

BLACK MARKET

BLACK MARKET s.r.o., Pod Táborom 15389/37B, 080 01 Prešov, Slovakia, Company ID (IČO) 51 983 095, e-mail: predajna@zbranepresov.sk
Version valid from 3 October 2026 · zbranepresov.sk

This document contains:

1. General Terms and Conditions
2. Complaints Procedure
3. Withdrawal form

General Terms and Conditions

Valid and effective from 29. 9. 2026. The version valid at the time an order is submitted applies to that order.

Art. 1 Seller

1.1 The seller and operator of the e-shop www.zbranepresov.sk is BLACK MARKET s.r.o., with its registered office at Pod Táborom 15389/37B, 080 01 Prešov, Company ID (IČO) 51 983 095, Tax ID (DIČ) 2120868431, VAT ID (IČ DPH) SK2120868431, registered in the Commercial Register of the District Court Prešov, Section: Sro, Insert No. 37221/P (hereinafter the "seller" or "BLACK MARKET").

1.2 Contact: e-mail predajna@zbranepresov.sk, telephone +421 915 921 508 (Prešov), +421 951 046 583 (Bratislava). We answer questions about orders on working days.

1.3 Business premises (stores and pickup points):

- Prešov, Pod Táborom 37B, 080 01 Prešov – Mon 8.00–18.00, Tue–Fri 8.00–16.00,
- Bratislava, Betliarska 9, 851 07 Bratislava – Petržalka – Mon 9.00–18.00, Tue–Fri 9.00–16.00.

1.4 The buyer may submit a withdrawal from the contract, a notification of a defect (complaint), a request for redress or any other submission at any of our business premises, by e-mail, via the "Withdraw from the contract here" function on the website or by post to BLACK MARKET s.r.o., Pod Táborom 15389/37B, 080 01 Prešov.

1.5 Supervision of compliance with consumer protection regulations is carried out by the Slovak Trade Inspection, SOI Inspectorate for the Prešov Region, Obrancov mieru 6, 080 01 Prešov.

Art. 2 Definitions and application of the terms

2.1 These General Terms and Conditions (hereinafter the "GTC") govern the rights and obligations of the seller and the buyer when purchasing goods via the e-shop www.zbranepresov.sk, including orders with personal collection. The Complaints Procedure forms part of the GTC.

2.2 A consumer is a natural person who, when concluding and performing the contract, does not act within the scope of their business activity or profession. Legal relations with consumers are governed in particular by the Civil Code and Act No. 108/2024 Coll. on Consumer Protection.

2.3 A business customer is a buyer who purchases within the scope of their business activity or profession, in particular if they select "I am buying for a company" in the order and state a Company ID (IČO). Art. 10 also applies to business customers, and relations with them are governed by the Commercial Code.

2.4 Deviating arrangements in an individual contract take precedence over the GTC. No arrangement that would worsen the consumer's statutory position may be applied against a consumer.

2.5 The contract can be concluded in the Slovak language.

Art. 3 Goods in the e-shop

3.1 For each item we state its main characteristics, price and availability. If a photograph is for illustration only, this is stated with the item.

3.2 We state availability by store ("In stock in Prešov", "In stock in Bratislava"). Goods that are not in stock cannot be ordered; the buyer can switch on a back-in-stock notification. At most as many pieces as are in stock can be ordered.

3.3 Product reviews: We do not verify whether product reviews come from consumers who have purchased or used the product.

3.4 We remove a review only if it is unlawful or offensive, is unrelated to the goods, or contains personal data of third parties or advertising. We do not remove a negative review because it is negative.

Art. 4 Order and conclusion of the contract

4.1 The order process is as follows: the buyer adds goods to the cart, fills in contact and billing details (for purchases on behalf of a company also the Company ID (IČO) and VAT ID (IČ DPH)), selects the delivery method (for GLS ParcelShop / GLS Box also the pickup point on the map) and the payment method, confirms agreement with the GTC and checks the summary with the final price including delivery and fees. The buyer submits the order with the "Order with obligation to pay" button. All details can be corrected until the order is submitted. Registration is not required.

- 4.2 A submitted order is a proposal to conclude a contract. Immediately after receiving it, we will send an e-mail confirming receipt of the order; this e-mail does not yet constitute acceptance of the order.
- 4.3 The purchase contract is concluded upon delivery of the e-mail by which we accept the order, or upon handover of the goods to the buyer if that occurs earlier. The e-mails include a PDF with the GTC, the Complaints Procedure and the model withdrawal form in the version valid at the time of the order.
- 4.4 We are not obliged to accept an order in particular if the goods cannot be delivered, if the price is obviously incorrect (e.g. a digit is missing or superfluous), if misuse of data or of a means of payment is suspected, or if a discount code was used contrary to its conditions. We will inform the buyer of this without undue delay and refund everything they have paid.
- 4.5 If, after the contract has been concluded, we find that we cannot deliver the goods, we will notify the buyer without undue delay. The buyer may withdraw from the contract and we will refund all payments no later than within 14 days.
- 4.6 We archive the concluded contract (order and invoice) in electronic form for the period required by accounting and tax regulations; third parties do not have access to it. The buyer has it in their e-mail and, if registered, in the My account section.
- 4.7 For goods made to order, special imports or modifications at the buyer's request, we may agree on a deposit, delivery date and cancellation terms before accepting the order.

Art. 5 Firearms, ammunition and special goods

- 5.1 Pursuant to Section 14a of Act No. 190/2003 Coll. on Firearms and Ammunition, a distance contract may not be concluded whose subject is a category A, B or C firearm, ammunition for such firearms, a firearm deactivated from a category A, B or C firearm, or a category D firearm pursuant to Section 7(1)(a), (d), (i), (k) or (n) of that Act. A firearm also includes its main part and a suppressor; ammunition also includes a primer and a propellant charge.
- 5.2 Such goods are marked in the e-shop as "In-store pickup only with a firearms licence" and cannot be ordered. The buyer may reserve them without obligation; a reservation is neither an order nor a contract and nothing is paid for it. The purchase contract is concluded only at our business premises upon presentation of the documents required by Act No. 190/2003 Coll.
- 5.3 We sell goods under point 5.1 at a distance only to holders of a firearms business licence or other persons authorised to purchase and sell firearms and ammunition (Section 14a(2) of Act No. 190/2003 Coll.), in accordance with Art. 10.
- 5.4 Category D firearms not listed in point 5.1 (e.g. airsoft guns, air guns with a projectile energy of up to 17 J, crossbows) may only be acquired by a person over 18 years of age with full legal capacity (Section 14(1) of Act No. 190/2003 Coll.). By submitting the order, the buyer confirms that they meet this condition. Before dispatching the goods, we require a copy of the identity card or another identity document; the copy must clearly show the first name, surname, date of birth, photograph, type and number of the document; the buyer may cover the other data. We record the first name, surname, type and number of the document in the record book pursuant to Section 5 of Decree of the Ministry of the Interior of the Slovak Republic No. 555/2003 Coll.; we use the copy only to verify age and for this entry, and then we destroy it. If we do not receive the copy, we are entitled to cancel the order; in such a case we will refund any payment received without delay.
- 5.5 If a gift is provided with the goods, the gift contract terminates if the buyer withdraws from the purchase contract; in that case the buyer also returns the gift. In respect of the gift, we are bound only by the obligation to point out defects we are aware of.
- 5.6 A gift voucher can be redeemed within 12 months of purchase in the e-shop and in our stores; it cannot be exchanged for cash. It is possible to withdraw from a gift voucher purchased at a distance within 14 days, provided it has not yet been redeemed.

Art. 6 Prices and payment

- 6.1 Prices are stated in euros including VAT. For used goods sold under the special scheme pursuant to Section 66 of the VAT Act, VAT is not shown separately on the invoice. The buyer can see the delivery costs and any payment fees in the cart before submitting the order. The price at the time the order is submitted applies.
- 6.2 With every announcement of a price reduction, we state the previous price, i.e. the lowest price at which we sold the goods in the 30 days before the reduction (Section 7 of Act No. 108/2024 Coll.).
- 6.3 Wholesale prices are displayed only to approved wholesale customers after logging in.
- 6.4 Payment methods (the available ones are displayed according to the selected delivery method):
- bank transfer in advance – we will send the payment details by e-mail; we will dispatch or prepare the goods once the payment has been credited. If the payment does not arrive within 7 days, we will cancel the order,
 - cash on delivery – only for delivery in Slovakia, free of charge,
 - in cash or by payment card upon personal collection in the store; cash up to a maximum of €5,000, cash payments are rounded to 5 cents.
- 6.5 For delivery outside Slovakia and for orders over €3,500 including VAT, we accept payment in advance only.
- 6.6 The buyer receives the invoice by e-mail or in the parcel; a registered buyer can also find it in the My account section.

Art. 7 Delivery and personal collection

- 7.1 We deliver goods to Slovakia, the Czech Republic, Poland, Hungary, Austria and Germany, or they can be collected in our store in Prešov or Bratislava. The current delivery methods and their prices are listed on the Delivery and payment page. The total delivery price for a specific order is calculated by the cart according to the selected delivery method and country before

the order is submitted, and we also state it in the order confirmation.

Wholesale customers have delivery prices according to Art. 10. Collection at a GLS ParcelShop, GLS Box or in our store is the more environmentally friendly option.

7.2 We will dispatch goods in stock or prepare them for collection within 2 working days of accepting the order, or, in the case of payment in advance, of the payment being credited. GLS usually delivers within Slovakia in 1-2 working days. We will deliver the goods no later than 30 days after the contract is concluded.

7.3 For personal collection, we will send a message when the order is ready. Upon collection we may ask for the order number and an identity document. An order placed on behalf of a company will be handed over to a person authorised to act on behalf of the company or to an authorised representative.

7.4 We hold a prepared order for 7 days. If the buyer does not collect it within this period, we will contact them and grant an additional period of 7 days. After it expires, we may withdraw from the contract and will refund the amount paid within 14 days.

7.5 If the buyer does not accept a cash-on-delivery parcel and has not withdrawn from the contract, we may claim compensation for the demonstrable costs of delivering and returning the parcel.

7.6 Some goods, in particular goods manufactured in the USA (e.g. magazines, firearm parts, optics and accessories), are subject to the export control regulations of the country of origin (e.g. the US Export Administration Regulations), which prohibit or restrict their sale to another country. If an order for delivery outside the Slovak Republic contains such goods, we will notify the buyer without delay and are entitled to cancel the affected items or the entire order. We will refund without delay any payment received for the cancelled items and, if the entire order is cancelled, also for delivery. The buyer undertakes not to export or transfer the goods to another country in breach of these regulations.

Art. 8 Acceptance, ownership and risk of damage

8.1 A consumer becomes the owner of the goods and the risk of damage passes to them at the moment when they or a person designated by them take over the goods (Section 614 of the Civil Code). For a business customer, the risk of damage passes upon handover of the goods to the first carrier, and ownership upon full payment of the price.

8.2 We recommend checking that the parcel is intact upon receipt. The buyer may refuse a damaged parcel, or accept it and draw up a damage report together with the courier; in both cases please inform us as soon as possible. This does not affect the consumer's rights arising from liability for defects. A business customer is obliged to inspect the parcel upon receipt and to report defects without undue delay.

Art. 9 Withdrawal from the contract (consumer)

9.1 A consumer may withdraw from a contract concluded via the e-shop without giving any reason within 14 days of the day of receipt of the goods; if goods from one order arrived separately, from receipt of the last item. This also applies to personal collection of an order in the store. It is also possible to withdraw before receiving the goods, and also from only part of the goods.

9.2 The deadline is met if the consumer sends the notice of withdrawal no later than on its last day.

9.3 Withdrawal is possible:

- online using the **"Withdraw from the contract here"** function – the link is in the footer of every page of the e-shop, in the order detail in the My account section and in the order e-mail. Simply enter your name, order number and e-mail and press "Confirm withdrawal from the contract"; logging in is not required. A confirmation with the date and time of sending will arrive by e-mail without delay,
- by any unambiguous statement sent by e-mail or by post to the address under Art. 1 or handed over in a store. The consumer may use the model withdrawal form, which is an annex to the GTC and to the PDF in the order e-mail.

9.4 The consumer returns the goods within 14 days of the day of withdrawal – by sending them to BLACK MARKET s.r.o., Pod Táborom 15389/37B, 080 01 Prešov, or by handing them over in any of our stores. The deadline is met if the goods are sent no later than on its last day. **The costs of returning the goods are borne by the consumer .**

9.5 Within 14 days of the day of receipt of the notice of withdrawal, we will refund to the consumer all payments including delivery costs, up to the amount of the cheapest standard delivery method we offer. We will refund the money by the same method the consumer used to pay; for cash on delivery or cash payment, by transfer to the account the consumer specifies, or by agreement in cash in the store – always free of charge. We are not obliged to refund the payment before the goods have been delivered to us or until the consumer proves that they have been sent.

9.6 The consumer is liable only for any diminished value of the goods resulting from handling beyond what is necessary to establish their nature, characteristics and functioning (e.g. traces of use or installation). We may claim compensation for the diminished value separately. We recommend returning the goods with accessories, instructions and in the original packaging, but this is not a condition.

9.7 The consumer may not withdraw from a contract whose subject is:

- goods made or modified according to the consumer's specifications (e.g. engraving or another modification to order),
- goods in protective packaging that are not suitable for return for hygiene reasons, if the packaging has been opened after delivery (e.g. earplugs),
- an audio or video recording or software in protective packaging, if the packaging has been opened after delivery.

Standard stock goods, or their assembly from standard parts without any actual modification at the buyer's request, are not

considered goods made according to specifications.

9.8 If a gift was provided with the goods, the consumer returns it together with the goods (point 5.5).

9.9 A purchase made directly in a store without an order in the e-shop is not a distance contract and the statutory right of withdrawal does not apply to it; an exchange or return of such goods can be agreed individually.

Art. 10 Business customers and wholesale

10.1 Art. 9 and other provisions of the GTC intended only for consumers do not apply to business customers.

10.2 We will set up a wholesale account at the request of a business customer after approval. Wholesale prices, invoice due dates and any minimum order quantities are governed by individual agreement; we may close the account.

10.3 We sell firearms, their main parts, suppressors and ammunition at a distance only to authorised persons under point 5.3 who present a valid firearms business licence before their first order. Such a shipment is transported by a company authorised to transport firearms and ammunition (Protectus); other goods from the same order are shipped by GLS. Payment is by bank transfer in advance only. You will see the delivery price in the cart before submitting the order.

10.4 We deliver orders without firearms and ammunition to wholesale customers by GLS courier or to a GLS ParcelShop / GLS Box in Slovakia, the Czech Republic, Poland, Hungary, Austria and Germany.

10.5 Liability for defects towards a business customer is governed by Section 422 et seq. of the Commercial Code; the Complaints Procedure applies accordingly. The business customer inspects the parcel upon receipt and reports obvious defects (quantity, type, damage) no later than within 5 working days; hidden defects are reported without undue delay after their discovery.

10.6 The business customer agrees that the instructions for the goods need not be in the Slovak language if the manufacturer has not issued them in Slovak.

Art. 11 Liability for defects

11.1 We are liable for defects that the goods have upon delivery and that become apparent within two years of delivery (Section 619 of the Civil Code). For used goods, if this is stated with the goods and the buyer agreed to it when ordering, this period is 12 months. For contracts concluded from 31. 7. 2026, after a defect is first remedied by repair, the period of liability is extended by 12 months, and only once.

11.2 If a defect becomes apparent within this period, it is presumed that the goods already had it upon delivery, unless proven otherwise or unless this is incompatible with the nature of the goods or the defect.

11.3 A defect must be notified within two months of its discovery, and no later than by the expiry of the period under point 11.1.

11.4 The buyer is entitled to have the defect remedied by repair or replacement of the goods (at the buyer's choice) and, if this is not possible or is unsuccessful, to a reasonable discount or to withdraw from the contract. We will remedy the defect no later than within 30 days of its notification. The procedure is set out in the Complaints Procedure.

11.5 If the manufacturer or seller provides a consumer guarantee beyond the statutory scope (e.g. a lifetime guarantee), it applies in accordance with the warranty certificate, and the buyer's statutory rights are not affected by it.

11.6 The harmonised EU notice on the legal guarantee of conformity is published at the beginning of the Complaints Procedure.

Art. 12 Dispute resolution

12.1 We accept grievances and submissions by e-mail, by post or in a store (Art. 1).

12.2 If a consumer is not satisfied with how a complaint was handled or believes that we have violated their rights, they have the right to submit a request for redress to us (preferably by e-mail to predajna@zbranepresov.sk). If we reply negatively or do not reply within 30 days of its sending, the consumer may submit a petition for alternative dispute resolution pursuant to Act No. 391/2015 Coll.

12.3 The competent body is the Slovak Trade Inspection, Bajkalská 21/A, P. O. BOX 29, 827 99 Bratislava, ars@soi.sk, www.soi.sk, or another authorised entity from the list of the Ministry of Economy of the Slovak Republic. The choice of body is up to the consumer. Consumers from other EU countries can find bodies at consumer-redress.ec.europa.eu. This does not affect the right to go to court.

Art. 13 Personal data

13.1 We process personal data in accordance with Regulation (EU) 2016/679 (GDPR) and Act No. 18/2018 Coll. Details are given in the Privacy Policy document, and information about cookies in the Cookie Policy.

Art. 14 Final provisions

14.1 Contractual relations are governed by the law of the Slovak Republic. This does not deprive a consumer with habitual residence in another EU state of the protection afforded to them by the mandatory provisions of that state.

14.2 The UN Convention on Contracts for the International Sale of Goods does not apply.

14.3 We may amend the GTC. The version valid at the time an order is submitted always applies to that order; we archive

every version and the customer receives it as a PDF with the order.

14.4 If any provision of the GTC is invalid, the remaining provisions remain in force.

14.5 These GTC take effect on 29. 9. 2026 and replace the GTC effective from 5. 8. 2020.

Annex: Information on withdrawal from the contract

Right of withdrawal. You have the right to withdraw from a contract concluded via the e-shop without giving any reason within 14 days of the day on which you or a person designated by you (other than the carrier) take over the goods; in the case of several parcels from one order, from receipt of the last one.

How to withdraw. Via the "Withdraw from the contract here" function (link in the website footer, in the My account section and in the order e-mail), by e-mail to predajna@zbranepresov.sk, by letter to BLACK MARKET s.r.o., Pod Táborom 15389/37B, 080 01 Prešov, or in a store. You may use the model form, but it is not mandatory. The deadline is met if you send the notice no later than on its last day.

Refund of payments. Within 14 days of receipt of the notice, we will refund all payments to you, including delivery costs up to the amount of the cheapest standard delivery method, using the same means of payment unless we agree otherwise, and free of charge. We may withhold the refund until we receive the goods back or until you prove that they have been sent.

Return of goods. Send or hand over the goods no later than 14 days after withdrawal to BLACK MARKET s.r.o., Pod Táborom 15389/37B, 080 01 Prešov, or in any of our stores. You bear the direct costs of returning the goods. You are liable only for any diminished value of the goods resulting from handling beyond what is necessary to establish their nature, characteristics and functioning.

Exceptions. You do not have the right of withdrawal for goods made or modified according to your specifications, for hygienically sealed goods once the packaging has been opened, and for a recording or software in protective packaging once it has been opened (Art. 9.7 of the GTC).

Annex: Model withdrawal form

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

- To: BLACK MARKET s.r.o., Pod Táborom 15389/37B, 080 01 Prešov, predajna@zbranepresov.sk
- I/We* hereby give notice that I/we* withdraw from my/our* contract for the following goods:
- Order number:
- Ordered on / received on*:
- Name of consumer(s)*:
- Address of consumer(s)*:
- Bank account number (IBAN) for the refund (optional):
- Signature of consumer(s)* (only if this form is submitted on paper):
- Date:

* Delete as appropriate.

Complaints Procedure

EU notice on the legal guarantee



Minimum two-year legal guarantee protection for goods sold in the European Union.

Consumers can claim their rights under the legal guarantee of conformity, for example if goods:

- ✗ do not match the description;
- ✗ do not function as intended.

Sellers are liable for any lack of conformity which existed when the goods were delivered, and which becomes apparent within the legal guarantee period. Sellers in such a situation are required to offer:

- ✗ **free repair or free replacement;**
- ✗ in some cases, a **price reduction or full reimbursement.**

Some countries have a longer legal guarantee period. For second-hand goods, a shorter period may apply, but not less than one year.

For more information on your rights in a specific country, scan the QR code below or ask the seller.



europa.eu/youreurope/guarantees

What to do

if you receive non-conforming goods:

- 1 Contact the seller as soon as possible to report the issue;
- 2 Provide proof of purchase, such as a receipt, invoice, or bank statement.

GARAN

Sellers and producers may also offer commercial guarantees, which apply independently from the legal guarantee. For example, you may see this GARAN label representing a **commercial guarantee of durability** offered by the producer at no additional cost and covering the entire good.

Art. 1 Introductory provisions

1.1 This Complaints Procedure sets out how the buyer exercises rights arising from liability for defects in goods purchased from the seller BLACK MARKET s.r.o. in the e-shop www.zbranepresov.sk or in its stores. It forms part of the GTC.

1.2 For consumers, Sections 612 to 626 of the Civil Code apply. For business customers, the Commercial Code applies, and this procedure applies accordingly.

Art. 2 Period of liability for defects

2.1 We are liable for defects that the goods have upon delivery and that become apparent within two years of delivery. For used goods, if stated with the goods and agreed at the time of purchase, 12 months.

2.2 For contracts concluded from 31. 7. 2026, after a defect is first remedied by repair, the period of liability is extended by 12 months, only once regardless of the number of repairs. We are liable for defects in replaced goods in the same way as for defects in the original goods.

2.3 If a defect becomes apparent during the period of liability, it is presumed to have existed at the time of delivery, unless proven otherwise.

2.4 We are not liable for defects that arose only after delivery, in particular through improper use contrary to the instructions, mechanical damage, incorrect installation by the buyer (unless caused by an error in the instructions) or normal wear and tear. For used goods, wear corresponding to the degree of previous use is not a defect.

Art. 3 How to notify a defect (make a complaint)

3.1 A defect must be notified within two months of its discovery, and no later than by the end of the period of liability.

3.2 A defect can be notified:

- in any of our stores (Prešov, Bratislava),
- using the "Complaints" form on the website or by e-mail to predajna@zbranepresov.sk,
- by post to BLACK MARKET s.r.o., Pod Táborom 15389/37B, 080 01 Prešov.

3.3 Please state your name and contact details, the order number or other proof of purchase (invoice, order confirmation, payment statement, serial number), a description of the defect and whether you request repair or replacement. If the defect is

not obvious, a photo or video will help. The original packaging is not a condition for making a complaint.

3.4 For repair or replacement, the buyer hands the goods over in a store or sends them to us. Please pack the goods so that they are not damaged in transit. **If we accept the complaint, we will reimburse the buyer for the cost of sending the goods to us** up to the price of a standard GLS parcel; we will deliver the repaired or replaced goods at our expense (point 5.2). If we reject the complaint as unjustified, the cost of sending the goods to us is borne by the buyer.

3.5 For repair or replacement, the buyer hands over a firearm, its main part or ammunition in a store. Before handing it over, please contact us so that we can agree on a lawful method of handover; the firearm must be unloaded and separated from the ammunition. This does not limit the right to notify a defect within the period under point 3.1.

Art. 4 Confirmation and time limit for handling

4.1 Immediately after a defect is notified, we will issue the buyer a written confirmation (by e-mail if notified remotely). In the confirmation we will state the time limit within which we will remedy the defect.

4.2 The time limit will not exceed 30 days from the day the defect was notified. A longer time limit is possible only for an objective reason beyond our control (e.g. repair by the manufacturer abroad); we will inform the buyer of the reason and provide evidence of it.

Art. 5 Methods of handling

5.1 The buyer chooses whether we remedy the defect by repair or by replacement. We may refuse the chosen method only if it is impossible or would cause disproportionate costs compared with the other method. Before remedying the defect, we will inform the buyer of the right to choose and of the extension of the period of liability after repair; we also include this information in the confirmation of the defect notification.

5.2 We will carry out the repair or replacement free of charge and deliver the repaired or new goods at our expense in the same or a similar manner in which the goods were delivered to us. At the buyer's request, we may supply refurbished goods as a replacement.

5.3 The buyer is entitled to a reasonable discount or may withdraw from the contract if we neither repair nor replace the goods, if we refuse to remedy the defect, if the goods have the same defect even after repair or replacement, if the defect is so serious that it justifies an immediate discount or withdrawal, or if it is clear that we will not remedy the defect within a reasonable time or without significant inconvenience to the buyer.

5.4 It is not possible to withdraw from the contract in the case of a minor defect. When several items have been purchased, withdrawal is possible only in respect of the defective item, unless the buyer cannot be expected to be interested in the other items.

5.5 After withdrawal, the buyer returns the goods at our expense and we will refund the purchase price within 14 days of the return of the goods or of proof that they have been sent, whichever occurs first. We pay the price or discount by the same method the buyer used to pay, unless the buyer agrees otherwise; we bear the payment costs.

5.6 If the buyer does not collect the repaired or replaced goods within 6 months of the day on which they should have been collected, we may sell them after prior notice (Section 623(8) of the Civil Code).

Art. 6 Rejection of a complaint

6.1 If we reject liability for a defect, we will inform the buyer of the reasons in writing.

6.2 If the buyer proves our liability by an expert opinion or a professional statement of an accredited person, the buyer may notify the defect again and we can no longer reject the complaint. We will reimburse the cost of the expert opinion pursuant to Section 509(2) of the Civil Code.

6.3 If the buyer disagrees with how the complaint was handled, the buyer may submit a request for redress to us and subsequently use alternative dispute resolution (Art. 12 of the GTC).

Art. 7 Consumer guarantee and gifts

7.1 If the manufacturer provides a guarantee beyond the statutory scope (e.g. a longer guarantee or a lifetime guarantee), it is applied in accordance with the warranty certificate; the rights under this procedure are not affected.

7.2 For a gift provided free of charge with a purchase, we will point out any defects we are aware of; liability for defects as in the case of a purchase does not apply to it.

Art. 8 Effectiveness

8.1 This Complaints Procedure is effective from 29. 9. 2026 and replaces the previous Complaints Terms and Conditions.

Withdrawal form

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

To: BLACK MARKET s.r.o., Pod Táborom 15389/37B, 080 01 Prešov,
Slovakia, Company ID (IČO) 51 983 095, e-mail:
predajna@zbranepresov.sk

I/We (*) hereby give notice that I/We (*) withdraw from my/our (*) contract of sale of the following goods:

.....
Order number:

.....
Ordered on (*) / received on (*):

.....
Name of consumer(s):

.....
Address of consumer(s):

.....
Bank account (IBAN) for the refund:

.....
Signature of consumer(s) (only if this form is submitted on paper):

.....
Date:

(*) Delete as appropriate.

You can also withdraw from the contract online without completing this form:

<https://www.zbranepresov.sk/en/withdrawal-from-contract> (the “Withdraw from the contract here” button in the footer of the e-shop). We will confirm receipt of your withdrawal by email.