

TERMS AND CONDITIONS

YVORO GOLF | consumer sales in the EU

Effective from: 1 September 2026

1. Scope of the Terms

These Terms govern sales of physical YVORO products to consumers for delivery within the European Union. Mandatory consumer rights always prevail. The Czech version applies to the Czech checkout, German to the German checkout and English to all other EU countries; the version presented before ordering governs the purchase.

2. Product and pre-contract information

The goods are YVORO sunglasses with accessories listed on the product page, in particular a case, pouch and cleaning cloth. Main characteristics, package contents, availability and restrictions are shown online. Images are illustrative. Normal screen, colour or production variations do not limit statutory remedies if goods do not match their description.

Before ordering, the customer checks the product, quantity, price, contact and delivery information and should report any obvious error promptly.

3. Order and contract formation

Submitting an order is a binding offer to buy and creates an obligation to pay. The purchase contract is concluded when the customer receives YVORO's email confirming that payment was successful. Until then YVORO may reject the order, particularly if goods are unavailable, payment fails, delivery is impossible or misuse is reasonably suspected.

After formation, the customer receives confirmation on a durable medium. If YVORO exceptionally cannot fulfil an accepted order, it will notify the customer promptly, refund payments received and preserve any further statutory remedies.

4. Price and payment

The final product price, currency, applicable taxes and delivery charge are displayed before the order is submitted. YVORO is not registered for VAT. No charge is payable unless disclosed in advance. Payment is processed through GoPay; YVORO does not store complete payment-card data. The customer's bank may apply its own exchange rate or fee.

5. Delivery and receipt

YVORO delivers only to addresses in the EU. Available countries, delivery method, cost and estimated time are shown before ordering. Unless agreed otherwise, goods are delivered without undue delay and no later than 30 days after contract formation. Risk passes when the consumer or a nominated person other than the carrier physically receives the goods.

6. Fourteen-day withdrawal

A consumer may withdraw without giving a reason within 14 days after the consumer or a nominated person receives the goods. Before the deadline it is enough to send a clear statement to support@yvoro.eu, post it to the Seller, or use an online withdrawal function where available for that purchase. The model form below may be used but is not compulsory.

Goods must be sent back within 14 days after withdrawal. The consumer pays direct return costs unless YVORO states otherwise; faulty or incorrect goods follow statutory rules. Goods may be inspected as in a shop. The consumer is liable only for diminished value caused by handling beyond what is necessary. Where reasonably possible, return eyewear clean, undamaged and complete with accessories and packaging.

7. Reimbursement

After valid withdrawal, YVORO reimburses payments received, including the least expensive standard delivery offered, within 14 days using the original method unless another no-cost method is agreed. Reimbursement may be withheld until the goods or evidence of dispatch is received, whichever is earlier. Any premium for a more expensive delivery choice is not reimbursed.

8. Conformity and complaints

YVORO is responsible for goods conforming to the contract at delivery. A consumer may invoke remedies for a lack of conformity appearing within two years, or longer protection under mandatory law of the consumer's country. Depending on the law and circumstances, remedies include repair or replacement and, where conditions are met, a price reduction or termination. No commercial guarantee is offered beyond statutory rights.

Submit a complaint to support@yvoro.eu or the Seller's address, preferably with the order number, issue description and useful photographs. YVORO confirms receipt and handles it without undue delay; where Czech consumer law applies, within 30 days unless a longer period is agreed.

9. Liability

Nothing excludes liability or rights that cannot legally be limited. For consumer purchases, and only where permitted by applicable law, YVORO is not liable for business losses or indirect losses that were not reasonably foreseeable. The customer must use and maintain the product according to supplied instructions.

10. Governing law and ADR

Czech law governs without depriving consumers of mandatory protection in their country of habitual residence. The parties first try to resolve disputes through support@yvoro.eu. The Czech out-of-court dispute body is the Czech Trade Inspection Authority, Central Inspectorate - ADR Department, Gorazdova 1969/24, 120 00 Prague 2, Czech Republic, adr@coi.gov.cz, coi.gov.cz/informace-o-adr/. Consumers may also use an eligible body in their country where the rules permit.

11. Personal data

Personal-data processing is described separately in the Privacy Policy at yvoro.eu/en/privacy. Cookie rules are at yvoro.eu/en/cookies. Those notices are not part of the purchase contract and do not change rights under these Terms.

12. Seller, changes and contact details

The version provided before ordering applies to that purchase. YVORO may amend Terms only for future orders.

The seller and operator of yvoro.eu is Ing. Yvonna Hojerová, a natural person conducting business under the Czech Trade Licensing Act, company ID 01652052, registered office U Kamencového jezera 5905, 430 01 Chomutov, Czech Republic ("YVORO" or the "Seller"), registered in the Czech Trade Licensing Register. No VAT ID has been assigned. General contact: info@yvoro.eu; support, withdrawals and complaints: support@yvoro.eu; tel. +420 731 720 002.

MODEL WITHDRAWAL FORM

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

To: Ing. Yvonna Hojerová, U Kamencového jezera 5905, 430 01 Chomutov, Czech Republic, support@yvoro.eu

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

Order number: _____ Ordered / received on: _____

Consumer name: _____

Consumer address: _____

Date: _____ Signature (only if sent on paper): _____