

GENERAL BUSINESS TERMS

Company information:

Fertilite j.d.o.o., limited liability company for trade and services

Tax no.: 71729980096

HEADQUARTERS: Zagreb, Gradečak Desni 14

ENTRY INTO COURT REGISTRY: Commercial court in Zagreb under number Zg Tt-16/35995-2 dated 19 October 2016 (published on 20 October 2016)

MBS: 080900329

IBAN: HR4024020061100730185 Erste&Steiermärkische Bank d.d.

FOUNDING CAPITAL: HRK10 paid in entirety

MEMBERS OF THE BOARD: Petra Brzović, Tax no.: 58776403970

SHOPPING TERMS

1. Purchase via this service is done in such a way that the customer orders available services/products that the customer selects on the basis of basic description.
2. Ordering of services/products is possible 24 hours a day, 7 days a week. The orders are processed Monday to Friday, from 9AM to 4PM. You select the services from the catalogue of Fertilite j.d.o.o.'s webshop which is organized according to type and purpose of Fertilite j.d.o.o.'s webshop services. The offer is continuously expanding.
3. Fertilite j. d.o.o. shall not be liable for costs incurred by using computing equipment and telecommunication services needed to access this service.
4. Ordering of services/products shall be done electronically. By clicking with a mouse on the "Add to Basket" icon, selected service/product is placed in the basket, and when clicking on the "Add to Basket and Purchase" the service/product is being ordered right away. By clicking on the "View basket" icon, one can review all selected services/products, and by clicking the "Order" icon one completes the order. The service/product is ordered at the moment it goes through the entire ordering procedure.
5. Placing a service/product in the basket does not book the service/product.
6. In the shopping form, there are two boxes for entering the address. If the buyer fills out only one of them, it is assumed that the delivery address is the same as the address of the person that ordered/paid the service/product.
7. Order confirmation entitled info@petrabrzovic.com shall be sent to the email address used for registration, confirming that the order was received and containing information on:
 - Fertilite j. d.o.o. as a seller and name of the person for filing complaints;
 - ordered services/products and their names;
 - price of services/products, including all taxes and other charges;
 - selected payment method
8. After receiving the order, the administrator checks all the ordered items, their availability, and then sends to the buyer confirmation of delivery, or in case some services are not available, contacts the buyer and informs him/her about that and offers replacement services/products in the same amount or decreases the order total.

9. In case that Fertilite j. d.o.o. is not capable of delivering some of the ordered services/products for any reason, operator will contact you via email or telephone in order to agree on the delivery of a replacement service/product or possible cancellation of the ordered service/product.

10. In case you did not receive an order confirmation via email within 24 hours from ordering, or your services/products were not delivered in the manner stated in the email, please contact us at info@petrabrzovic.com or telephone number 091/ 332 32353 every day Monday to Friday from 9AM to 4PM.

11. In case of any problems or ambiguities when ordering please contact the operator at info@petrabrzovic.com or telephone number 091/332 3235.

PRIVACY NOTICE

Any personal information provided to or gathered by <https://petrabrzovic.com/> is controlled by Fertilite j.d.o.o limited liability company for trade and services, tax no.: 71729980096 Zagreb, Gradečak Desni 14. We, Fertilite j.d.o.o. act as data controller and as such we control the ways your personal data are collected and the purposes for which your personal data are used.

Depending on how you use our services and our website, we might collect the following kinds of information about you: your name and contact details (email address, telephone number, address), information about services you have bought from us, sensitive information about you and about your health, communication we have with you (emails, letters, telephone calls, messages sent to us through our social media platforms), payment card details etc.

Certain kinds of personal data, such as data about your racial or ethnic origin, your physical or mental health, your religious beliefs are special categories of personal data by law require additional protection. By providing any sensitive personal data, *you explicitly agree* that we may collect it and use it to provide services to you.

We can only use your personal data if we have a proper reason for doing so and based on lawfull legal grounds such as:

- To fulfil a contract we have with you, or
- If we have a legal duty to use your data for a particular reason, or
- When you consent to it, or
- When it is in our legitimate interests.

We may send you marketing communications by email if you have indicated that you agree to receive such emails. Our marketing communications include information about our new and existing services, special offers we think you might like. Please note that if you tell us that you do not wish to receive marketing emails, you will still receive service emails which are necessary for example to confirm your purchase.

We keep your data only for as long as we need it. How long we need data depends on what we are using it for, whether that is to provide services to you, for our own legitimate interests or so that we can comply with the law.

We protect your personal data against unauthorised access, unlawful use, accidental loss, corruption or destruction.

We share some of your personal data with, or obtain personal data from your credit and debit card information. In order to process payments, prevent and detect fraud, we process payment card data through our payment card and fraud management services providers.

Your card details are stored and protected in accordance with best industry practice.

You are entitled to see copies of all personal data held by us and to amend, correct or delete such data. You can also limit, restrict or object to the processing of your data.

To raise any objections or to exercise any of your rights, you can send an email to us at info@petrabrzovic.com or mail us at the address: on Fertlite j.d.o.o. Gradečak desni 14, 10 000 Zagreb.

Please note that you have the right to lodge a complaint with the supervisory authority which is responsible for the protection of personal data in the country where you live or work, or in which you think a breach of data protection laws might have taken place.

PAYMENT OF SERVICES

Buyer is obliged to pay for ordered services/products with one of the following payment methods:

- Direct payment to the bank account on the basis of received offer
- Credit or debit cards: Diners, American Express, MasterCard, Maestro or Visa



After payment is received, the service/product is ready for use/delivery in accordance with the usability dates written on the invoice. If you are paying with a credit card, your data is protected by the T-com Pay Way system. This means that Fertlite j.d.o.o. or T-Com have no access to your credit card number; only the company which issued the credit card and credit card holder have that information.

Pay Way is an online service for authorization of credit cards via Internet with maximum safety. Pay Way system offers a secure connection with the authorization centers of the credit

card companies and authorization of the four biggest credit cards in the country (American Express, Diners, MasterCard and Visa). All data of all participants in the Internet shopping process are protected by special system security protocols.

CONVERSION STATEMENT

All payments will be effected in Croatian currency. The amount your credit card account will be charged for is obtained through the conversion of the price in Euro into Croatian kuna according to the current exchange rate of the Croatian National bank. When charging your credit card, the same amount is converted into your local currency according to the exchange rate of credit card associations. As a result of this conversion there is a possibility of a slight difference from the original price stated in our web site.

SECURITY STATEMENT

Payment and authorization of credit cards is done via T-Com Pay Way system. T-Com Pay Way applies most advanced standards in data protection – Secure Socket Layer (SSL) protocol with 128-bit data encryption MD5 algorithm. ISO 8583 protocol ensures that data exchange between T-Com system and authorization centers of credit card companies is done within the private network which is protected from an unauthorized entry through dual-layer firewall.



COMPLAINTS AND APPEALS

Pursuant to Article 10 of the Consumer Protection Act, trader is obliged to allow the customer to submit a written complaint at its business offices, and without any delay confirm in writing that the complaint was received. Besides the obligation referred to in paragraph 1 of this Article, the trader is obliged to allow the customer to submit a written complaint via mail at: Fertilite j. d.o.o., Gradečak Desni 14, 10000 Zagreb or via email at: info@petrabrzovic.com

Fertilite j. d.o.o. is obliged to respond in writing to all complaints referred to in paragraphs 1, 2 and 4 of this Article within 15 days from receiving the complaint. Fertilite j. d.o.o. is obliged to keep and manage records on customers' complaints on a durable medium for a year from the day of receiving customer's complaint.

RIGHT TO CANCEL SERVICES

In order to have the right to refund for purchased services/products, the buyer/party shall deliver written request/notification to Fertilite j. d.o.o. stating that the buyer/party is requesting refund for unused services or is cancelling the services prior to using them.

Fertilite j. d.o.o. shall send the buyer within 15 days a written notification given the fact that the refund depends on the cancellation terms for each particular project/congress for which the services are paid.

Fertilite j. d.o.o. is obliged to resolve all misunderstandings and disputes with due care and diligence.

CHANGES

Fertilite j. d.o.o. keeps the right to change these conditions and rules, and excludes itself from any responsibility for possible consequences of such changes and obliges itself to inform all registered users via email addresses entered at the time of registration. All changes shall apply to the use of petrabrzovic.com website. In case you do not agree with the abovementioned terms of use and you do not wish to accept them, please contact our Contact Center with your remarks and during that time do not use webshop's services.

REGISTRATION

You have to be at least 18 years of age in order to register at petrabrzovic.com webshop. Buyer is responsible to enter accurate and complete information when registering. If there is any change in the information which you have entered during registration, you are obliged to update your user account right away in order to inform us about incurred changes.

SECURITY

When registering at petrabrzovic.com website you are obliged to create a password that you will keep only to yourself and will not share it with any other person. You are responsible for all activities and orders made under your password. If you know or suspect that someone else knows your password you are obliged to inform us about that by contacting us at the Contact Center via email.