

Appendix B

Return Policy

This Return Policy regulates the relationship between the parties to the Service Contract, where one party is DNA ERA s.r.o., business ID 51860830, with its registered office at Karadžičova 8/A 821 08 Bratislava, registered in the Commercial Register of the District Court Bratislava I, Insert No. 131120/B, email: info@dnaera.com, as the provider (hereinafter referred to as the "Provider" or "DNA ERA") and the other party is the client (hereinafter referred to as the "Client"). Further information about the Provider can be found at www.dnaera.com in the "About us" section.

1. Introductory Provisions

This Return Policy defines the binding rules for the return procedures and contains information concerning the conditions applicable to returns that the Provider claims in accordance with Act No. 259/2007 Coll. on Consumer Protection and on the Amendments to Act No. 372/1990 Coll. on Offences of the Slovak National Council, as amended (hereinafter referred to as the "**Consumer Protection Act**"), Act No. 102/2014 Coll. on Consumer Protection in the Sale of Goods or the Provision of Services under a Distance Contract or a Contract Concluded away from the Seller's Premises and on the Amendment and Supplementation of Certain Acts (hereinafter referred to as the "**Act on Consumer Protection for Distance Selling**") and Act No. 40/1964 Coll., the Civil Code, as amended (hereinafter referred to as the "**Civil Code**").

The Client agrees to and is informed of the Return Policy, which the Client has familiarised themselves with prior to entering into a contract with the Provider. Consent to the Return Policy shall be deemed to be the conclusion of the service contract with the Provider.

The Client acknowledges that they are obliged to provide the Provider with the necessary cooperation required to process the return, in particular to fill in the Return Form properly. Otherwise, all time limits shall be extended as necessary by the time that it took the Client to provide the required cooperation.

2. Return Conditions

Returns shall be made exclusively using the Return Form available online at www.dnaera.com. A printed version of the Return Form can also be collected from the Provider's premises at the physical address: Karadžičova 8/A, 821 08 Bratislava. In order to process the return as quickly as possible, we recommend using the electronic form. The return must be initiated without undue delay after a defect has been detected. Upon receiving the kit from the courier, the Client is obliged to properly and carefully check the condition of the shipment (in particular the number of packages, intactness or damage to the packaging) according to the delivery note. The Client shall further check the completeness of the kit on the day of receiving the shipment, in particular whether the package contains everything it is supposed to contain.

The Provider shall not be liable for damage that occurs (i) after the risk of damage has passed to the Client, (ii) by accident, (iii) as a result of the actions of the Client or other persons, or (iv) as a result of usage contrary to the technical characteristics of the kit and the Provider's recommendations.

If the Client, who is a consumer, submits a claim, the Provider, or an employee or a designated person authorised by the Provider, is obliged to inform the consumer of their rights under the Civil Code or the relevant legislation.

On the basis of the consumer's decision as to which of these rights to exercise, the Provider is obliged to determine the manner of processing the return pursuant to Section 2(m) of the Consumer Protection Act immediately, in complex cases no later than three (3) working days of the date of the claim; in justified cases, in particular if a complex technical assessment of the product's condition is required, no later than within thirty (30) days of the date of the claim. At the same time, if the Provider does not process the claim within 30 days, the Client has the same rights as if it were an irremediable defect (Section 18 (4) of the Consumer Protection Act), i.e. the right to an exchange of the goods or a refund (withdrawal from the contract).

If the Provider receives the subject of the claim at a later date – the time limit for processing the claim under this paragraph will start from the date of receipt.

The claim, including the rectification of the defect, must be settled without undue delay, at the latest within thirty (30) days of the date of the claim, unless the Provider and the Client agree on a longer period of time. Once the claim has been processed, the Provider shall notify the Client of the closure of the claim either by phone, text message, or email as specified in the Return Form.

If the Client does not file the claim properly following the conditions above and within the time limit, the Provider has the right to reject the claim as unjustified. Pursuant to Section 18(6) of the Consumer Protection Act, if the Client, as a consumer, has made a claim within the first twelve (12) months of purchase, the Provider, as a seller, may settle the claim by rejecting it only on the basis of a professional assessment (taking into account the above).

The Provider is obliged to issue the Client, who is also a consumer, with a written confirmation of when the Client exercised their right, what the content of the claim is and what method of processing the claim the Client requested; and furthermore a written confirmation of the date and method of processing the claim, including a confirmation of the repair and the duration of the repair, or a written justification of the rejection of the claim. Pursuant to Section 18(9) of the Consumer Protection Act, the Provider is obliged to issue written proof of the processing of the complaint within thirty (30) days of the date of the complaint, but no later than together with the proof of the successful processing of the complaint, if the time limit for its processing started from the date of receiving the subject of the claim by the Provider.

3. Final Provisions

This Return Policy is valid from 21.03.2025 and supersedes the previous Return Policy adopted by the Provider.

In accordance with Section 18(1) of the Consumer Protection Act, this Return Policy is posted in a visible place accessible to the Client at the Provider's business premises or online on the following website: www.dnaera.com.