customer's home) has the right to withdraw from the contract without giving any reason within 14 days of taking over the Product; in the case of delivery in several parts, from taking over the last part.

11.2 An unequivocal statement sent to info@volter.cz or to the address of the premises is sufficient for withdrawal. The consumer may use the model form in the Annex. The deadline is met if the statement is sent before it expires.

11.3 For contracts concluded at Volter's premises, the statutory right of withdrawal without giving reasons does not arise.

12. Exceptions

12.1 The consumer may not withdraw from a contract for the supply of a Product that has been manufactured or adapted according to the consumer's individual requirements or for the consumer personally (Section 1837(d) of the Civil Code), in particular a Product with individual dimensions, positioning, special fixation or covers or custom modifications. The mere selection of a standard model, size, colour or standard accessories from the range, which can be separated without modification and resold, does not fall under this exception. Volter will expressly point out this exception before the contract is concluded and will state in the order confirmation which items are manufactured or adapted to order.

12.2 Furthermore, withdrawal is not possible for goods supplied in sealed packaging which the consumer has removed from the packaging and which cannot be returned for hygiene reasons (Section 1837(g) of the Civil Code), in particular hygiene inserts and covers that come into direct contact with the body.

13. Consequences of Withdrawal

13.1 The consumer shall send or hand over the Product to the address of the premises within 14 days of withdrawal. The Product is to be returned complete, with accessories and the Instructions, if possible in the original packaging, and cleaned.

13.2 The consumer bears the direct costs of returning the Product. Due to its dimensions, the Product cannot be returned by ordinary post; the estimated cost of return by carrier is approximately CZK 1,500. On request, Volter will arrange collection at the price set out in the Price List.

13.3 Volter will refund all monies received, including the cost of the cheapest delivery method offered, within 14 days of withdrawal, using the same means of payment. Volter is not obliged to refund the money before it has received the Product or before the consumer has proven that it was sent.

13.4 The consumer is liable for any diminished value of the Product resulting from handling other than what is necessary to establish its nature, characteristics and functioning (e.g. off-road riding, tyre wear, damage to covers). Such handling includes in particular soiling of the Product with biological material, mud, grass or other plant residues; such a Product can no longer be sold as new, and Volter is entitled to claim reimbursement of the costs of professional cleaning and disinfection and the corresponding diminished value. Volter may set off its claim for diminished value against the amount to be refunded.

Part V – Rights Arising from Defective Performance and Complaints

14. Liability for Defects

14.1 Volter is liable to the consumer that the Product is free of defects upon takeover, in particular that it conforms to the contract, the Instructions for Use and the usual characteristics. The consumer may assert a defect that appears in a new Product within **24 months** of takeover against Volter. For a used Product (e.g. a former demonstration or rental unit), this period may be shortened to 12 months only if this is expressly agreed in the purchase contract for the specific purchase; Volter will expressly inform the buyer of this before the contract is concluded. If no shortening is agreed, the period is 24 months.

14.2 If a defect appears within 1 year of takeover, the Product is presumed to have been defective at the time of takeover, unless the nature of the Product or of the defect excludes this.

14.3 Volter is not liable for a defect that arose after takeover, in particular through:

- normal wear and tear, in particular of Wear Parts, corresponding to the duration and intensity of use;
- use contrary to the Instructions for Use, in particular exceeding the maximum load capacity, unsuitable terrain or towing outside the conditions of the Instructions;
- improper or neglected maintenance, improper storage or charging of the battery;

- modification of the Product, use of non-original parts or intervention by a person other than the Authorised Service;
- mechanical damage, an accident, a natural disaster or another external event;
- in the case of a Product sold at a reduced price, the defect for which the lower price was agreed.

14.4 Volter may also demonstrate the existence of circumstances under Article 14.3 by means of Service Records, the handover and training record and an expert assessment.

15. Claims Arising from Defects

15.1 The consumer may request the removal of the defect by repair or by replacement of the Product or its part, at the consumer's choice. If the chosen method is impossible or disproportionately expensive compared with the other, Volter will use the other method.

15.2 The consumer may request a reasonable price reduction or withdraw from the contract if Volter has not removed the defect or has refused to do so, if the defect recurs, if the defect constitutes a material breach of contract, or if it is evident from Volter's statement that the defect will not be removed within a reasonable time or without considerable difficulty. The consumer may not withdraw from the contract because of an insignificant defect.

16. Making a Complaint

16.1 A complaint may be made at Volter's premises, with an Authorised Service, by e-mail to info@volter.cz or in writing. We recommend notifying the defect without undue delay after its discovery and not using a Product with a defect that endangers safety until the complaint has been settled.

16.2 The consumer shall state the serial number of the Product, a description of the defect and proof of purchase and, if possible, attach photographs and Service Records.

16.3 A Product handed over for a complaint should be cleaned in accordance with the Instructions for Use; the complaint is not conditional on this (Article 34).

16.4 Volter will issue a confirmation that the complaint has been made, stating the date, a description of the defect and the requested method of settlement, and will settle the complaint, including removal of the defect, within 30 days of the complaint at the latest, unless the parties agree on a longer period. It will then issue a confirmation of settlement.

16.5 Volter will reimburse the consumer for costs reasonably incurred in connection with a justified complaint, in particular the cost of transporting the Product to the service centre (Section 1924 of the Civil Code). Volter does not charge for the assessment of a rejected complaint; a paid repair is carried out only after the consumer has approved the quotation.

17. Replacement of Parts and Time Limits

17.1 The period under Article 14.1 is extended by the time from the assertion of a justified right arising from defective performance until its settlement during which the consumer cannot use the Product. Neither the replacement of a part nor the replacement of the entire Product starts a new period; the original period, extended in this way, continues.

18. Collection after Settlement

18.1 The consumer is obliged to collect the Product within 30 days of notification that the complaint has been settled. Thereafter, Volter is entitled to charge a storage fee under Article 24.

Part VI – Manufacturer's Warranty

19. Scope of the Warranty

19.1 In addition to the statutory rights arising from defective performance, Volter as the manufacturer provides a quality guarantee (Section 2113 of the Civil Code) in the form of a basic warranty and an extended warranty available to buyers who have annual service inspections carried out:

Part of the Product	Basic Manufacturer's Warranty	Extended warranty with annual service
Load-bearing frame and welds	4 years	5 years
Other mechanical parts except Wear Parts	24 months	3 years
ePower Assist battery	24 months, capacity at least 70 % of rated capacity	24 months, capacity at least 70 % of rated capacity
Wear Parts	no manufacturer's warranty; statutory rights apply (Part V)	no manufacturer's warranty; statutory rights apply (Part V)

19.2 The warranty period runs from the date on which the first end buyer takes over the Product, but no later than from the expiry of 12 months after dispatch of the Product from the manufacturing plant, and passes to any subsequent owner of the Product. The warranty certificate always states the specific start and end dates of the warranty period so that the buyer knows its actual length before purchase. The statutory period for asserting a defect under Article 14 is not affected and always runs from takeover.

20. Warranty Conditions

20.1 The basic Manufacturer's Warranty applies if the conditions under points 2 to 5 are met; the extended warranty additionally requires the condition under point 1 to be met:

1. all service inspections in accordance with the Service Plan (Article 5) have been carried out and are documented by a Service Record;
2. the Product has been used in accordance with the Instructions for Use and the maximum load capacity has not been exceeded;
3. the Product has not been modified, repaired by a person other than the Authorised Service or fitted with non-original parts;
4. the rating plate and serial number are legible and unaltered;
5. the defect was reported within 30 days of its discovery.

20.2 Under the Manufacturer's Warranty, Volter will, at its discretion, repair or replace the defective part. Replaced parts become the property of Volter.

21. Relationship to Statutory Rights

21.1 **The Manufacturer's Warranty is voluntary and neither excludes nor limits the consumer's statutory rights arising from defective performance under Part V.** The consumer may choose whether to assert rights under the law or under the Manufacturer's Warranty.

21.2 The conditions of the Manufacturer's Warranty under Article 20 do not apply to the statutory rights arising from defective performance.

By signing the purchase contract or ticking the box in the online shop, the buyer expressly confirms having read the conditions of the Manufacturer's Warranty under this Part VI.

Part VII – Service and Repairs

22. Service Order

22.1 Service inspections and repairs outside complaints and the Manufacturer's Warranty are carried out by Volter on the basis of a service order at the prices set out in the Price List. On receipt, Volter draws up an intake record stating the serial number, a description of the condition and photographs.

22.2 In the order, the customer states a price limit up to which the repair may be carried out without further consent. If the expected costs exceed this limit, Volter will send a quotation and will wait for the customer's consent before carrying out the repair.

22.3 If the customer does not approve the quotation for a paid service within 14 days, Volter will return the Product in its original condition; diagnostics are charged according to the Price List only if they were ordered in advance as a paid service, and never in the context of a complaint. If the Product is in a condition that endangers the User's safety, Volter will inform the customer in writing and note this in the record.

22.4 Volter is liable for defects in the repair carried out and the replaced parts for 24 months, and for Wear Parts for a period corresponding to their nature.

23. Replacement Product

23.1 For the duration of a repair under a justified complaint, Volter will lend a replacement Product **free of charge**, subject to availability; for the duration of a paid service or repair outside a complaint, at the rental price set out in the Price List and under the conditions of Part VIII. The model, size, colour and configuration may differ from the Product being repaired; however, Volter will only offer a Product that can be used safely with regard to the User's body dimensions, weight and fixation needs, and will hand it over with training. The replacement Product is used only with the consent of the buyer, who will read its Instructions for Use before use; refusal of the replacement Product does not affect rights arising from defects.

24. Uncollected Products

24.1 If the customer does not collect the Product within 30 days of being invited to do so, Volter is entitled to charge a storage fee of CZK 50 for each day or part thereof.

24.2 If the customer does not collect the Product within 6 months of the first invitation, Volter will again invite the customer in writing, with a warning of sale, and grant an additional period of at least 30 days. After this period has expired without result, Volter is entitled to sell the Product on the customer's account; it will pay the proceeds to the customer after deducting the price of the repair, the storage fee and the costs of sale. If the Product cannot be sold, Volter may dispose of it in an environmentally sound manner after a further invitation.

Part VIII – Rental and Test Rides

25. Types of Contract

25.1 Making a Product available for a fee (rental) is a lease under Sections 2201 et seq. of the Civil Code. Making a Product available free of charge for testing (test ride) is a loan for use under Sections 2193 et seq. of the Civil Code. The provisions of this Part apply to both contracts unless stated otherwise.

25.2 The contract may be concluded by a person over 18 years of age who presents a valid identity document with a photograph (identity card or passport); its number is stated in the contract and is used only to identify the lessee and to enforce claims arising from the rental. The contract is concluded by signing a rental contract or loan contract and the handover record, or by confirmation of a reservation in the online shop.

26. Handover and Training

26.1 On handover, a handover record is drawn up stating the Product's serial number, a list of accessories, a description of the condition with photographs, the version of the Instructions for Use and the lessee's confirmations under Article 26.2.

26.2 Volter provides training in operation and adjusts the Product to the User. By signing the record, the lessee confirms that the training has taken place, that the lessee has received the Instructions for Use and that the User's weight does not exceed the maximum load capacity of the Product.

27. Use

27.1 The lessee uses the Product in accordance with Part II and the Instructions for Use. The lessee may allow the Product to be used only by the User named in the record and by persons whom the lessee has familiarised with the Instructions. Passing the Product on to another person, subletting and use for commercial purposes are prohibited. Use at sporting or other organised events is permitted only with Volter's prior consent. The lessee is responsible for use of the Product by the User and other persons.

27.2 In particular, the following are prohibited: operation under the influence of alcohol or other addictive substances, extreme or racing riding, modifications to the Product and charging the battery with a charger other than the original one.

27.3 The lessee shall notify Volter of an accident, damage, loss or theft without undue delay, at the latest within 48 hours; theft shall also be reported to the police. The lessee must not repair or otherwise interfere with a damaged Product. In the event of a fault not caused by the lessee that prevents use, Volter will provide a replacement Product subject to availability, otherwise a reasonable reduction of the rent.

28. Rent and Deposit

28.1 Rent, deposit and fees are governed by the Price List in effect on the date the contract is concluded; their amounts are stated in the contract. Rent is payable in advance. No rent is payable for a loan for use; a deposit may be required.

28.2 The deposit secures Volter's claims under the contract. Volter will return the deposit, or the balance after set-off of claims under Articles 29 and 30, within 14 days of the return of the Product and the final settlement.

29. Return

29.1 The lessee shall return the Product at the premises on the day the rental ends, complete and in the condition in which it was taken over, taking into account normal wear and tear, and cleaned. Hygienic treatment (disinfection) is carried out by Volter and is included in the rent. Volter charges a fee according to the Price List for excessive soiling.

29.2 For each day or part thereof of delay in returning the Product, Volter is entitled to rent according to the Price List. If the lessee does not return the Product within 3 days of the end of the rental, Volter will request its return in writing (including by e-mail or text message) and grant an additional period of 7 days. If the lessee fails to return the Product within this period, Volter is entitled to claim compensation under Article 30.2 and to report the matter to the police; if the lessee returns the Product later, compensation is settled according to the actual condition of the Product.

29.3 Early return does not give rise to a refund of rent unless the parties agree otherwise. Cancellation of a reservation is governed by the Price List. If the lessee materially breaches its obligations, in particular by using the Product contrary to its intended purpose or the Instructions for Use, Volter may terminate the rental with immediate effect and demand the immediate return of the Product.

30. Damage, Loss and Theft

30.1 The lessee is liable for damage to, loss or theft of the Product from takeover until return, unless the lessee did not cause it. In the event of damage, the lessee pays the price of the repair at the Authorised Service.

30.2 In the event of loss, theft or irreparable damage, the lessee pays the value of the Product according to its age:

Age of the Product on the date of damage	Compensation as % of the current list price of a new Product
up to 12 months	90 %
12–24 months	75 %
24–36 months	60 %
over 36 months	45 %

By signing, the lessee expressly accepts the provision of Article 30.2 on the amount of compensation.

31. Volter's Liability

31.1 Volter hands over the Product in a fault-free, service-checked and disinfected condition. It is liable for damage under Article 32; it is not liable for damage resulting from use contrary to Part II, Article 27 or the Instructions for Use.

Part IX – Common and Final Provisions

32. Liability for Damage

32.1 Volter is liable for damage to the extent provided by law. Nothing in these GTC excludes or limits Volter's liability for harm to life or health, for damage caused intentionally or through gross negligence, or liability for damage caused by a defective product under special legislation.

32.2 Volter is not liable for damage caused by the buyer, lessee or User through use of the Product contrary to the Instructions for Use or these GTC, failure to comply with the Service Plan, modification of the Product or use of non-original parts. If the injured party contributed to the damage, Volter's obligation to compensate is reduced proportionately.

33. Reporting Accidents and Safety Notices

33.1 The buyer, lessee and User shall notify Volter without undue delay, at the latest within 48 hours, of any accident, injury or suspected defect of the Product that led or could have led to a risk to health. As the manufacturer, Volter is obliged to investigate such events and, where applicable, report them to the competent authority, in the Czech Republic the State Institute for Drug Control (SÚKL).

33.2 Until the investigation has been completed, the Product must not be repaired, modified or disposed of; the buyer shall allow Volter to inspect it. The costs of the investigation are borne by Volter.

33.3 For the purposes of safety notices and corrective actions, Volter records the serial number of the Product and the buyer's contact details. A buyer who sells or gives away the Product shall inform Volter so that the notice can be delivered to the new owner.

34. Hygiene

34.1 A Product handed over to Volter for any reason (complaint, service, withdrawal) should be cleaned in accordance with the Instructions for Use. The exercise of statutory rights is not conditional on this. If the Product is visibly contaminated to such an extent that it cannot be safely physically accepted, Volter will agree with the customer on a safe method of handover, or a paid hygienic treatment ordered in advance at a price of CZK 1,500; no charge is made for a justified complaint or for soiling connected with the defect. In the event of withdrawal from the contract, soiling is assessed as diminished value of the Product under Article 13.

35. Personal Data

35.1 Volter processes the personal data of buyers, lessees and Users in accordance with the Information on the Processing of Personal Data at www.xrover.cz. Volter processes health data of the User (e.g. weight, height, mobility limitations) only to the extent necessary for the selection, adjustment and servicing of the Product and for the performance of the obligations of a medical device manufacturer.

36. Complaints and Out-of-Court Dispute Resolution

36.1 Volter handles complaints at info@volter.cz. Compliance with obligations towards consumers is supervised by the Czech Trade Inspection Authority and, in the area of medical devices, by the State Institute for Drug Control.

36.2 The Czech Trade Inspection Authority, Central Inspectorate – ADR Department, Gorazdova 1969/24, 120 00 Prague 2, e-mail adr@coi.gov.cz, website coi.gov.cz/informace-o-adr/, is competent for out-of-court resolution of consumer disputes. A petition may be filed no later than 1 year from the day on which the consumer first asserted their right with Volter.

37. Final Provisions

37.1 Contracts are governed by the law of the Czech Republic. If the consumer has their habitual residence in another state, this choice of law does not deprive the consumer of the protection afforded by the mandatory provisions of the law of the state of their habitual residence. These GTC apply to sales and rentals via www.xrover.cz and at Volter's premises; xRover products are sold to consumers habitually resident in Germany, including orders via www.xrover.de, by mertens GmbH under its own general terms and conditions. Volter sells to consumers in other states under these GTC. The order confirmation always states the seller and the applicable terms and conditions.

37.2 Volter may amend these GTC. Contracts concluded before an amendment are governed by the version in effect on the day of their conclusion.

37.3 The invalidity of any provision does not affect the validity of the other provisions.

37.4 These GTC take effect on the day of their publication at www.xrover.cz and apply to contracts concluded from that day.

Annex – Withdrawal Form

(complete and return this form only if you wish to withdraw from the contract)

Addressee: Volter s.r.o., Ve Žlíbku 1800/77, hall 10, 193 00 Prague – Horní Počernice, Czech Republic, info@volter.cz

I hereby give notice that I withdraw from the contract for the purchase of the following goods:

- Goods and serial number: ……
- Date of order / date of receipt: ……
- Order number: ……
- Name of the consumer: ……
- Address of the consumer: ……
- Bank account for the refund: ……

Date: …… Signature (only if submitted on paper): ……