

# Terms and Conditions

## I. Operator and supplier

The operator of this portal and provider of services offered here is No Stress Commerce s.r.o., represented by [Mgr. Tomáš Kučera](#) and [Ing. Jaromír Müller](#).

### Invoicing address

- **NoStress Commerce s.r.o.**
- Weilova 1450/2e
- 102 00 Praha
- Business ID: [28977475](#)
- VAT number: CZ28977475
- Registered by City court in Praha, part C, inset 157315.

## II. Banking account

### FIO, družstevní záložna

- For **ČR**: 2300054800/2010
- For **SR**: 2300054800/8330
- **IBAN**: SK6983300000002300054800
- **SWIFT**: FIOZSKBAXXX

### PayPal

- [paypal@nostresscommerce.cz](mailto:paypal@nostresscommerce.cz)

## III. Purchase process

The whole purchase is proceeded on this portal. The first step is creating an order, based on that the contract of purchase originates. During creating the order, customer chooses the payment module and also agrees with these Terms and Conditions. Since our products are services or software, shipping method is not needed.

Customer can make the order like logged-in user (if registred before) or like a guest. If he makes an order like a guest, the name, address and email will be automaticly registred during the checkout process. Password for newly crelated profile will be then emailed to the customer and the profile is ready for the later use.

Customer has a choice of payments:

- payment with credit card online ([PayMuzo](#))
- money transfer to account
- PayPal

Consequently the order is registered and we wait for the payment. When the certain amount of money is tranferred to one of our accounts the customer is allowed to download purchased products in [client's section of this portal](#). In [client's section](#) is also possible to generate PDF invoices for orders and order status tracking.

Before downloading of a product itself, the customer has to agree with [End-user license agreement](#) and then it is possible to download and install the product.

## IV. Complaint and return

In the case that the customer is dissatisfied with purchased product, he/she has a right to have the paid money returned within 30 days from receiving the order. In such a case, the customer has to [contact](#) the operator by email and briefly pointed at the problem bothering him/her so that he demands return of the product.

## V. License terms and conditions

End-user license is obligatory for all users of our products and the agreement with Terms and Conditions is demanded before each downloading of purchased product in [client's section](#).

End-user license is available [here](#) (also in [PDF](#)).

Usual questions and answers to license terms and conditions are available [here](#).

The warranty of all of our electronical products is standardly 6 months, beginning at the day of placing an order. During the warranty period you are allowed to have product updates (if available) for free. The information about updates are located via [RSS](#) and in [client's section](#), the provider does not inform customers about the updates actively.

## VI. Contact information

- email: [info@NoStressCommerce.cz](mailto:info@NoStressCommerce.cz)
- [Contact form](#)
- [About us - Personnel](#)