

ZORA – Project Description and Plans

OPERATOR/COMPANY:

Daniel Šulc, Štěpánská 544/1, Prague 2, Company ID No. 08186359.

INTRODUCTORY PROVISIONS

These Terms and Conditions (hereinafter referred to as 'Terms and Conditions') of the Operator govern the mutual rights and obligations of the contracting parties arising in connection with or on the basis of a purchase agreement (hereinafter referred to as 'Purchase Agreement') concluded between the seller and a natural or legal person (hereinafter referred to as 'User') through the seller's online store. The online store is operated at the internet address shop.zorapp.cz via the web interface (hereinafter referred to as 'web interface of the shop.zorapp.cz portal').

The Terms and Conditions further regulate the rights and obligations of the contracting parties when using the seller's website located at shop.zorapp.cz (hereinafter referred to as 'ZORA portal') and other related legal relationships.

The subject of sale on the ZORA portal are digital products in the form of game keys or links that allow users access to one-time play of digital story and task-based games (hereinafter referred to as 'Game'). The purchase of a game key entitles the User to a one-time use of the game line in accordance with the rules set out in these Terms and Conditions.

The Seller may amend or supplement the Terms and Conditions. This does not affect the rights and obligations that arose during the period of validity of the previous version of the Terms and Conditions.

DEFINITIONS

Operator: The entity operating the online store located at shop.zorapp.cz, which facilitates the sale of digital products in the form of game keys enabling access to a game within the ZORA system.

User: A person who has concluded a Purchase Agreement with the Operator and has thereby acquired the right to access the purchased game via a game key or link sent by the Operator.

Game Key: A unique code or link that entitles the User to one-time access to a game in the ZORA system. The Game Key is non-transferable and may only be used by the purchaser or another person to whom the key has been gifted.

Game: A digital product in the form of an interactive story or task-based scenario available via the web interface, playable once in accordance with the Terms and Conditions. A Game may be shared with friends or family, but its content must not be recorded or further distributed.

Client Game: A game created on request based on materials provided by the client, including story, photos, and other media. The Operator bears no responsibility for the content of such games or the sources of media provided by the client. All rights and obligations connected with such materials are the responsibility of the client who ensured their lawful use.

CONCLUSION OF PURCHASE AGREEMENT

The web interface of the portal shop.zorapp.cz contains a list of digital products (game keys) offered for sale, including the prices of the individual products. Prices are listed including VAT and all related fees. Offers for sale of games and their prices remain valid as long as displayed on the portal. All offers on the portal are non-binding, and the Seller is not obliged to conclude a Purchase Agreement for the offered product.

To order a game key, the User completes an order form on the portal shop.zorapp.cz. The order form contains in particular information about:

- The ordered digital product (game key),
- The method of payment of the purchase price of the game key,
- Other conditions relating to the execution of the order.

Before sending the order, the User is allowed to check and change the data entered, including the ability to identify and correct errors. The order is sent by clicking the 'Complete Order' button. Data entered in the order are deemed correct by the Seller. The Seller will immediately confirm receipt of the order via email sent to the User's email address.

The contractual relationship between the Seller and the User is established upon delivery of the acceptance of the order (confirmation), which the Seller sends via email.

The User acknowledges that the Seller is not obliged to conclude a Purchase Agreement, in particular with persons who have previously materially breached a Purchase Agreement (including the Terms and Conditions).

The User agrees to the use of remote communication means when concluding the Purchase Agreement. Any costs incurred in connection with the use of remote communication means shall be borne by the User.

PAYMENT TERMS

Unless explicitly stated otherwise, the purchase price shall also include any related administrative costs.

- Online payment gateway provided by Comgate Payments, a.s., enabling immediate payment.
- Online bank transfer provided by Comgate Payments, a.s., enabling immediate payment.

In the case of non-cash payment, the purchase price is due within 2 hours of order creation. The User's obligation to pay the price is fulfilled when the relevant amount is credited to the Seller's account.

The Seller guarantees that the game key will be fully functional and will provide the User with access to the digital game in accordance with the Purchase Agreement.

WITHDRAWAL FROM PURCHASE AGREEMENT (COMPLAINT PROCEDURE)

The User acknowledges that under Section 1837(I) of the Civil Code, it is not possible to withdraw from a Purchase Agreement for the supply of digital content if the digital content has been delivered with the User's prior express consent before the expiry of the withdrawal period. By purchasing a game key or link enabling access to the game, the User agrees to the immediate delivery of digital content and thus loses the right to withdraw from the agreement.

In the event of technical problems with the game key that prevent access to the purchased game, the User is entitled to contact customer support at info@zorapp.cz. The Seller undertakes to resolve complaints without undue delay and ensure functionality or provide a new key in case of a recognized defect.

The Seller is not responsible for technical issues on the User's side, such as incorrect browser settings, insufficient internet connection, or incompatible devices that may restrict access to the game.

RESPONSIBILITY FOR DEFECTS, WARRANTY

The rights and obligations regarding defects, including warranty liability, follow applicable laws. The Operator is only liable for defects in the digital product (game key) that prevent access to the game, not for technical issues on the User's side. In case of a recognized defect, the Operator undertakes to ensure repair or provide a new game key.

ADDITIONAL RIGHTS AND OBLIGATIONS OF THE PARTIES

Upon full payment, the User gains the right to access the game as specified in the offer.

The User acknowledges that the software, game content, graphics, texts, and other elements of the portal and ZORA system are protected by copyright. Unauthorized use is prohibited.

The game key must be redeemed within 2 months of purchase. After this period, access is not guaranteed unless otherwise agreed with the Seller.

PERSONAL DATA PROTECTION AND COMMERCIAL COMMUNICATION

The protection of the User's personal data is governed by GDPR. The User agrees to the processing of personal data necessary for contract execution, account management, and marketing communication. Data will be processed for up to 10 years. The User may withdraw consent at any time by contacting info@zorapp.cz.

DELIVERY

Unless agreed otherwise, all correspondence must be delivered electronically or by post. Messages sent by email are deemed delivered upon arrival at the mail server.

FINAL PROVISIONS

Relationships connected to the use of the portal or established by the Purchase Agreement are governed by Czech law. The Seller is authorized to sell digital products under a trade license. Any invalid provisions of these Terms do not affect the validity of the remaining provisions. The Purchase Agreement, including these Terms, is archived electronically and is not publicly accessible.

Contact details of the Seller:

- Address for correspondence: Štěrňánská 544/1, Prague 2, 120 00
- Email: info@zorapp.cz
- Phone: +420 775 550 126