

# Instructions on the right to withdraw from the contract and model withdrawal form

These instructions are intended for consumers who have entered into a contract with Zardo Cards for assisted grading of collectible cards by distance means or away from its business premises.

|                     |                                                                           |
|---------------------|---------------------------------------------------------------------------|
| Provider            | ZARDO EVENT PRODUCTIONS s.r.o. (operator of the Zardo Cards online store) |
| Company ID / VAT ID | 21492379 / CZ21492379                                                     |
| Registered office   | Kloboučnická 1735/26, Nusle, 140 00 Prague 4                              |
| Commercial Register | Municipal Court in Prague, Section C, File No. 402771                     |
| Telephone           | +420 608 877 157                                                          |
| Email               | <a href="mailto:info@zardo.cards">info@zardo.cards</a>                    |
| Website             | <a href="http://www.zardo.cards">www.zardo.cards</a>                      |

## 1. Right to withdraw from the contract

You have the right to withdraw from this contract within 14 days without giving any reason.

The withdrawal period expires 14 days after the day following the date on which the contract was concluded.

## 2. How to exercise the right of withdrawal

You may withdraw from this contract by making any unequivocal statement addressed to Zardo Cards, for example by sending a letter through a postal service provider to ZARDO EVENT PRODUCTIONS s.r.o., Kloboučnická 1735/26, Nusle, 140 00 Prague 4, or by emailing [info@zardo.cards](mailto:info@zardo.cards).

You may use the attached model withdrawal form, but you are not required to do so.

We recommend including your order number and identifying the service ordered so that the contract can be located quickly. Failure to provide this information does not in itself invalidate the withdrawal if the contract can be identified in another way.

To meet the withdrawal deadline, it is sufficient to send your notice of withdrawal before the relevant period expires.

### 3. Effects of withdrawal

If you withdraw from this contract, we will reimburse all payments received from you under the contract, including delivery costs (except for any additional costs resulting from your choice of a delivery method other than the least expensive standard delivery method offered by us), without undue delay and no later than 14 days from the date on which we receive your notice of withdrawal. We will make the reimbursement using the same means of payment that you used for the initial transaction, unless you have expressly agreed otherwise. In any event, you will not incur any fees as a result of the reimbursement.

#### **Service commenced during the withdrawal period**

If you requested that performance of the service begin during the withdrawal period, you must pay us an amount proportionate to the services provided up to the time you informed us of your withdrawal, compared with the full scope of performance specified in the contract.

The right to withdraw from the contract expires once the service has been fully performed. In the case of a paid service, this applies only if performance began before the withdrawal period expired on the basis of your prior express request and consent and Zardo Cards informed you before the contract was concluded that the right of withdrawal would expire upon full performance of the service.

#### **Return of submitted cards**

Zardo Cards will return the cards you submitted for the purpose of providing the service in the agreed manner without undue delay. If, at the time of withdrawal, a card has already been irrevocably submitted to the grading company and cannot be removed immediately from an ongoing submission, Zardo Cards will take the steps permitted by the grading company's rules and return the card to you without undue delay after receiving it back. This does not affect the effectiveness of your withdrawal or your statutory rights.

# Model withdrawal form

Complete and return this form only if you wish to withdraw from the contract.

**Addressee**

ZARDO EVENT PRODUCTIONS s.r.o., Kloboučnická 1735/26, Nusle, 140 00 Prague 4 | info@zardo.cards

I hereby give notice that I withdraw from the contract for the assisted grading service specified below:

|                         |                                              |
|-------------------------|----------------------------------------------|
| ORDER NUMBER (IF KNOWN) | DATE THE SERVICE WAS ORDERED                 |
| SERVICE ORDERED         |                                              |
| NUMBER OF CARDS         | BRIEF DESCRIPTION OF THE CARDS               |
| CONSUMER'S FULL NAME    |                                              |
| CONSUMER'S ADDRESS      |                                              |
| EMAIL                   | TELEPHONE                                    |
| DATE                    | CONSUMER'S SIGNATURE (ONLY IF SENT ON PAPER) |

You can email the completed form to info@zardo.cards or mail it to the address above.

*This document was prepared in accordance with the Annex to Government Regulation No. 29/2023 Coll., as amended by Government Regulation No. 66/2026 Coll., and the relevant provisions of Act No. 89/2012 Coll., the Civil Code. Law stated as at August 2, 2026.*