

# General Terms and Conditions

The company **Fresh & Tasty by Zátíší s.r.o.**, registered office: Novotného lávka 5, 150 00 Prague 1, Company ID No.: 26154641, VAT ID No.: CZ26154641 belongs to the Zátíší Group holding group.

These General Terms and Conditions (hereinafter the “GTC”) govern, in particular, the mutual rights and obligations of the contracting parties in connection with the provision of catering, food service and related services by **Fresh & Tasty by Zátíší s.r.o.** (hereinafter the “Provider”).

## Contact details:

Email: [freshandtasty@zatisigroup.cz](mailto:freshandtasty@zatisigroup.cz)

Mobile: +420 731 534 427

## Prices of services and products:

Prices of services and products are always determined by the Provider and form part of the Provider’s offer or of the order confirmed by the Provider. Prices are stated in CZK excluding VAT.

The invoice will always include VAT at the rate valid at the time of invoicing.

## Order:

By submitting an order by the customer and its confirmation by the Provider, a contractual relationship arises between the parties, unless agreed otherwise in writing between the parties.

## Change and cancellation of an order:

The customer may change or cancel a submitted order until the Provider accepts the order, by phone or by email using the contact details stated above in the “Contact details” section of these GTC.

The Provider reserves the right to cancel an order or part thereof if the raw materials required to produce the ordered products are currently unavailable. If this situation occurs, the Provider will contact the customer without undue delay to agree on the next steps.

If the customer has already paid part or all of the price, the relevant amount will be transferred back to the customer's account.

**Delivery terms:**

Delivery terms will always be agreed specifically in the customer's confirmed order or in other contractual arrangements between the parties.

**Payment terms:**

Payment terms will always be agreed specifically in the customer's confirmed order or in other contractual arrangements between the parties.

**Complaints:**

Upon receipt of the delivered goods, the customer is obliged to check the quantity and the visual quality of the products. The Provider may disregard later complaints regarding quantity and obvious defects.

When services are provided, the customer must notify the Provider without undue delay of any defective provision of services.

If the customer complains about hidden defects in the delivery of goods that were not apparent upon receipt, the customer must do so without undue delay, no later than within 24 hours of receipt of the delivery. Later complaints will not be taken into account.

Complaints regarding hidden defects may be submitted by phone, by email, or in person using the contact details stated in the "Contact details" section of these GTC.

If a complaint is accepted, it will be resolved as agreed between the customer and the Provider, either by replacement delivery or by a refund.

**Warranty period:**

If the subject of the business relationship is the delivery of food products, the use-by date is the end of the day following the day of delivery, unless stated otherwise on the packaging. Products must be stored at 0–6°C unless stated otherwise on the packaging.

**Personal data protection:**

Customers' personal data are processed in accordance with Act No. 101/2000 Coll. By providing data for registration, the customer/visitor agrees that the Provider will process and use the provided data for the Provider's internal and marketing purposes and further for the internal and marketing purposes of companies belonging to the Zátíší Group, in accordance with the Personal Data Protection Statement of Zátíší Group's business partners, available in

full at: <https://www.zatisigroup.cz/cz/pdf/gdpr-cs.pdf/>

In accordance with Act No. 480/2004 Coll., the customer agrees to receive informational emails.

**Out-of-court resolution of consumer disputes:**

If a consumer dispute arises between the Provider and a customer who is a consumer and the dispute cannot be resolved by mutual agreement, the customer may submit a proposal for out-of-court resolution of such dispute to the competent out-of-court consumer dispute resolution body, which is the Czech Trade Inspection Authority (Česká obchodní inspekce), Central Inspectorate – ADR Department, Štěpánská 15, 120 00 Prague 2, email: [adr@coi.cz](mailto:adr@coi.cz), website: [adr.coi.cz/](http://adr.coi.cz/).

**Suggestions:**

The Provider values users' opinions and feedback. Please send opinions and suggestions relating to the Zátíší Group to [info@zatisigroup.cz](mailto:info@zatisigroup.cz). The Zátíší Group reserves the right to quote submitted contributions, either including or excluding the sender's name.

**Final provisions:**

These GTC are valid in the wording published on the Provider's website, unless otherwise agreed in writing between the parties.

In the event of any written contractual arrangement between the Provider and the customer, the contractual terms shall take precedence over these GTC.

All contractual relationships between the Provider and the customer in connection with the provision of catering, food service and other related services are governed by the laws of the Czech Republic.

Validity of the GTC: from the date of issue until the date a new version is issued

Date of issue: 1 April 2026