Terms and Conditions

Effective from 13 October 2026

for the sale of digital books, e-books and other electronic educational materials

This is an English translation provided for your convenience. The legally binding version is the Czech original; in the event of any discrepancy, the Czech version shall prevail.

1. Introductory provisions

These Terms and Conditions govern the rights and obligations between the operator of the online shop and the buyer when purchasing digital content, in particular electronic books, e-books, PDF publications, work materials and other digital products.

Seller
Name / business name: Martin Klíbr
Company ID (IČO): 86960512
Sole trader registered in the Czech Trade Register
Registered address / place of business: Školní 264, 294 29 Bezno, Czech Republic
E-mail: tichaknihovna@gmail.com
Phone: +420 704 093 763
Website: tichaknihovna.cz
(the “Seller”).

The Buyer is a natural or legal person who concludes a contract for the supply of digital content with the Seller through the online shop.

If the Buyer is a consumer, the relevant provisions of the Czech Civil Code and the Czech Consumer Protection Act also apply to the contractual relationship.

2. Subject of sale

Through the online shop, the Seller offers digital content, in particular:

- electronic books,
- PDF publications,
- study materials,
- educational materials,
- worksheets,
- guides,
- summaries,
- methodological materials,
- other electronic content listed on the website.

The specific content of the product, its scope, format, language, price and any technical requirements are stated with the specific product.

Unless expressly stated otherwise, products are delivered electronically and the Buyer does not receive a physical copy of the book or other material.

Unless stated otherwise with a specific product, the books are written in Czech.

3. Ordering and conclusion of the contract

The Buyer selects a specific digital product and places an order through the online shop.

Before completing the order, the Buyer can check the entered data and the price of the product and correct them if necessary.

By clicking the button indicating the obligation to pay, for example “Buy and pay” or a similarly unambiguous button, the Buyer submits a binding order.

The contract is concluded when the Seller confirms the order, or when the payment is successfully completed, depending on the technical solution of the online shop.

The order confirmation is sent to the e-mail address provided by the Buyer in the order.

The contract can be concluded in Czech; this English version of the Terms and Conditions is a translation provided for the Buyer’s information. The concluded contract (order) is archived by the Seller in electronic form and is not accessible to third parties. The Buyer receives a confirmation of the contract by e-mail, to which these Terms and Conditions are attached in PDF format; the Buyer can save and print the confirmation. Upon request, the Seller will send the Buyer a copy of the contract again.

The costs of means of distance communication (internet connection, telephone calls) are borne by the Buyer and do not differ from the standard rate.

4. Price and payment terms

The price of the product is always stated on the website before the order is completed.

The Seller informs the Buyer of the total price of the product before the binding order is submitted.

The Seller is not a VAT payer. The prices stated in the online shop are final, in Czech crowns (CZK), and the Buyer does not pay any additional fees or delivery costs.

Payment can be made using the payment methods available in the online shop, in particular:

- by payment card,
- Apple Pay,
- Google Pay,
- by bank transfer via a bank payment button or QR payment,
- or by another method stated when ordering.

Payments may be processed by an external payment service provider.

The Seller does not have access to the Buyer’s full payment card details.

Online payments are provided by the Comgate payment gateway. The service provider, Comgate a.s., is a licensed payment institution supervised by the Czech National Bank. Payments made through the payment gateway are fully secured and all information is encrypted. More information and contacts at www.comgate.eu.

5. Delivery of digital content

Digital content is normally made available after successful payment.

The Buyer can obtain the digital product, for example:

- via a download link,
- via the page displayed after payment,

- via a link sent by e-mail,
- by another electronic method stated with the product.

The Buyer is obliged to provide a correct e-mail address when ordering.

If the Buyer does not receive the digital content due to an incorrectly entered e-mail address, the Buyer may contact the Seller and request a remedy.

6. Immediate access to digital content and withdrawal from the contract

A Buyer who is a consumer generally has the right to withdraw from a distance contract within 14 days.

However, in the case of digital content not supplied on a tangible medium, the Buyer may lose this right if the Buyer:

1. expressly agrees to the digital content being made available before the withdrawal period expires, and
2. acknowledges that by making the digital content available, the right of withdrawal is lost.

Before completing the order, the Buyer may therefore be asked to confirm, for example, the following wording:

“I expressly agree to the digital content being made available to me before the 14-day withdrawal period expires, and I acknowledge that by making it available I lose my right to withdraw from the contract.”

This consent must not be pre-ticked and the Buyer gives it by an active act.

After the consent has been validly given and the digital content has subsequently been made available to the Buyer, the right of withdrawal on this ground ceases.

This does not affect the Buyer’s statutory rights arising from defective performance.

If the digital content has not yet been made available, the consumer may withdraw from the contract within 14 days of its conclusion. Withdrawal may be made by any unambiguous statement sent to the e-mail tichaknihovna@gmail.com, or by using the model withdrawal form in Annex 1. The deadline is met if the withdrawal is sent before it expires.

In the event of a valid withdrawal, the Seller will refund all money received to the consumer without undue delay, no later than 14 days after the withdrawal, using the same payment method as was used for the original transaction, unless the parties agree otherwise.

7. Rights from defects of digital content and complaints

The Seller is responsible for ensuring that the digital content complies with the concluded contract and has the properties agreed for the product or that the Buyer can reasonably expect given the nature of the product and its presentation.

The Buyer may file a complaint in particular where, for example:

- the purchased file cannot be downloaded,
- the delivered file cannot be opened due to a defect on the Seller’s side,
- a different product was delivered,
- the product does not match the agreed description,
- the digital content has another defect for which the Seller is legally responsible.

Complaints can be submitted by e-mail: tichaknihovna@gmail.com

The Buyer should state in particular:

- their name,

- the e-mail used for the order,
- the order identification,
- the product name,
- a description of the defect.

The Seller will handle the complaint without undue delay, no later than 30 days from its submission, unless agreed otherwise with the Buyer. See the Complaints Policy for details.

8. Educational and informational nature of the content

All e-books, PDF publications, guides, work materials and other products offered through the online shop are informational, educational and study materials.

The content represents a summary of information, opinions, experience, procedures, principles, examples and educational materials.

Unless expressly stated otherwise with a specific product, the content does not constitute an individual professional service or a personal recommendation to a specific Buyer.

9. Important notice – disclaimer

Digital products are intended exclusively for informational, educational and study purposes.

The content does not replace individual professional advice.

In particular, it is not automatically considered to be:

- financial or investment advice,
- legal advice,
- tax advice,
- health or medical advice,
- psychological or psychotherapeutic care,
- nutritional advice,
- individual business or economic advice.

If a specific topic requires professional assessment, the Buyer should consult their situation with an appropriate qualified professional.

The Buyer acknowledges that general information in a publication may not be suitable for their specific life, financial, health, legal or business circumstances.

10. Responsibility for the use of information

The Buyer uses information obtained from the digital products based on their own decision and at their own responsibility.

The Seller does not guarantee any specific result achieved by using the information contained in a digital product.

In particular, the Seller does not guarantee:

- financial profit,
- an increase in income,
- business success,
- improved work performance,

- achievement of personal goals,
- improvement of health or mental condition,
- any specific investment result,
- any other individual result.

Results may depend on many circumstances that the Seller cannot influence.

Before making an important decision, the Buyer must assess the suitability, accuracy and timeliness of the information for their specific situation.

The Seller is not liable for decisions made by the Buyer solely on the basis of general educational information contained in the publications, unless the law provides otherwise.

This provision does not exclude or limit the Buyer's rights that cannot be excluded or limited by contract under the law, in particular the consumer's statutory rights arising from defective performance.

11. Timeliness of information

The Seller strives to ensure that the information in the digital products is accurate and relevant at the time of their creation.

However, some information may become outdated over time.

This may concern in particular:

- legislation,
- prices,
- economic data,
- investment information,
- technologies,
- software,
- third-party services,
- scientific knowledge,
- internet services,
- statistics.

The date of publication or last update may be stated directly in the digital product.

Unless expressly stated otherwise, purchasing a publication does not create an automatic right to future new editions, extensions or updated versions beyond the rights granted to the Buyer by law.

12. Copyright and licence

All digital content offered by the Seller is protected by copyright or the Seller is authorised to distribute it.

By purchasing a product, the Buyer obtains a non-exclusive right to use the digital content for their personal needs, unless stated otherwise with a specific product.

Purchasing a product does not transfer any copyright.

Without the Seller's prior consent, it is in particular not permitted to:

- resell the PDF,
- make it publicly available for download,
- share the product via file storage services or social networks,

- copy it in bulk,
- distribute it to third parties,
- make paid content available to the public,
- remove the author’s or rights holder’s designation,
- use the content as one’s own product intended for resale.

Normal use of the product for personal study is, of course, permitted.

13. Misuse of the download link

For security reasons, the download link for a digital product may be:

- limited in time,
- limited in the number of downloads,
- tied to a specific order.

If the Buyer encounters a problem downloading a legitimately purchased product, they may contact the Seller.

The Seller is entitled to technically prevent unauthorised mass sharing, automated downloading or other misuse of the digital content.

14. Technical requirements

The Buyer is responsible for having a device and software capable of opening the purchased format.

PDF publications require a device or software that supports the PDF format.

The Seller is not liable for the inability to open a standard and functional file caused by the Buyer’s incompatible, outdated or malfunctioning device or software.

15. User reviews and references

If the online shop allows customer reviews to be published, the Seller may set rules for their publication and the method of verifying their authenticity.

The Seller will not knowingly present fictitious customer ratings as genuine customer reviews.

16. Personal data protection

The Seller processes the Buyer’s personal data in particular for the purpose of:

- processing the order,
- concluding and performing the contract,
- processing the payment,
- delivering the digital content,
- accounting and legal obligations,
- handling complaints,
- protecting legal claims.

Detailed information on the processing of personal data is provided in the separate Privacy Policy available on the website.

17. Out-of-court resolution of consumer disputes

If a consumer dispute arises between the Seller and a Buyer who is a consumer that cannot be resolved by mutual agreement, the Buyer may file a proposal for out-of-court resolution of the consumer dispute.

The competent body is:
Czech Trade Inspection Authority (Česká obchodní inspekce)
Central Inspectorate – ADR Department
Gorazdova 1969/24
120 00 Prague 2, Czech Republic
Website: www.coi.gov.cz

18. Force majeure and technical outages

The Seller is not liable for the temporary unavailability of the online shop or a digital product caused by circumstances beyond its reasonable control, for example:

- an outage of the hosting provider,
- an outage of the payment gateway,
- a large-scale outage of internet infrastructure,
- a cyber attack,
- an outage of an external e-mail service,
- another extraordinary event.

If, due to a technical error, the Buyer pays for a product but does not get access to it, the Buyer may contact the Seller, who will provide a remedy.

19. Changes to the Terms and Conditions

The Seller is entitled to reasonably amend or supplement these Terms and Conditions.

The version of the Terms and Conditions in effect at the time the order was concluded applies to that order, unless the law provides otherwise.

20. Final provisions

Legal relations between the Seller and the Buyer are governed by the laws of the Czech Republic.

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

Consumer rights arising from mandatory legal provisions are not affected by these Terms and Conditions.

This English version is a translation. In the event of any discrepancy between the Czech and English versions, the Czech version shall prevail.

These Terms and Conditions take effect on 13 October 2026.

Download: terms.pdf (English translation) · obchodni-podminky.pdf (Czech, binding version)

Annex 1 – Model withdrawal form

(complete and return this form only if you wish to withdraw from the contract)

Notice of withdrawal from the contract

To: Martin Klíbr, Company ID (IČO) 86960512, Školní 264, 294 29 Bezno, Czech Republic, e-mail: tichaknihovna@gmail.com

I hereby give notice that I withdraw from the contract for the supply of the following digital content: .....

Order number: .....

Order date: .....

Name of the consumer: .....

E-mail used for the order: .....

Address of the consumer: .....

Signature of the consumer (only if this form is notified on paper): .....

Date: .....