

# Gift Card

## Terms of Use

### IDENTITY OF THE ENTREPRENEUR

#### Article. 1

We are GoldFort s.r.o. You can reach us at the following contact details:  
Vaclavske namesti 831/21, Nove Mesto, 110 00 Praha 1.  
Телефон: +420 773 158 744  
Email: info@edu-ftech.com

### DEFINITIONS

#### Article. 2

We have tried to keep the terms and conditions in this text as simple and clear as possible, so we will not baffle you with all kinds of difficult definitions or incomprehensible language.

### APPLICABILITY

#### Article 3

We do our best to make you aware of our terms and conditions, as it discusses what we do for you and what we expect from you as a customer from GoldFort s.r.o. Sometimes, we offer separate terms and conditions for a product, in which case these Gift Card Terms of Use also apply, unless they conflict with the general terms and conditions of our partners and suppliers.

### THE OFFER

#### Article 4

We will inform you about the price of the product, how you can use the product and if there are any additional fees such as transaction fees. On top of that, we will let you know if the product is refundable. That is our promise to you!

### WARNING

We do everything in our power to prevent fraud, but unfortunately fraudsters are getting smarter.

We notice that fraudsters are continuously finding new ways to trick people. If you place an order with GoldFort s.r.o., the digital product you ordered is meant for your eyes and no one else.

Unfortunately, smart tricks are being invented more and more often to make you take away the codes. Do not participate in these tricks! If you give your unique code to someone else, you will not get a refund of the value of the product. Nor can we send you the code again. One of the tricks fraudsters use is them responding to something you are selling. The scammer asks you to send your package insured. According to the fraudster, this requires you to buy a gift card from GoldFort s.r.o. A gift card is not a legitimate payment method for insured shipping. Therefore, please pay close attention to what the fraudster asks of you.

### THE AGREEMENT

#### Article 5

At WWW.EDU-FTECH.COM, we ensure your purchases will be done in a secure web environment that is built and maintained by third-party specialists. If you place an order with us, you will receive the code directly by email. There are, however, a few exceptions, depending on the payment method you use. Read more about those exceptions at our payment methods page.

No rights whatsoever can be derived from, or claims made on, the content of our websites. Although the greatest possible care has been taken in compiling the content of our websites, it is possible that certain information may (over time) become outdated or incorrect. We are not liable

for any damage that may result from the use of information from the website created by us. We hereby disclaim all liability for damages

## RIGHT OF WITHDRAWAL

### Article 6

The Gift Card and its funds shall expire after three months from the date of paying for the Gift Card. This date shall be called the "Expiry Date".

On this day, your Gift Card will no longer be active and used as a means of payment on the websites or in the Gift Card Issuer's stores. When the Gift Card expires, you cannot use the remaining balance. You shall not be eligible for any refund of the Gift Card balance. By purchasing the Gift Card, you agree to these Gift Card Terms of Use.

Your right to cancel purchases and request a refund depends on the type of product you purchased from GoldFort s.r.o. In principle, the purchase of digital products and digital content is final. This means that no refund will be given unless otherwise specified by local law or our supplier of the purchased gift- or game card. For all other products, your right of withdrawal expires upon receipt of the code. Digital content that you cannot cancel includes, but is not limited to: Wallet top-ups, Games, Game Extras, Subscriptions, Shopping Gift Cards, Call Credit, Prepaid Credits.

If we suspect fraud, our security measures allow us to stop and refund orders in most cases.

## OBLIGATIONS OF THE CUSTOMER DURING THE REFLECTION PERIOD

### Article 7

As long as we haven't sent the code to you, you can change your mind and cancel your order. You have 14 days to change your mind, or until you receive your code. The cooling-off period is until you receive your code or up to 14 days. The Consumer Contracts Regulations contain specific provisions for digital content. The consumer acknowledged by completing the payment, that once the download starts/the email has been sent, customer will lose their right to cancel.

## OBLIGATIONS OF GOLDFORT S.R.O. IN THE EVENT OF WITHDRAWAL

### Article 8

As soon as you requested to cancel your order within the cooling-off period, we will send you a confirmation and make a refund. You will receive your payment back within 3 to 5 days, depending on the payment method you used.

## EXEMPTION RIGHT OF WITHDRAWAL

### Article 9

As previously indicated in article 6, you cannot cancel or return the following digital content, unless otherwise specified by country regulations or our suppliers: Wallet top-ups, games, game extras, subscriptions, shopping gift cards, prepaid credit. The Consumer

Contracts Regulations contain specific provisions for digital content. The consumer acknowledged by completing the payment, that once the download starts/ the email has been sent, customer will lose their right to cancel. In addition, we are also unable to reclaim used codes.

## THE PRICE

### Article 10

See article 4. All prices mentioned are inclusive of VAT. Any service and transaction costs are always stated before you complete the order. You can see this in the total amount in your shopping cart at checkout.

## CONFORMITY AND WARRANTY

### Article 11

See Article 4. You're entitled to a good product, it is as simple as that. If there's a problem with the product, we will solve it for you. We always follow all applicable laws and regulations.

No rights can in any way be derived from or claimed to the content of this website ([WWW.EDU-FTECH.COM](http://WWW.EDU-FTECH.COM)). Although we pay careful attention to the content of our webshop, it is possible that certain information may (over time) become outdated or be no longer correct. GoldFort s.r.o. cannot be held responsible for any damage that may result from the use of data from the webshop. GoldFort s.r.o. hereby disclaims all responsibility for damages resulting from the use of these data or data to which links are provided on our website. The data on our website may be changed without warning.

You buy a prepaid Gift Card that is not issued by <https://edu-ftech.com>, but by a third-party company from which you intend to purchase an item or service. Before purchasing a prepaid Gift Card, please read the seller's terms and conditions for the quality of the item and its delivery. By paying for the prepaid Gift Card, you agree that <https://edu-ftech.com> only sells you the prepaid Gift Card of your chosen seller and is not responsible for the quality of the goods (or services) that you will pay with the card code. To receive an item or service, you only need to provide the seller with your prepaid Gift Card number, which you will receive by email as soon as payment is made.

## DELIVERY AND EXECUTION

### Article 12

We'll do our best to serve you well. If we are unable to deliver a product you ordered, we will refund your money or provide you with a replacement code. The digital products are always sent by email.

When we have successfully received your payment we will send your order directly by email. In exceptional cases we will check your order manually. If this is the case, we strive to send your order within 24 hours by e-mail during our opening hours.

## PAYMENT

### Article 13

When purchasing a product, the total amount must always be paid in advance. You will then receive your order per email. Please let us know if something in the payment details is incorrect. Note that we are not responsible for incomplete payments by phone. Make sure you have enough phone credit to complete the payment. Incomplete phone payments will not be reimbursed.

## COMPLAINTS PROCEDURE

### Article 14

Do you have a complaint? We're doing everything we can to help you. In order for us to help you the best we can, please file your complaint via our Customer Support at [info@edu-ftech.com](mailto:info@edu-ftech.com) as soon as possible. Describe your problem as clearly as possible, and include your order number and email address if applicable. You will receive an answer from us within 2 business days. We will help you immediately or we will notify you of how much time we need to help you in the most appropriate way.

## DISPUTE RESOLUTION

### Article 15.

Can we really not work it out? Then you can decide to submit the case to the <https://www.asociace-sos.cz/pro-spotrebitele/kontakty/> within twelve months. That would be sincerely unfortunate, but we do respect your decision.

Please note that if you submit a dispute through our payment provider, our obligations as a seller will expire. Chargebacks and disputes can then only be resolved via the payment provider. Always contact our customer service first if you have any questions or problems with your order!

#### ADDITIONAL PROVISIONS AND DEVIATIONS

##### Article 16.

These were our Gift Card Terms of Use. If we decide to make a change in our Gift Card Terms of Use in the future, you will find those on our website. We will always make sure that these changes do not have a negative effect on you.

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