

TERMS AND CONDITIONS

1. General Provisions

1.1. These terms and conditions govern the rights and obligations between the seller – **Neonworld s.r.o.**, with its registered office at Námestie Sv. Mikuláša 27, 064 01 Stará Ľubovňa, Company ID: 53215052, Tax ID: 2121303635, VAT ID: SK2121303635, registered in the commercial register on August 8, 2020 (hereinafter referred to as the "Seller"), and the buyer (hereinafter referred to as the "Buyer"), arising from the purchase of goods through the e-shop at www.neonworld.ae.

1.2. The Buyer is a natural or legal person who enters into a purchase agreement with the Seller through the electronic system on the e-shop's website.

1.3. Legal relations not covered by these terms and conditions shall be governed by the applicable legal regulations of the United Arab Emirates.

2. Order and Conclusion of the Purchase Agreement

2.1. The Buyer shall place an order for goods through the electronic system of the e-shop.

2.2. The order becomes binding once confirmed by the Seller via email to the address provided in the order.

2.3. The purchase agreement is concluded at the moment the order confirmation is delivered to the Buyer.

3. Price of Goods and Payment Terms

3.1. The price of the goods is indicated for each item in the e-shop and is final, including VAT, unless stated otherwise.

3.2. Payment for the goods can be made in the following ways:

- Online card payment
- Cash on delivery
- Bank transfer

3.3. The Buyer is obliged to pay the price for the goods within the period specified in the order confirmation.

4. Delivery Terms

4.1. The goods will be delivered to the address specified by the Buyer in the order.

4.2. The Seller undertakes to deliver the goods as soon as possible, but no later than 30 days from the conclusion of the purchase agreement, unless otherwise agreed between the parties.

4.3. Shipping costs are charged according to the current price list displayed on the e-shop's website.

5. Withdrawal from the Agreement

5.1. The Buyer does not have the right to withdraw from the agreement within 14 days without providing a reason, as the products offered on the e-shop www.neonworld.ae are custom-made based on the Buyer's specific requirements (in accordance with § 1837 of the UAE Consumer Protection Law).

5.2. If there are any errors on the part of the Seller, such as delivering the wrong goods, the

Buyer has the right to claim the goods according to the complaint conditions specified in Section 6.

6. Complaints and Warranty

6.1. The Buyer has the right to file a complaint if they discover defects in the goods that were present at the time of receipt.

6.2. The warranty period for the goods is 24 months from the date of receipt, unless stated otherwise.

6.3. Complaints must be made immediately after discovering the defect via email to info@neonworld.sk or by post to the company's address.

7. Personal Data Protection

7.1. The Seller undertakes to process the personal data of the Buyer in accordance with the applicable legislation, specifically the Data Protection Law and GDPR.

7.2. The Buyer's data will not be provided to third parties, except in cases necessary to fulfill the obligations arising from the purchase agreement (e.g., shipping companies).

8. Final Provisions

8.1. These terms and conditions come into effect on the date of their publication on the e-shop's website www.neonworld.ae.

8.2. The Seller reserves the right to amend the terms and conditions, and the new version will be published on the e-shop's website.