PARTURA Quality

GENERAL TERMS AND CONDITIONS OF PARTURA QUALITY GROUP s.r.o.

FOR BUSINESS PARTNERS – SERVICE PROVIDERS

Partura Quality Group s.r.o

Registered Adress : Farská 1342/50, 949 01 Nitra, Slovak Republic

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Executive Directors : Michal Rybanský, Sebastián Kijac

hereinafter referred to as **Partura Quality Group s.r.o**

PREAMBLE

These General Terms and Conditions govern the mutual legal relationship between **Partura Quality Group s.r.o.**, having its registered office at **Farská 1342/50, 949 01 Nitra**, Company ID No.: **56530722**, registered with the Commercial Register of the District Court **Nitra**, Section: Sro, Insert No.: **64253/N**, acting as the Customer (hereinafter referred to as "**Partura Quality Group**" or "**Customer**"), and the external entity providing services to the Customer, being either a natural person – entrepreneur, or a legal entity (hereinafter referred to as the "Provider" or "Business Partner", and collectively with the Customer also referred to as the "Contracting Parties").

1. GENERAL PROVISIONS

1.1 Partura Quality Group s.r.o. is a legal entity conducting business in the provision of integrated services related to quality management. For the purpose of ensuring effective, proper, and timely performance of its contractual obligations toward its business partners, to whom it acts as the contractual supplier of services, the company provides such services also through third-party entities — the Provider or Providers of services — acting on the basis of an authorization or contractual relationship with the company.

1.2 The General Terms and Conditions of Partura Quality Group s.r.o. (hereinafter referred to as the "GTC") form an integral part of any legal transaction between the company acting as the Customer and any person acting in the capacity of a service provider (hereinafter referred to as the "Provider"), regardless of the form of such transaction—including but not limited to framework agreements, individual contracts, purchase orders, confirmations of orders, or binding offers to supply goods and/or provide services, especially outsourcing contracts concluded pursuant to the provisions of Act No. 513/1991 Coll., the Commercial Code, as amended, including all associated annexes (hereinafter referred to as the "Agreement"), unless expressly agreed otherwise in writing by the Contracting Parties.

By entering into the Agreement, the Provider confirms that they are familiar with the contents of the GTC, agrees to them without reservation, and undertakes to comply with them. Deviations from these GTC (hereinafter referred to as "Exceptions") shall only be valid and enforceable if expressly approved in writing by Partura Quality Group s.r.o., and such approval must be documented in written records signed by the authorized representatives of both Contracting Parties.

1.3 In the event of any inconsistency or conflict between the provisions and/or wording of these GTC and the provisions and/or wording of the Agreement, the provisions and/or wording of the Agreement shall prevail. This shall not affect clause 1.2 of these GTC, which shall remain valid and effective in its entirety.

The provisions and wording of these GTC shall prevail over the relevant provisions of the Commercial Code and other generally binding legal regulations of the Slovak Republic, to the extent legally permissible.

1.4 Partura Quality Group s.r.o. reserves the right to unilaterally amend or supplement these GTC, in whole or in part, especially in order to adapt them to economic, financial, technological, personnel-related, strategic, pricing, or socio-political changes or circumstances that could not reasonably have been foreseen at the time of entering into the Agreement or negotiating these GTC.

Any such amendment or supplement to the GTC shall not be considered a breach of contractual obligations by the Customer and shall not entitle the Provider to alter, limit, or refuse performance of its contractual obligations—even after such amended or supplemented GTC become effective. The Provider remains obligated to fulfill all contractual obligations arising from the Agreement and from the version of the GTC valid and effective at the relevant time.

1.5 Any entity acting in the capacity of Provider is required to acquaint itself with the GTC prior to entering into a contractual relationship with Partura Quality Group s.r.o. The GTC shall apply to all contractual relationships established between Partura Quality Group s.r.o. and the Provider from the effective date of the relevant Agreement until full performance of all obligations arising from or related to the Agreement.

If the Provider accepts a purchase order issued by the Customer pursuant to clause 2.3 of these GTC, such acceptance shall be deemed an unconditional and full agreement to the terms of the GTC, and the Provider shall be bound to observe and comply with them in their entirety throughout the contractual relationship with Partura Quality Group s.r.o.

1.6 The Provider's terms and conditions shall become legally binding solely if Partura Quality Group s.r.o. expressly confirms their applicability in writing within the Agreement and simultaneously declares that such terms shall take precedence over the provisions of these General Terms and Conditions (hereinafter referred to as the "GTC"). For the avoidance of doubt, unless the foregoing conditions are met, the provisions of these GTC shall prevail over any terms and conditions of the Provider, including but not limited to purchase terms, delivery terms, or any other contractual provisions issued by the Provider.

1.7 Should any provision of these GTC or any provision of the Agreement be declared invalid or unenforceable, such invalidity or unenforceability shall not affect the validity and enforceability of the remaining provisions of the respective legal document. The Contracting Parties undertake to replace any invalid provision by a method stipulated in the Agreement. If no such method is provided for therein, the Parties shall substitute the invalid provision with a new one that most closely reflects the original intent of the Parties at the time the Agreement was concluded. The Provider is obliged to cooperate fully and promptly with the Customer to facilitate this substitution.

2. CONCLUSION, DURATION AND TERMINATION OF THE AGREEMENT

2.1 The contractual relationship between the Customer and the Provider shall arise upon the conclusion of the Agreement and shall terminate in the manner specified therein. Unless stipulated otherwise in the Agreement, the Customer shall be entitled to withdraw from the Agreement unilaterally and with immediate effect by delivering written notice of withdrawal to the Provider, without obligation to state a reason. Upon withdrawal, all mutual rights and obligations of the Contracting Parties shall cease to exist, with the exception of those related to confidentiality, compensation for damages, liability for defects, contractual or statutory penalties, and any other rights or obligations arising from their nature or from generally binding legal regulations.

2.2 In the case of a framework Agreement concluded between the Customer and the Provider under which subsequent individual Agreements or purchase orders further specifying the subject matter (e.g., quantity, delivery dates, place of performance) are to be executed, Partura Quality Group s.r.o. shall express its interest by issuing a purchase order, either in writing or by other appropriate means (e.g., by telephone), depending on the specific circumstances of the relationship. A purchase order shall be deemed to be written even if delivered electronically—via email, SMS, or communication applications such as Messenger, WhatsApp, Viber, or other relevant platforms.

2.3 The Provider is obliged to review the Customer's purchase order and respond in writing within 24 hours of the day following its delivery or notification. If the Provider does not respond within three (3) business days from the date of delivery or notification, the order shall be deemed accepted and the Provider shall be legally bound by its contents as of the expiration of that period. Any proposals by the Provider to modify or supplement the order shall only become effective upon subsequent express written approval by the Customer.

3. DELIVERY CONDITIONS AND PERFORMANCE TERMS

3.1 Service Delivery Obligations

The Provider undertakes to deliver the agreed services to the Customer in the quantity, nature, and quality specified, in accordance with the terms set out in the Agreement and these General Terms and Conditions (hereinafter the "GTC"). In performing the services, the Provider shall follow the Customer's instructions, act with professional diligence, and ensure that the services are carried out at a high level of quality within the timeframe and method defined in the Agreement. The Provider shall comply with all technical requirements and applicable legal regulations related to the provision of the services for the entire duration of the contractual relationship. The Customer shall be entitled to continuously monitor the execution of the services and the Provider's activities during performance. The Provider is obligated to provide the Customer with any and all cooperation necessary for conducting such monitoring.

3.2 Performance Reporting

The Provider shall submit to the Customer, on a regular basis (weekly or monthly), a written summary report detailing the scope of services actually provided during the respective time period, no later than by the end of the week or month in which the services were performed. This obligation is without prejudice to the obligations set out in clause 3.6 of these GTC.

If the Provider delivers services in excess of the quantity specified in the Agreement or purchase order, Partura Quality Group s.r.o. reserves the right to reject acceptance of such excess services, and all related costs shall be borne entirely by the Provider.

Should the Provider deliver less than the quantity agreed upon under the Agreement or purchase order, the Provider shall promptly supply the missing services, and all associated costs shall be fully borne by the Provider.

3.3 Professional Execution and Use of Third Parties

The Provider shall perform the services duly, professionally, within the agreed timeframe, and in accordance with the instructions of the Customer. The Provider shall demonstrate its professional capacity to provide services by presenting certification of completed professional training.

Without the prior written consent of the Customer, the Provider shall not engage any third party in fulfilling its contractual obligations. In the event of a breach of this obligation, the Provider shall bear full responsibility for the actions of the third party and shall not be entitled to the contractually agreed remuneration.

Even where the Customer has granted written consent for the involvement of a third party, the Provider remains liable for such third party's conduct to the same extent as if acting personally.

3.4 Obligation to Notify of Impediments

The Provider shall promptly inform the Customer in writing of any impediment that prevents proper and timely fulfillment of obligations arising from the Agreement or purchase order. This shall not affect the Customer's right to claim compensation for damages.

3.5 Timeliness of Service Delivery

A service shall be deemed to have been delivered on time if it is performed at the location and time specified in the Agreement or determined by the Customer in another mutually agreed manner, including coordination through electronic communication.

3.6 Service Monitoring and Reporting

During the performance of the service, the Provider is required to maintain a written (electronic) report identifying any errors encountered during the execution of the service, which must be submitted to the Customer on a daily basis.

In addition, the Provider shall submit to the Customer a weekly partial time report indicating the number of hours dedicated to the provision of services in the relevant week. Such reports may be delivered electronically (e.g., by email).

4. PROVIDER'S REMUNERATION AND PAYMENT TERMS

4.1 Remuneration and Payment Terms

The method for determining the Provider's remuneration, as well as the conditions for establishing entitlement to payment for services rendered and related payment terms, shall be set forth in the applicable Agreement.

4.2 Alternative Billing Documentation

Should the Provider fail to fulfill its obligation under Article 3.2 (first sentence), the "Report of Hours Worked," maintained on a weekly basis and submitted once per week to the Customer, may serve as the basis for issuing an invoice. This clause shall not affect the obligations under Article 3.6 of these GTC.

4.3 Verification of Time Reports

The Customer is entitled to verify the "Report of Hours Worked" against other available attendance tracking tools, including third-party systems or the Customer's own internal attendance monitoring system.

4.4 Remuneration Conversion Mechanism

In the event of doubt by the Customer concerning the scope of services delivered pursuant to Article 3.2, the Provider's remuneration may be determined using the following indicative conversion formulas:

Conversion Method	**Coefficient**	**Calculation**
Number of inspected units → hours	10	Number of units ÷ 10
Number of hours worked → inspected units	10	Number of hours × 10

Nature of the Conversion

The Provider acknowledges that the conversion mechanism is non-binding. If it remains impossible to determine the amount of remuneration even by means of the conversion method, and the Provider fails to comply with its documentation obligations despite having been duly requested to do so by the Customer, the Provider shall not be entitled to any remuneration.

4.5 Invoicing and Invoice Details

Unless otherwise agreed, the Provider is entitled to issue an invoice following the delivery of the service. The Provider shall notify the Customer in writing of any change to its VAT registration number, bank account details, or registered address. The Provider is fully responsible for the accuracy of all invoicing information.

Each invoice must contain the following:

- Identification details of the Contracting Parties (business name, registered office, Company ID, tax ID, VAT ID, registration reference);
- Invoice number, date of issuance, due date, and taxable supply date;
- For invoices subject to VAT — applicable VAT rate and total VAT amount in EUR;
- Reference to the contractual provision entitling the Provider to issue the invoice;
- Total invoiced amount in EUR;
- Identification of the person issuing the invoice;
- Bank account details including constant and variable symbols.

4.6 Payment Due Date

Unless otherwise stipulated in writing in the Agreement, the due date for any invoice issued by the Provider shall be 60 calendar days from its delivery to the Customer. The payment shall be deemed settled as of the date the amount is debited from the Customer's bank account.

4.7 Incorrectly Issued Invoice

If the invoice fails to comply with the requirements set out in the Agreement or in these GTC, the Customer shall not be obligated to pay it. In such cases, the Customer shall be entitled to return the invoice along with written objections. The original payment due date shall cease to apply, and a new due date shall commence upon delivery of a properly issued corrected invoice.

4.8 Withholding and Offset of Claims

Partura Quality Group s.r.o. shall be entitled to withhold or unilaterally offset any claims it holds against the Provider (including but not limited to claims arising from liability for defects, warranty obligations, compensation for damages, etc.) against any receivables of the Provider—irrespective of their maturity. During the period of payment withholding, the Customer shall not be considered in default of payment.

5. OCCUPATIONAL HEALTH AND SAFETY (OHS), FIRE PREVENTION, AND ENVIRONMENTAL STANDARDS

Joint workplace arrangement concluded pursuant to § 18 para. 3 of Act No. 124/2006 Coll. on Occupational Health and Safety, as amended, including applicable environmental protection regulations.

5.1 Mutual Exchange of Information

The Customer and the Provider have mutually exchanged information regarding:

- **5.1.1** Identified risks, risk assessments, environmental aspects, and the list of personal protective equipment (“PPE”);
- **5.1.2** Implemented preventive measures in the areas of first aid, fire safety, rescue operations, and evacuation procedures, including traumatology plans, fire regulations, fire evacuation plans, fire watch protocols, and related directives;
- **5.1.3** Placement of informational, instructional, and warning signage.

5.2 Joint Workplace Arrangement

In cases where services are provided outside the premises of Partura Quality Group s.r.o., the company shall have a valid joint workplace agreement with the primary client of the services, who is responsible for the safety of operating facilities, maintenance of technical equipment, and construction structures in accordance with applicable OHS and fire prevention requirements.

5.3 Safety of Technical Equipment

Each business partner shall independently bear full responsibility for the safe condition of any technical devices and machinery used in connection with the performance of services under the framework service agreement.

5.4 Use of Equipment

Partura Quality Group s.r.o. may lease technical equipment to the Provider, with all servicing, maintenance, and repairs of such equipment being carried out at the Provider’s expense. The Provider is prohibited from using any equipment without the requisite license, without proper operational training, or if such equipment shows signs of damage. The use of equipment belonging to third parties (e.g., the Customer’s employees) is prohibited unless explicitly permitted in writing.

5.5 Provision of PPE

The Customer shall supply the Provider with PPE under the framework agreement. In case of unavailability of required PPE, the Provider is obliged to promptly notify the Customer and refrain from performing any activity until the issue is resolved.

5.6 Provider's Authorization and Competence

The Provider shall be required to possess:

- a valid trade license for the relevant business activity;
- certification of medical fitness (medical examination);
- documented completion of occupational health and safety (OHS) and fire prevention (FP) training.

The Customer shall provide support in arranging the aforementioned training. Should the Provider fail to complete the required training, they must immediately notify the Customer.

5.7 Compliance with OHS Regulations

The Provider is obliged to comply with all applicable laws and regulations concerning occupational health and safety at the location where services are performed.

5.8 Substance Testing Obligation

The Provider shall, at any time, submit to a breath alcohol test or test for intoxicating substances upon request by the Customer or the direct client of the services.

5.9 Medical Fitness Requirement

Upon entering into the Agreement, the Provider shall undergo an initial and subsequent periodic medical examination to confirm fitness to perform services. If this obligation is not fulfilled, the Provider shall pay a contractual penalty of EUR 50 for each violation. The medical examination may be conducted by the Provider's general practitioner.

5.10 Quality Management (ISO 9001)

The Provider shall adhere to quality management standards, particularly in the following areas:

- documentation and records management;
- service identification and traceability;
- handling of non-conforming outputs;
- complaint resolution procedures;
- implementation of corrective and preventive actions;
- management of monitoring and measuring equipment;
- analysis and optimization of processes.

5.11 OHS and Fire Safety Standards (OHSAS 18001)

The Provider shall comply with the following principles:

- Risk and incident management;
- Provision of first aid;
- Adherence to occupational health and safety (OHS) and fire protection (FP) directives;
- Analysis and improvement of the working environment.

5.12 Environmental Conduct (ISO 14001)

In carrying out its activities, the Provider shall:

- Observe rules on waste separation;
- Conserve energy and natural resources;
- Adhere to environmental emergency response plans.

5.13 Protection of Reputation and Environment

The Provider shall perform its services in such a way that:

- The quality of the services is not jeopardized;
- The working environment of the company is not polluted;
- Harmful substances are not released without prior consultation with the Customer;
- The Customer's reputation is not damaged;
- Soil, water, or air are not endangered by petroleum products, chemicals, or hazardous waste.

5.14 Internal Inspections

The Provider shall permit the Customer's employees to carry out inspections relating to compliance with OHS requirements, environmental protection obligations, and quality standards for the provided services.

5.15 Compliance with Legal Regulations

In fulfilling the Agreement, the Provider undertakes to comply with all generally binding legal regulations concerning:

- Environmental protection: Act No. 17/1992 Coll., Act No. 543/2002 Coll., Act No. 364/2004 Coll., Waste Act No. 79/2015 Coll.;
- Air quality protection: Act No. 478/2002 Coll., Act No. 137/2010 Coll.;
- Public health protection: Act No. 355/2007 Coll.;
- Occupational safety: Act No. 124/2006 Coll.

The Provider further undertakes to comply with legislation concerning:

- Fire protection: Act No. 314/2001 Coll.;
- Prevention of industrial accidents: Act No. 128/2015 Coll.;
- Chemical safety: Act No. 67/2010 Coll.;
- Mining operations: Act No. 44/1988 Coll. and Act No. 51/1988 Coll.

(these regulations hereinafter referred to collectively as the **"Special Regulations"**)

6. LIABILITY FOR DAMAGES AND DEFECTS, CONTRACTUAL PENALTIES

6.1 General Liability of the Provider

The Provider shall be liable for any damage caused by a breach of its obligations under the Agreement, its integral components including these General Terms and Conditions (GTC), and applicable legal regulations, in connection with the performance of the Agreement or the provision of services to the Customer or any third party designated by the Customer. The Provider shall likewise be liable for damage caused by individuals through whom services are rendered.

The Provider is required to compensate both actual damages and lost profits within fifteen (15) calendar days from receipt of a written demand for compensation issued by the Customer. The application of Section 374 of the Commercial Code shall be excluded. Circumstances excluding liability shall be considered only if they occur independently of the Provider's will and could not reasonably have been foreseen or overcome (e.g., natural disaster, war, pandemic, strike, fire, technical failure, delay by a subcontractor, etc.).

Obstacles arising during the Provider's delay in fulfilling obligations, or those resulting from the Provider's own economic, technical, or financial conditions, shall not exclude liability.

6.2 Form and Scope of Compensation

Damages shall typically be compensated in monetary form. Upon express request of the Customer, damages may be remedied by restitution to the prior condition. In lieu of compensation for lost profits, the Customer shall be entitled to request the equivalent of profits that would ordinarily be achieved under comparable conditions in a fair commercial context within the relevant industry sector.

6.3 Extended Scope of Liability

The Provider shall also be liable for damages exceeding what could reasonably have been foreseen at the time of entering into the contractual relationship, provided such damages relate to circumstances that the Provider knew or ought to have known when exercising ordinary care. Damages shall include any expenses incurred by the Customer due to the Provider's breach.

In the event of a breach of the Customer's trade secrets, the Customer shall be entitled to claim damages in the minimum amount of EUR 1,000, or in an amount equivalent to the fee that would be payable for lawful use of the respective trade secrets.

6.4 Liability for Defective Services

The Provider shall be liable for the proper and timely execution of the services. Upon identifying defects, the Customer shall be entitled to inform the Provider and determine the manner, deadline, and location for their rectification, which the Provider shall be bound to comply with.

The Provider shall bear all costs associated with remedying the defects, legal deficiencies, replacement or missing services, including transportation, technical labor, and related expenses. The Provider shall also reimburse the Customer for any costs incurred in providing assistance necessary for the defect rectification process.

6.5 Consequences of Failure to Remedy Defects

If the Provider fails to eliminate the defects within the deadline set by the Customer, the Customer shall be entitled to:

- Withdraw from the Agreement;
- Request an appropriate discount from the service price;
- Claim compensation for damages.

For each day of delay—whether in whole or in part—in resolving the complaint, the Customer shall be entitled to a contractual penalty of **3% of the total invoiced amount (including VAT)**, irrespective of the Provider's fault.

6.6 Public-Law Consequences of Breach of Contract

If, as a result of the Provider's breach of contractual obligations or applicable legal regulations, the Customer incurs a public-law obligation (e.g. payment of taxes, fees, fines, penalties), the Provider shall be liable for the resulting damages. In the event the Customer is sanctioned by the competent authority, the Provider shall indemnify the Customer in the full amount of such imposed sanction.

6.7 Contractual Penalties for Specific Breaches of Duty

In the event of breach of specific contractual obligations, the Customer shall be entitled to the following contractual penalties:

Breach of Obligation	Penalty Amount
Delay in commencing or providing the service	EUR 200 / per day
Breach of OHS/fire safety threatening life or delaying service	EUR 3,000 / per incident
Other breach of OHS/fire safety	EUR 100 / per incident
Repeated breach or breach persisting for at least 3 days	EUR 300 / per incident
Failure to use PPE during service provision	EUR 50 / per incident
Breach of Article 5.4 or 5.5 of the GTC	EUR 100 / per incident

6.8 Penalties for Other Breaches

In the event of any other breach of obligations arising from the Agreement or the General Terms and Conditions (GTC), where no specific contractual penalty is stipulated, or in the case of delay in fulfilling any contractual obligation, the Customer shall be entitled to a contractual penalty of **EUR 100** for each commenced day of delay or for each instance of breach.

6.9 Independence of Contractual Penalties from Damages

The existence or payment of a contractual penalty shall not affect the Provider's obligation to fulfill the secured duty, nor shall it prejudice the Customer's right to claim full compensation for damages.

7. CONFIDENTIALITY, PROTECTION OF TRADE SECRETS AND PERSONAL DATA

7.1 Confidentiality Obligation

The Contracting Parties undertake to maintain confidentiality with respect to all information, facts, documents, records, and data disclosed to each other during the negotiation of the Agreement, as well as information acquired during the performance of their rights and obligations under the Agreement. This obligation shall not apply in cases where information is disclosed to third parties providing professional services who are legally bound to confidentiality, or to third parties directly involved in the execution of contractual obligations.

The Parties further undertake not to use any information obtained in connection with the Agreement in a manner that is contrary to the interests of the other Party. The confidentiality obligation shall remain in effect even after the termination of the Agreement, unless disclosure is required by applicable law or authorized by prior written consent of the other Party.

Information obtained by the Provider during the performance of the Agreement shall be deemed confidential and shall constitute the Customer's trade secret. In the event of a breach of confidentiality resulting in damage, the Provider shall be liable for full compensation. In addition, the Customer shall be entitled to a contractual penalty of **EUR 5,000**, payable within seven (7) days from the delivery of written notice, without prejudice to the right to claim damages.

7.2 Definition of Confidential Information

For the purposes of these GTC, "Confidential Information" shall be deemed to include any data, documents, knowledge, or information, irrespective of the medium or form in which it is stored or conveyed, and in particular:

- information relating to the Agreement, its performance, and the obligations of the Parties;
- data regarding the economic, technical, legal, or operational aspects of either Party;
- information regarding customers or business partners of Partura Quality Group s.r.o.;
- information subject to special protection under applicable legislation (e.g., trade secrets, tax data, personal data);
- information provided prior to the conclusion of the Agreement (e.g., price quotations, requests for proposals);
- Information expressly marked as "confidential," "proprietary," or any similar designation;
- Communication between the Customer and the Provider, or between either Party and third parties, which was not intended for the Provider but came into its possession.

7.3 Protection of Confidential Information

Confidential Information may be used solely for the purpose of fulfilling the subject matter of the Agreement. The Provider shall safeguard such information from misuse, loss, destruction, unauthorized disclosure, or any other compromise, even after the Agreement has been terminated.

7.4 Non-Compete Clause

The Provider undertakes that, during the term of the Agreement and for a period of **three (3) months** following its termination, it shall not perform, on its own behalf or on behalf of any third party, any activity within the territory of the Slovak Republic that competes with the business activity of the Customer or relates to the subject matter of the Agreement.

In the event of breach of this obligation, the Provider shall pay the Customer a contractual penalty of **EUR 1,500** for each individual violation, payable within **seven (7) days** of receipt of the written notice. This shall not affect the Customer's right to claim full compensation for damages.

8. SPECIAL AND FINAL PROVISIONS

8.1 Governing Law

The Agreement and these General Terms and Conditions shall be governed by the legal system of the Slovak Republic.

8.2 Restriction on Assignment of Rights and Obligations

The Provider may not assign or transfer its rights or obligations under the Agreement to any third party, nor may it encumber, assign, or set off such rights, without the prior written consent of the Customer. This restriction shall remain applicable even after termination of the Agreement.

8.3 Form of Delivery and Communication

The Contracting Parties agree as follows:

- **(a)** Documents that are required by law to be in written form shall be delivered by registered post to the address listed in the commercial register as of the date of dispatch. Delivery shall be deemed to have occurred even if the receipt period expires, acceptance is refused, or the item is returned.
- **(b)** In all other cases, delivery shall take place electronically (email, telephone). The Provider's contact email shall be the address from which the initial communication or order confirmation was sent, unless otherwise agreed in writing.

8.4 Dispute Resolution

The Contracting Parties undertake to resolve any disputes primarily through mutual agreement or alternative dispute resolution. If such resolution proves unsuccessful, the dispute shall be adjudicated by a competent court of the Slovak Republic in accordance with Act No. 160/2015 Coll. on Civil Litigation Procedure. The existence of a dispute shall not entitle the Provider to unilaterally suspend the provision of services under the Agreement.

8.5 Validity and Amendments to the GTC

These General Terms and Conditions shall enter into force and become effective on **01 January 2025**. Any amendment shall become effective either on the day of publication on the official website of Partura Quality Group s.r.o. or on the day of notification to the Provider—whichever occurs first. Any new version shall supersede the previous version and become an integral part of the Agreement.

8.6 Interpretation of Legal References

Any references to legal regulations contained in these GTC shall be understood as references to such regulations in their current and applicable wording, including any amendments and replacements in effect at the time of application.

Confirmation and Approval of the General Terms and Conditions It is hereby confirmed that the General Terms and Conditions of **Partura Quality Group s.r.o.**, valid and effective as of **01 January 2025**, have been duly approved and adopted in accordance with the company's internal regulations and the decision of its statutory representatives.

On behalf of Partura Quality Group s.r.o. Company ID No.: 56530722 Registered Address: Farská 1342/50, 949 01 Nitra

Name	**Position**	**Date**	**Signature**
Michal Rybanský	Executive Director	01.01.2025	
Sebastián Kijac	Executive Director	01.01.2025	

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