

TERMS AND CONDITIONS

1. Introductory provisions

1.1. These Terms and Conditions (hereinafter "Terms and Conditions") govern the relationship between Kano Beauty s.r.o., with registered office at Gorkého 10, 811 01 Bratislava – Staré Mesto borough, Company ID: 57226717, Tax ID: 2122618190, VAT ID: SK2122618190, registered in the Commercial Register of the Municipal Court Bratislava III, Section: Sro, File No. 191964/B (hereinafter "the Seller") and the buyer (hereinafter "the Buyer"), who makes a purchase through the online store at www.kanobeauty.sk (hereinafter "the Online Store").

1.2. Contact details of the Seller: — Phone: 0904 42 42 42 — Email: info@kanobeauty.sk — Return address: Adam Kákoš - Kano Beauty, Brnianska 2530 - FirmBox, 911 05 Trenčín

1.3. These Terms and Conditions form an integral part of every distance purchase contract concluded between the Seller and the Buyer through the Online Store.

1.4. The provisions of these Terms and Conditions are binding on all Buyers who place orders through the Online Store.

2. Definitions

2.1. The Buyer means: a) a natural person – consumer, who when concluding and performing the contract does not act within the scope of their business activity, employment, or profession (hereinafter "the Consumer"), b) a natural or legal person, who when concluding and performing the contract acts within the scope of their business activity (hereinafter "the Entrepreneur").

2.2. Purchase contract – a legal relationship concluded between the Seller and the Buyer through electronic communication, the subject of which is the sale of goods from the Online Store's offering.

2.3. Goods – products offered by the Seller at www.kanobeauty.sk, in particular body, face, and hair cosmetics, including body creams, body scrubs, body butters, shower gels, perfumed mists, fragrances, and hair care products, as well as any other accessories.

2.4. Consumer contract – any contract concluded between the Seller and the Consumer through means of distance communication pursuant to Act No. 102/2014 Coll.

3. Order and conclusion of the purchase contract

3.1. The Buyer orders goods through the order form in the Online Store. The order becomes binding upon its submission and confirmation by the Seller via email.

3.2. The Seller will confirm receipt of the order by email sent to the address provided by the Buyer. The purchase contract is concluded at the moment this confirmation is delivered.

3.3. The Seller reserves the right not to conclude a contract if: — the ordered goods are out of stock, — the Buyer has provided incomplete or incorrect details, — there are reasonable doubts as to the legitimacy of the order.

3.4. By submitting an order, the Buyer confirms that they have read these Terms and Conditions and agree with them in their entirety.

4. Price of goods and payment terms

4.1. All prices listed at www.kanobeauty.sk are inclusive of VAT and are stated in euros (EUR).

4.2. The price displayed for the goods at the time the order is submitted is binding on both contracting parties.

4.3. Payment methods: online card payment (including Apple Pay and Google Pay), bank transfer.

4.4. The Seller reserves the right to change prices. The price of goods does not change after the order has been confirmed.

4.5. The Seller issues tax documents (invoices) with a breakdown of the tax base and VAT in accordance with the VAT Act.

4.6. In the event that the Buyer fails to accept the shipment, the refunded amount will be reduced by the actual shipping costs in accordance with Article 5.6 of these Terms and Conditions.

5. Shipping and delivery

5.1. The Seller arranges delivery of goods through courier services or Packeta pick-up points.

5.2. Goods are delivered within the territory of the Slovak Republic, Czech Republic, Germany, Austria, Poland, Hungary, and Romania. Payment is made exclusively in EUR.

5.3. The estimated delivery time is 3 – 5 business days from the date of order confirmation for Slovakia and the Czech Republic. For other countries, the delivery time may vary depending on the destination. For products available for pre-order, the delivery time is stated on the individual product page and may be up to 14 business days.

5.4. In the event of a delay in delivery, the Buyer will be notified by email.

5.5. The Buyer is required to visually inspect the goods upon receipt and, in the event of visible damage to the packaging, to complete a damage report with the carrier.

5.6. If the Buyer fails to accept a duly dispatched shipment and it is returned to the Seller, the contract shall be deemed cancelled by the Buyer. In such a case, the Seller will refund the amount paid by the Buyer, reduced by the actual shipping costs (costs of dispatch and return of the shipment) incurred by the Seller.

6. Withdrawal from contract (Consumer)

6.1. Pursuant to Section 7 of Act No. 102/2014 Coll., the Consumer has the right to withdraw from a distance contract without stating a reason within 14 days of receiving the goods.

6.2. Before exercising the right of withdrawal, the Consumer is required to contact the Seller by email at info@kanobeauty.sk, stating in the subject line that the email concerns a withdrawal from contract, along with the order number. To exercise the right of withdrawal, the Consumer may use the withdrawal form, which the Seller will provide upon request.

6.3. The goods must be returned in their original condition, undamaged, unused, with all accessories and documentation, no later than 14 days from the date of the withdrawal notice. The Consumer is required to include their full name and order number in the returned shipment.

6.4. Goods are to be sent to the following address: Adam Kákoš - Kano Beauty, Brnianska 2530 - FirmBox, 911 05 Trenčín Email: info@kanobeauty.sk, Phone: 0904 42 42 42 The Consumer is required to include the phone number stated in this article on the shipment. Customers in countries where Packeta operates may return goods via the Packeta Z-BOX service — specifically Z-BOX Trenčín, Bratislavská 2464 (Lidl). Detailed instructions for return will be provided by the Seller upon request by email.

6.5. The costs of returning the goods are borne by the Consumer. After dispatching the goods, the Consumer is required to send the tracking number of the shipment to the Seller at info@kanobeauty.sk. Without providing the tracking number, the Seller bears no responsibility for any loss of the shipment during transit.

6.6. The Seller will refund the payment to the Consumer using the same payment method as used for the original transaction, within 14 days of receiving the withdrawal notice, but not before the goods have been returned.

6.7. The Consumer may not withdraw from the contract if: — the goods were manufactured according to the Consumer's specifications or personalised to their individual needs, — the goods are subject to rapid deterioration or, once the packaging has been opened, cannot be returned for hygiene reasons — in particular opened body and face cosmetics (Section 7(6)(e) of Act No. 102/2014 Coll.), — the goods are fragrances or perfumed products that have been opened. We recommend that customers make use of available 2ml fragrance samples before purchasing a full-size product. Once opened, neither full-size fragrances nor 2ml samples are eligible for return.

6.8. The Seller is not obliged to accept a shipment sent to any address other than the designated return address. Such a shipment will be refused.

7. Complaints and liability for defects

7.1. The Seller is liable for defects that the goods have at the time of handover to the Buyer.

7.2. The warranty period is stated on the packaging of the specific product. If not stated, the statutory warranty period of 24 months applies.

7.3. A complaint may be submitted by email at info@kanobeauty.sk or in writing.

7.4. The Buyer is required to describe the defect precisely in the complaint and attach proof of purchase.

7.5. The complaint will be resolved no later than 30 days from the date of its receipt.

7.6. The Buyer will be notified of the outcome of the complaint by email or in writing.

8. Protection of personal data

8.1. The Seller processes the Buyer's personal data in accordance with the GDPR (EU 2016/679) and Act No. 18/2018 Coll.

8.2. Personal data is processed solely for the purposes of order fulfilment, accounting, handling of complaints, and marketing communication. Marketing communication is carried out on the basis of the data subject's consent or the Seller's legitimate interest within the meaning of Article 6(1)(f) of the GDPR.

8.3. Further details regarding the processing of personal data are set out in the Privacy Policy, available on the Seller's website.

9. Alternative dispute resolution

9.1. The Buyer – consumer has the right to approach the Seller with a request for remedy if they are not satisfied with the manner in which their complaint was handled.

9.2. If the Seller does not respond to the request within 30 days or rejects it, the Buyer has the right to submit a proposal to initiate alternative dispute resolution (ADR).

9.3. The competent ADR body for customers based in the Slovak Republic is: Slovak Trade Inspection (SOI) Central Inspectorate of SOI Department of International Relations and Alternative Dispute Resolution Bajkalská 21/A, 827 99 Bratislava 27 Email: ars@soi.sk, adr@soi.sk Website: <https://www.soi.sk>

9.4. Customers based outside the Slovak Republic may use the EU Online Dispute Resolution (ODR) platform: <https://ec.europa.eu/consumers/odr>

9.5. A proposal to initiate ADR may be submitted no later than 1 year from the date on which the Consumer first exercised their right.

10. Final provisions

10.1. These Terms and Conditions are valid and effective from the date of their publication on the website www.kanobeauty.sk.

10.2. The Seller reserves the right to amend or supplement these Terms and Conditions; any updated version will always be published on the website.

10.3. Legal relationships not governed by these Terms and Conditions are subject to the relevant provisions of Slovak law, in particular Act No. 40/1964 Coll. (Civil Code) and Act No. 102/2014 Coll.

10.4. If any provision of these Terms and Conditions becomes invalid or unenforceable, the remaining provisions shall remain in full force and effect.

In Bratislava, 16 April 2026 Kano Beauty s.r.o. www.kanobeauty.sk