

LEGAL DOCUMENTS

TERMS AND CONDITIONS

General terms and conditions of the Thrill Me online store.

ARTIKULAB S.R.O.
EFFECTIVE FROM 19/9/2026

Artikulab s.r.o. · IČO 23035188
Chudenická 1059/30, Hostivař, 102 00 Praha
info@thrillme.cz · +420 732 623 513

01

Seller

The Thrill Me online store is operated and the goods are sold by:

Artikulab s.r.o.
Company ID No.: 23035188
registered office: Chudenická 1059/30, Hostivař, 102 00 Prague, Czech Republic
registered under file No. C 420328 kept by the Municipal Court in Prague
email: info@thrillme.cz
telephone: +420 732 623 513
website: www.thrillme.cz

The Seller is not registered for VAT.

Address for returned goods and complaints:

Artikulab s.r.o.
Střelníční 638
793 26 Vrbno pod Pradědem
Czech Republic

These Terms and Conditions govern purchases made by consumers through the Thrill Me online store. The online store is not intended for purchases made in the course of business.

A consumer is a natural person who enters into a purchase contract with the Seller outside the scope of their business activity or independent professional practice.

02

Goods and prices

The online store is primarily intended for the sale of the new Thrill Me vinyl record. The main characteristics, current price and availability of the goods are stated on the website.

All product prices are final. The Seller is not registered for VAT. Delivery costs are added to the price of the goods unless the Customer chooses free collection at a concert.

The total order price, including delivery, is displayed before the Customer submits the binding order.

The price stated in a confirmed order will not change after the purchase contract has been concluded.

03

Order and conclusion of the purchase contract

The Customer places the goods in the cart, selects the quantity, enters the required contact and delivery details, chooses delivery and payment, and checks the order before submitting it.

The Customer may correct the entered details and the contents of the cart before submitting the order.

The order is submitted by clicking the “Place order with obligation to pay” button. By submitting the order, the Customer confirms that they have read and agree to these Terms and Conditions.

After the order has been submitted, the Seller sends an automatic confirmation email to the Customer. This email confirms that the Seller has received and accepted the order and establishes the purchase contract between the Customer and the Seller.

The purchase contract is concluded when the confirmation email is delivered to the email address provided by the Customer.

The confirmation email contains the order details, total price, selected delivery and payment method and, depending on the selected payment method, bank details or a secure PayPal payment link. The applicable Terms and Conditions are provided in a form that allows the Customer to save and view them later, for example as an attachment to the confirmation email.

The purchase contract may be concluded in Czech or English. The Seller stores it electronically for the period required by law. The Customer does not have direct access to it through a user account but may request a copy of its contents.

The Customer must provide complete, correct and truthful information. The Seller is not liable for an inability to deliver the goods or contact the Customer caused by incorrect information.

An order can only be created for a quantity covered by available stock. If the order cannot be accepted due to simultaneous orders or a technical error, the Seller will not send the confirmation email establishing the purchase contract and will inform the Customer without undue delay.

04

Payment

The Customer may pay for the order by bank transfer or through PayPal where these methods are offered in the checkout or in a subsequent payment request.

For a bank transfer, the Customer must use the payment details and correct variable symbol stated in the order confirmation or payment request.

For a PayPal payment, the Customer is redirected to the provider's secure payment environment. Use of PayPal is also subject to PayPal's terms and privacy statement. The Seller does not charge the Customer an additional fee for using PayPal; any currency conversion or other provider charges are governed by the terms applicable to the Customer's account or payment instrument.

The order price is due within 7 calendar days from the date the confirmation email is sent.

A bank transfer is paid when the full amount is credited to the Seller's account. A PayPal payment is paid when PayPal confirms successful completion of the full payment to the Seller. A payment that is pending, denied, cancelled or otherwise incomplete is not treated as paid.

Expiry of the payment period does not automatically cancel the order. The Seller may request payment or cancel the order manually; the Customer will be notified by email if the order is cancelled.

The goods are dispatched or prepared for collection only after full payment has been received.

05

Delivery methods and prices

The Customer may choose delivery to the address provided or free collection at a selected concert.

Address delivery costs:

- CZK 129 for delivery of 1 to 10 copies within the Czech Republic,
- CZK 390 for delivery of 1 to 5 copies to another Member State of the European Union,
- CZK 590 for delivery of 6 to 10 copies to another Member State of the European Union,
- CZK 790 for delivery of 1 to 5 copies to a country outside the European Union,
- CZK 990 for delivery of 6 to 10 copies to a country outside the European Union.

The Seller selects the carrier according to the destination country and operational availability. The Customer does not select the carrier.

For shipments outside the European Union, the price does not include customs duties, import taxes, import VAT or other local charges. The Customer pays these charges in accordance with the rules of the destination country.

The Customer is responsible for the accuracy and completeness of the delivery address and for ensuring that the shipment can be delivered to that address.

06

Presale and delivery time

The Seller will begin dispatching orders marked as presale and placed no later than 21/11/2026 from 20/11/2026. The first orders may be delivered no earlier than 21/11/2026.

If payment for a presale order is received later, the order will be dispatched no later than 7 days after receipt of payment.

Orders placed outside the presale period will be dispatched no later than 7 days after receipt of payment.

The usual delivery time calculated from handover to the carrier is:

- 1 to 3 days within the Czech Republic,
- 3 to 7 days to other European Union countries,
- 7 to 30 days to countries outside the European Union.

These delivery times are estimates. International shipments may take longer, particularly due to customs clearance or the local carrier's procedures. The Seller will inform the Customer of any material delay of which the Seller becomes aware.

07

Free collection at a concert

When placing the order, the Customer may choose free collection at one of the following concerts:

- 21/11/2026 – Prague,
- 26/11/2026 – Ostrava.

A concert ticket is not included in the order or the product price. An order for goods does not grant the Customer admission to the concert.

The goods will be prepared for collection only after the order has been paid in full.

The initial order confirmation does not include a collection code. A four-digit collection code will be sent separately after payment has been received and the order is ready for collection.

To collect the goods, the Customer must provide the order number and the correct collection code.

If the Customer does not collect a paid order at the selected concert, the Seller will contact the Customer using the details provided in the order. By agreement, the order may then be delivered to an address after the applicable delivery fee has been paid.

08

Receipt of goods

For dispatch, the goods are packed in shrink wrap, protective bubble wrap and a sealed shipping box.

The risk of damage to the goods passes to the Customer when the Customer receives the goods from the carrier or collects them at the concert.

The Customer is advised to check the shipping packaging upon receipt. Any visible damage should be reported to the carrier and the Seller without undue delay. Failure to inspect the shipment upon receipt does not in itself deprive the Customer of their statutory rights.

09

Withdrawal from the purchase contract

A consumer has the right to withdraw from the purchase contract without giving a reason within 14 days from receipt of the goods.

The right of withdrawal also applies to an order placed online and subsequently collected in person at a concert.

The withdrawal period is observed if the Customer sends the withdrawal notice to the Seller no later than on the final day of that period.

The notice may be sent by email to info@thrillme.cz, in writing to the returns address, or by using the model withdrawal form in the appendix to these Terms and Conditions. Use of the model form is not mandatory.

The Customer must send or hand over the goods to the Seller no later than 14 days after withdrawing from the contract, at Artikulab s.r.o., Střelníční 638, 793 26 Vrbno pod Pradědem, Czech Republic.

The Customer bears the direct cost of returning the goods when withdrawing without giving a reason.

The Seller will refund all payments received from the Customer, including the original delivery costs, but only up to the cost of the least expensive delivery method offered by the Seller. The refund will be made no later than 14 days after withdrawal.

The Seller is not required to issue the refund before receiving the returned goods or before the Customer provides evidence that the goods have been sent, whichever occurs first.

The refund will be made using the same means of payment used by the Customer for the original transaction, unless the Customer and Seller expressly agree otherwise and the Customer incurs no fees as a result.

The Customer is liable for any diminished value of the goods resulting from handling beyond what was necessary to establish the nature and characteristics of the goods.

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Exception for an unsealed sound recording

The vinyl record is a sound recording supplied in sealed packaging. The record's original shrink wrap constitutes this sealed packaging.

If the Customer breaks or removes the original shrink wrap, the Customer may not withdraw from the contract without giving a reason within the fourteen-day period, pursuant to Section 1837(h) of the Czech Civil Code.

Opening the shipping box or removing the bubble wrap does not in itself cancel the right of withdrawal, provided the record's original shrink wrap remains intact.

This exception does not limit the Customer's rights relating to defective performance. A defective vinyl record may be claimed even after the shrink wrap has been removed.

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Rights arising from defective performance and complaints

The Seller is responsible for ensuring that, upon receipt, the goods are free from defects and conform to their description, type, quantity, quality and other agreed characteristics.

The Customer may notify the Seller of a defect that becomes apparent within two years after receipt. If a defect becomes apparent within one year after receipt, the goods are presumed to have been defective upon receipt unless this is incompatible with the nature of the goods or defect.

A complaint may be made by email at info@thrillme.cz, by telephone at +420 732 623 513, or by sending or delivering the goods to Artikulab s.r.o., Střelná 638, 793 26 Vrbno pod Pradědem, Czech Republic.

To speed up processing, the Customer is advised to provide the order number, a description of the defect, the requested remedy and photographs where the defect can be photographed. Failure to provide these details does not cause the right to make a complaint to lapse.

The Customer may request that the defect be remedied by repair or replacement, unless the chosen remedy is impossible or disproportionately costly compared with the other remedy.

The Customer may request a reasonable discount or withdraw from the contract, in particular if the Seller refuses to remedy the defect, fails to remedy it properly and in time, the defect recurs, or the defect constitutes a material breach of contract. The Customer may not withdraw because of an insignificant defect.

The Seller will issue confirmation of receipt of the complaint and subsequently confirmation of the manner and date of resolution, or written reasons for rejecting the complaint.

The complaint, including remedy of the defect, will be resolved without undue delay and no later than 30 days after it was made, unless the Seller and Customer expressly agree on a longer period.

If the complaint is justified, the Customer is entitled to reimbursement of reasonably incurred costs associated with making it.

The Customer has no rights arising from defective performance if the Customer caused the defect, in particular through improper handling, incorrect storage or mechanical damage occurring after receipt.

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Personal data protection

The Seller processes Customers' personal data to the extent necessary to receive and fulfil orders, deliver goods, communicate with Customers, keep accounting and tax records, and protect legal claims.

The Customer's consent is not required to process data necessary for entering into and performing the purchase contract.

Details of the processing, retention periods, recipients and Customer rights are set out in the separate Personal Data Processing Policy published on the Seller's website.

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Out-of-court consumer dispute resolution

If a consumer dispute between the Seller and the Customer cannot be resolved by agreement, the Customer may submit a proposal for out-of-court resolution.

Czech Trade Inspection Authority
Central Inspectorate – ADR Department
Štěpánská 567/15
120 00 Prague 2, Czech Republic
website: www.coi.gov.cz/informace-o-adr

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Final provisions

Legal relations between the Seller and the Customer are governed by the laws of the Czech Republic, in particular the Czech Civil Code and the Czech Consumer Protection Act.

For a Customer resident in another country, the choice of Czech law does not affect rights granted by mandatory provisions of the country of the Customer's habitual residence which cannot be waived by contract.

If any provision of these Terms and Conditions is found to be invalid or ineffective, this does not affect the validity of the remaining provisions.

The Seller may amend these Terms and Conditions for the future. Each order is governed by the version effective when the order is submitted. Later amendments do not affect contracts already concluded.

This English text is a translation of the Czech Terms and Conditions. In the event of a discrepancy, the Czech version prevails, without prejudice to mandatory consumer rights.

These Terms and Conditions take effect on 19/9/2026.

APPENDIX

Model withdrawal form

To:

Artikulab s.r.o.
Střelniční 638
793 26 Vrbno pod Pradědem
Czech Republic
email: info@thrillme.cz

I hereby give notice that I withdraw from my purchase contract for the following goods:

Order number:

Date ordered:

Date the goods were received:

Customer's first and last name:

Customer's address:

Email:

Bank account number for the refund, only where the refund is to be made by bank transfer:

Date:

Customer's signature, only if this form is submitted on paper:
