

GENERAL TERMS AND CONDITIONS

1. General Provisions

These General Terms and Conditions ("GTC") govern the provision of services arising from a service provision agreement concluded between the provider, Šimon Eperješi, registered at the District Office Košice, registration number 820-108159, Company ID: 56767633 ("Provider"), and the customer (client).

2. Provider Identification

Business name: Šimon Eperješi

Address: 04023 Košice-Sídlisko KVP, Zombova 1297/7

Company ID: 56767633

Registered in the trade register of the District Office Košice, registration no.: 820-108159

Public website: www.rentylo.sk

Email address: info@rentylo.sk

Bank account (IBAN): SK98 0900 0000 0052 3036 3854

3. Subject of Services

The provider intermediates property rentals for accommodation through the web platform www.rentylo.sk. Services include posting rental listings from property owners, facilitating communication between landlords and potential tenants, organizing property viewings upon agreement with clients, and addressing clients' requests related to available rental properties. The provider is not responsible for drafting the lease agreement, the course of the tenant's stay in the property, or any disputes between landlord and tenant after concluding the lease agreement.

4. Conclusion of the Contract

The customer sends a proposal to conclude a contract to the provider by submitting a message – an order (hereinafter also referred to as the "order") through the provider's online portal, specifying the basic requirements regarding the subject of the service. The customer may also send a proposal to conclude a contract to the provider via online communication platforms such as Facebook or WhatsApp, the links to which are listed on the provider's website www.rentylo.sk.

After the order is submitted, the customer will receive a notification of order receipt (hereinafter also referred to as the "order acceptance") sent to the customer's email address or via online communication through Facebook or WhatsApp. These communication channels may also be used to send additional information about the order, especially the order status or confirmation of the ordered service.

The order acceptance serves as a notification to the customer that the provider has received and will process the customer's proposal to conclude the contract. The order acceptance constitutes confirmation of the contract being concluded. The contract between the provider and the customer is considered concluded at the moment the customer submits the order. If the customer does not receive the order acceptance within two (2) days after submitting the order, the customer is obliged to contact the provider to verify whether the order was properly delivered.

The contract is concluded electronically, without the need for a handwritten signature. The contractual terms consist of these Terms and Conditions, the service description provided on the provider's online portal, the order submitted by the customer, and the order acceptance.

5. Fees and Payment

The provider is entitled to the proper and timely payment of the fee from the customer for the service provided. The price (commission) for the service is final and includes all taxes, fees, and costs necessary for the execution of the service. The price (commission) for the service amounts to 50% of one month's rent as agreed between the landlord and the client. The agreed price is due on the day the rental agreement is signed, and the customer (client) is obliged to pay it in cash based on a receipt issued or via a bank transfer to the account specified in point 2 of these Terms and Conditions.

If the client fails to pay the price for the service on the day the rental agreement is concluded between the landlord and the client, the provider is entitled to a contractual penalty of 2% of the agreed price for each day of delay.

The services provided are free of charge for landlords.

6. Rights and Obligations of the Provider

The provider is obliged to:

- deliver the service to the customer based on the order, in the agreed scope, quality, and timeframe;
- ensure that the provided service complies with the applicable legal regulations of the Slovak Republic;
- provide the customer with confirmation of the contract conclusion on a durable medium, for example via email;
- deliver all necessary documents to the customer in written or electronic form.

The provider has the right to proper and timely payment of the service fee from the customer.

7. Rights and Obligations of the Customer

The customer is hereby informed that by concluding a rental agreement between the customer and the property owner, they become obligated to pay the price for the ordered service.

The customer is obliged to:

- enable the provider to deliver the ordered service;
- pay the agreed price to the provider within the agreed due date;
- provide the necessary information to the provider at the latest when agreeing on the service delivery date;
- arrange a specific time and place for service delivery within the timeframe designated for service provision.

The customer has the right to receive the service in the scope, quality, timeframe, and at the place agreed upon by the contracting parties. The customer uses the ordered services at their own risk.

8. Right to Withdraw from the Contract

The right to withdraw from the contract without giving a reason is granted exclusively to the customer – consumer, in accordance with the relevant legal regulations and the reasons stated in this article of the Terms and Conditions. The consumer has the right to withdraw from a service contract within fourteen (14) days from the conclusion of the contract – i.e., from the moment of sending the order acceptance – even without giving a reason, unless it concerns cases in which the right of withdrawal is excluded, as listed below.

- The consumer cannot withdraw from a contract whose subject is: the provision of a service, if the provision has begun with the consumer's express consent and the consumer has declared that they have been properly informed that by giving such consent they lose the right to withdraw from the contract once the service has been fully provided, and if the service has indeed been fully provided.

If the provider is unable to fulfill their obligations under the contract due to force majeure, they are obliged to inform the customer of this fact immediately, and at the same time must offer the customer a substitute service or the option to withdraw from the contract (cancel the order). If the customer does not accept the substitute service offered by the provider within a reasonable period, typically within fourteen (14) days, and also does not withdraw from the contract, the provider is entitled to withdraw from the contract themselves. The provider is also entitled to withdraw from the contract in the event of a serious breach of the customer's obligations, especially the obligation to pay for the provided services.

Form of Withdrawal from the Contract

The customer may withdraw from the contract by informing the provider via email, using the provider's email address, of their decision to withdraw from the contract in the form of a clearly worded statement that leaves no room for doubt. Upon receiving the notice of withdrawal, the provider shall issue the customer a confirmation of the withdrawal on a durable medium. In the case of a consumer, the withdrawal period shall be deemed observed if the notice of withdrawal was sent to the provider no later than the last day of the withdrawal period. The provider is obliged, without undue delay and no later than fourteen (14) days from the day of receiving the consumer's withdrawal notice—and after offsetting any claims against the consumer—to refund all payments received from the consumer under or in connection with the contract.

9. Complaints – Complaint Procedure

If the provided service has defects, the customer is obliged to follow the complaint procedure outlined below.

The provider is responsible to the customer for ensuring that the service was delivered in compliance with the requirements of generally binding legal regulations and that it matches the description of the service as listed on the provider's website at the time the service was ordered. Services that were not properly ordered or paid for cannot be subject to complaints. The provider is obliged to remedy any defect without undue delay.

If the defect is removable, the consumer has the right to have the service corrected free of charge, properly, and in a timely manner, either by scheduling a new date for the service or by re-delivering the ordered service. The provider may always replace the defective service with a faultless one instead of correcting the defect, provided this does not cause serious inconvenience to the consumer and if such replacement is feasible given the nature of the service. If the defect is irreparable and prevents the service from being delivered, the consumer has the right (if objectively possible) to request a replacement with another current service from the provider's offer instead of defect correction. The same rights apply to the consumer in the case of repeated justified complaints about removable defects. If the defect is irreparable but does not prevent the service from being provided, the consumer has the right to an appropriate discount on the service price. In the case of contract withdrawal by the consumer, the provider is obliged to refund the customer the full value of the ordered service, including any additional fees. The provider and the customer may also agree in writing to resolve the complaint in a manner other than that described above. The customer is obliged to inform the provider of any defects in the service/provision of the service immediately after receiving the defective service. The provider is not liable for further defects or damages that could have been avoided if the provider had been informed of the defect in time. If the complaint does not meet all the conditions of a valid

complaint, the provider will promptly inform the consumer personally, by phone, SMS, or email. For a valid complaint, the provider will issue a written protocol for the consumer, and a copy will be given or sent to the consumer. The date stated in this protocol marks the beginning of the complaint procedure. In the case of a complaint submitted by the consumer, the provider shall decide on how the complaint will be handled immediately, or in justified cases no later than thirty (30) days from the date the complaint was submitted, and shall inform the consumer without delay personally, by phone, SMS, or email. After this period, the consumer has the right to withdraw from the contract or request a replacement service that meets the parameters of the original, complained-about service. A service under complaint is considered delivered to the consumer when it is accepted by the consumer.

10. Personal Data Protection (GDPR)

The customer acknowledges that the provider, before and upon entering into the contract with the customer, processes the personal data of the customer or third parties in accordance with Act No. 18/2018 Coll. on Personal Data Protection and the GDPR regulation. The provider processes clients' personal data in the scope of first name, last name, email, and phone number. This data is used solely for processing client requests and for communication with them.

11. Dispute Resolution

The customer has the right to contact the provider with a request for remedy if they are not satisfied with the way the provider handled their complaint or if they believe the provider has violated their rights. In the event of dissatisfaction with the service, the customer should first notify the provider and set a reasonable period for a response, allowing the provider the opportunity to resolve the matter promptly to the customer's satisfaction and thus avoid potential misunderstandings.

The body responsible for alternative dispute resolution under generally binding legal regulations is the Slovak Trade Inspection Authority (Slovenská obchodná inšpekcia), which the customer may contact.

The customer can find information about the conditions and platform for alternative dispute resolution at: [http://www.soi.sk/sk/Alternativne-riesenie-spotrebitelskych-sporov.soi](http://www soi.sk/sk/Alternativne-riesenie-spotrebitelskych-sporov.soi)

12. Final Provisions

These Terms and Conditions enter into force on March 1, 2025. The provider reserves the right to amend the Terms and Conditions. Unless agreed otherwise, the relationship between the provider and the client is governed by Slovak law. These Terms and Conditions, in the version effective on the date of contract conclusion, form an integral part of the contract. The contracting parties have agreed that communication between them will take place via email, online messaging through the Facebook social network, WhatsApp, or by phone. Compliance with consumer protection legislation is monitored by the Slovak Trade Inspection Authority: www.soi.sk. The customer hereby confirms that they have familiarized themselves with these Terms and Conditions, have read and understood their content, and fully agree to them.

If the customer has any questions regarding these Terms and Conditions or the contract, they may contact the provider via email.