

Information for Consumers

Effective from 23 October 2026

1. INTRODUCTION

- 1.1. This document is intended for clients who are consumers, i.e. who do not act within the scope of their business or independent profession. It contains the information that we provide to you under the Czech Civil Code and the Czech Consumer Protection Act before a contract is concluded, in particular a contract concluded at a distance (by e-mail or telephone).
- 1.2. This version replaces the information for consumers effective from 6 October 2025. In case of any discrepancy between language versions, the Czech version prevails.

2. WHO PROVIDES THE SERVICES

- 2.1. The provider of legal services is **KRB advokáti s.r.o.**, Company ID No.: 238 02 014, registered office at Trnitá 500/9, Trnitá, 602 00 Brno, Czech Republic, registered in the Commercial Register kept by the Regional Court in Brno, Section C, Insert 147565, VAT No.: CZ23802014, e-mail: info@krbadvokati.cz. Telephone contacts for individual attorneys are available at www.krbadvokati.cz.
- 2.2. We are a law firm company. Legal services are provided by attorneys registered in the list of attorneys kept by the Czech Bar Association; the professional title "advokát" (attorney-at-law) was granted in the Czech Republic. The practice of law is supervised by the Czech Bar Association (Česká advokátní komora), Národní 118/16, 110 00 Prague 1, www.cak.cz. The practice of law is governed by Czech Act No. 85/1996 Coll., on the Legal Profession, and the professional regulations of the Czech Bar Association, available at www.cak.cz.
- 2.3. Our liability for damage caused in connection with the practice of law is insured with Generali Česká pojišťovna a.s.

3. CONCLUSION OF THE CONTRACT, PRICE AND PAYMENT

- 3.1. The contract for the provision of legal services is concluded when we confirm your order (usually by e-mail) or when a written contract is signed. The scope of the services corresponds to what we agree on. We conclude contracts in Czech or in another language we agree on.
- 3.2. Fees for legal services are agreed individually, usually as an hourly rate and exceptionally as a fixed amount. We will inform you of the fee before we start providing the service. VAT at the statutory rate is added to the fee. Court and administrative fees and other payments to third parties are usually paid by you directly using the payment details we provide; if we pay them on your behalf, we will re-invoice them to you. Travel is charged in accordance with the contract, usually as a proportionate part of the hourly rate.
- 3.3. Fees and expenses are invoiced; invoices are payable by bank transfer within the due date stated on the invoice. We may request a reasonable advance payment.
- 3.4. You bear the costs of means of distance communication (telephone, internet) yourself; they do not differ from your provider's standard rate.

- 3.5. You may terminate the contract at any time by notice. However, fees for services provided until termination must be paid.

4. WITHDRAWAL FROM A CONTRACT CONCLUDED AT A DISTANCE

- 4.1. If you concluded the contract at a distance (e.g. by e-mail or telephone) or off our business premises, you have the right to withdraw from it without giving any reason within 14 days of its conclusion.
- 4.2. To withdraw, inform us by an unequivocal statement sent by e-mail to info@krbadvokati.cz or by letter to our registered office. You may use the model withdrawal form at the end of this document, but it is not obligatory. The deadline is met if you send your withdrawal before it expires.
- 4.3. If you withdraw, we will reimburse all payments received from you without undue delay and in any event within 14 days, using the same means of payment you used, unless agreed otherwise.
- 4.4. If you expressly requested us to begin providing the service during the withdrawal period and you then withdraw from the contract, you will pay us a proportionate part of the fee for the services provided up to the time of withdrawal.
- 4.5. If the service has been fully provided before the withdrawal period expires with your express prior consent and your acknowledgement that you thereby lose your right of withdrawal, you can no longer withdraw from the contract.

5. COMPLAINTS

- 5.1. If the service was not provided properly, you may file a complaint (claim for defective performance) without undue delay after discovering the defect, by e-mail to info@krbadvokati.cz or in writing to our registered office. Please state what you consider to be the defect and how you request the complaint to be resolved.
- 5.2. When you file a complaint, we will issue a written confirmation stating when you filed it, what it concerns and how you request it to be resolved. We will resolve the complaint within 30 days of its filing at the latest, unless we agree on a longer period, and will confirm its resolution to you.
- 5.3. We always issue a document confirming the provision of the service and its date, even without a request.

6. OUT-OF-COURT DISPUTE RESOLUTION

- 6.1. Disputes arising from a contract for the provision of legal services may be resolved out of court by the Czech Bar Association, which is the designated body for out-of-court resolution of consumer disputes: Národní 118/16, 110 00 Prague 1, e-mail: epodatelna@cak.cz, data box: n69admd, www.cak.cz. Proceedings are conducted in Czech.
- 6.2. A request may be filed no later than 1 year from the day you first asserted the disputed right with us. The proceedings are free of charge. Your right to bring the matter before a court remains unaffected.

7. MODEL WITHDRAWAL FORM

Complete and return this form only if you wish to withdraw from the contract.

To: KRB advokáti s.r.o., Trnitá 500/9, 602 00 Brno, Czech Republic, e-mail: info@krbadvokati.cz

I hereby give notice that I withdraw from my contract for the provision of the following service:
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Date of conclusion of the contract:

Name:

Address:

Signature (only if this form is sent on paper):

Date:

Mgr. Marek Bogdanovski, attorney-at-law and managing director