

TREZOR Shop

Official Partner of TREZOR

October 23rd, 2017

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HOW TO ORDER THROUGH THE SITE

After placing an order, you will receive an email from us acknowledging that we have received your order ("**Order Confirmation**"). Please note that this does not mean that your order has been accepted/confirmed. Your order constitutes an offer to us to buy a product. All orders are subject to acceptance by us, and we will confirm such acceptance to you by sending you an email confirming the acceptance of your payments ("**Payment Confirmation**") and the shipment of your order (the "**Order Shipped**"). You can review the status of your Order anytime by accessing your User Account created the first time of placing an order on our Site.

A contract with us will only be formed when we send you the **Shipping Confirmation**. The contract will relate only to those products whose shipment we have confirmed in the **Shipping Confirmation**. We will not be obliged to supply any other products which may have been part of your order. We reserve the right to cancel your order at any time before we have accepted and shipped it and we may rescind our acceptance and cancel your order where there has been an obvious error in price or where the product is no longer in our or our third party fulfillment provider's inventory. You have the right to cancel or change your order prior to the Order being processed for Shipping. You can review the status of your order ("Processing" or "Shipped" for this case) at anytime in your User Account. For Refunds of Orders cancelled prior to Shipping please read our Warranty and Refund Policy.

PRICES AND AVAILABILITY OF PRODUCTS

Prices and availability of products on the Site are subject to change without notice. Errors will be corrected when discovered. Despite our best efforts, the products listed on our Site may be incorrectly priced. We will normally verify prices as part of our dispatch procedures so that, where a product's correct price is less than our stated price, we will charge the lower amount when dispatching the product to you. If a product's correct price is higher than the price stated on our Site, we will normally, at our discretion, either contact you for instructions before dispatching the product, or reject your order and notify you of such rejection. We are under no obligation to provide the product to you at the incorrect (lower) price, even after we have sent you an **Order Confirmation or Payment Confirmation**, if the pricing error is obvious and unmistakable and could have reasonably been recognized by you as a pricing error.

Prices of products on the Site are fixed in a EUR value. The payments for Orders are accepted through the Credit Cards or Bitcoin ("BTC") payment network. In order to facilitate, we will calculate the BTC amount for payment instructions according to our chosen exchange rate provider that is subject to update on an hourly basis. Later changes to the exchange rate of EUR/BTC have no effect on

the amount to be paid for your placed Order.

On occasion, you may be able to place a product in your shopping cart and submit your order for processing, but your order is subsequently canceled due to unavailability of product. You acknowledge that products may sell quickly and there may be a short period of time after an order has been submitted, but where the product is no longer available. You agree that we may cancel your order after you have received an **Order Confirmation** without penalty. On very rare occasions, you may receive a **Shipping Confirmation** from us, but the product is no longer available in our or our third party fulfillment provider's inventory. You agree that we may rescind our acceptance and cancel your order without penalty if we are unable to ship the product you ordered due to unavailability. You consent to receive sales invoices electronically. Electronic invoices will be made available in the User Profile area of the Site.

NOTICE TO SITE USERS ON TAX AND CUSTOMS DUTIES

You acknowledge that all prices for products sold by Us and invoiced by Us to the territory of EU include the value added tax. All prices for products sold by Us and invoiced by Us to territories others than EU are entered without value added tax and customs duties. You are solely responsible to consult your state and local tax laws to determine compliance with tax laws and regulations in your area and pay the outstanding taxes and duties if applicable according to your tax residential law. You hereby waive your right to claim that the tax collected on any purchase is incorrect in any respect and agree to hold harmless SatoshiLabs s.r.o., its officers, directors, employees, agents and representatives, for any harm or other damages you may incur as a result of our error in calculating the taxes you owe for your purchases.

DELIVERY SERVICE

Delivery service is provided by third parties such as the national post services or DHL. Please note that unless otherwise stated on the website, delivery estimates are just that. They are not guaranteed delivery times and should not be relied upon as such.

DELIVERY TIMES ESTIMATES

Standard shipping: 2 - 6 working days, up to 10 days for Russia

Traceability is limited in some countries.

DHL Express shipping: 2 - 5 business days

Package can be fully traced.

UNDELIVERABLE PARCELS

Occasionally parcels are returned to us as undeliverable. Re-dispatching your order is possible but additional charges might occur. If you no longer wish to have your package reshipped, you can claim a partial refund.

Incorrect address. If the address is incorrect or outdated the parcel will typically be returned to us by the carrier or the unintended recipient. Please double-check the address carefully when placing your order.

- Incorrect address format. If our system doesn't recognize the way an address was entered the parcel may be assigned to a carrier that can't deliver to that address.
- Failed delivery attempts. Most of our carriers will make more than one attempt to deliver a parcel. If they find that they can't successfully deliver your parcel it'll be returned to us.
- Refused by recipient. A gift recipient who isn't expecting a gift may refuse a parcel if they believe it's being delivered to them by mistake. In this case we'll refund the gift purchaser and let them know by e-mail. If you want to place a new order for the gift, you may want to let the recipient know that a surprise is on the way.
- Illegible address. In rare cases address labels may become illegible in transit. If that happens a carrier will return the parcel to us.
- Damaged in transit. If a parcel is damaged while it's on its way to you the carrier may return it without attempting delivery.

Additional shipping charges might occur if the package could not be delivered to the address you provided in your order and you request a repeated delivery.

LOST PACKAGE

In rare cases, usually when choosing standard shipping, your package may not arrive on time or at all. You are entitled initiate Investigation process in case shipping status satisfies at least one of the following conditions: 1) package does not leave country of origin in 10 days, or 2) package does not appear on foreign tracking in 21 days, or 3) last update on foreign tracking is older than 10 days.

Investigation process takes up to 6 weeks since your request due to processing time of post office in country of origin. Communication between you and us is essential during the Investigation period to keep information on delivery status up to date. We send replacement product if package is not found or delivered within this period.

REFUNDS

We inspect all returned items when they arrive at our processing facility.

You are eligible to apply for Refund if your request meets at least one of the following criterias:

- request is submitted before the package is shipped
- request is submitted within fifteen (15) days upon the delivery of the product to you

Full Refund

In order to obtain full refund you must initiate a Product return request via our Support Center at <https://trezor.io/support>, provided such return request is initiated within fifteen (15) days upon the delivery of the product to you.

In order to qualify for a full refund the product(s) must be returned unused and sealed in the original package with all original materials provided in their complete condition. We will issue a full refund of your order minus the original shipping charges and your return shipping fees. For refund of the product(s) please read **Returns of Merchandise**.

You are as well entitled to receive a full refund in case of canceling your order before your item was confirmed as Shipped.

Partial Refund

If you do not qualify for a full refund, we may grant you a partial refund for unsealed or used products.

In order to qualify for a partial return you must initiate a Product return request via our Support Center at <https://trezor.io/support> within fifteen (15) days upon the delivery of the product. We will issue a partial refund minus the original shipping charges and return shipping fees and our return processing costs (typically consisting of inspection costs, refurbishing and repackaging costs charged by our return processing facility or additional return processing costs that might occur to us). For refund of the product(s) please read **Returns of Merchandise**.

Defective Product and Returns Due to Product Error

If the item you ordered is damaged or defective at the time of its receipt you may return it in order to get a replacement of the product. Such return must be initiated within fifteen (15) days upon the receipt of the product. Replacement order will be shipped upon the original item is received and processed at our service processing facility. If the returned product is not defective, return shipping fees will be charged to you.

If your item is defective due to product error (excluding defects under Warranty Limitations) after fifteen (15) days upon the receipt of the product, you may return it for a repair or replacement within the warranty period and under the terms of the warranty, but no later than without undue delay upon the reveal of the product's defect. A repaired product or replacement order will be shipped upon the original item is received and processed at our service processing facility. If our service processing facility concludes within the inspection, that the returned product is (i) either not defective (ii) or was damaged under Warranty limitations, the costs for returning the product shall be carried out by the product owner. In such event and at our sole discretion, we might offer to the product owner a discount on a new product purchase as a compensation for not returning the item to the product owner.

Refund Credit

The refund will be executed within five (5) weeks upon the day you submit the product to the shipping service in order to return the product. In most cases you will receive the refund sooner, but we estimate four to five weeks because of the time required for return shipping (up to 21 days), product inspection at our returns facility (up to 5 business days), and processing of the payment in Bitcoins (5 business days) or with your bank or credit card company (up to 10 business days). Once your credit is prepared, we will ask you for the details of your refund address or account. All refunds are issued by the method of payment used by you in order to pay for the product. Once your return is processed we will send you a confirmation email.

Returns of Merchandise

Canceled orders or returned merchandise that qualify for a full or partial refund will be refunded to the customer using the same method as the payment method selected by customer. Any BTC refund is calculated from the EUR value customer has paid for the merchandise, and will be paid in BTC according to the exchange rate at the time the refund is issued. In case of a partial refund, the return processing costs will be deducted from the EUR value, and the difference will be converted to BTC according to the Bitcoin exchange rate at the time the refund is issued. The refund will be processed to a Bitcoin address provided by you to our Support during the return process. Credit card or debit card refund will be refunded with the appropriate EUR amount to the cardholder's account.

Unlike traditional banking transfer, the Bitcoin transactions are not revertible and a refund of an incorrectly transmitted payment cannot be enforced. Please note that you are fully responsible for the correctness of the provided Bitcoin address and that you hereby agree that you bear any consequences and financial loss incurred from providing incorrect payment instructions to our service processing facility.

ABOUT US

Vendor, owner and site operator: SatoshiLabs s.r.o., Czech Republic. SatoshiLabs s.r.o. is a company incorporated in Czech Republic with its principal place of business located at Svabky 51/2, 180 00 Prague 8, Czech Republic ("SatoshiLabs s.r.o., We, Us"). We are proud to be the official online seller for TREZOR and other products such as product accessories ("Products"). We also operate the TREZOR Affiliate Program and marketing campaigns to support the sales of our products.

DISCRIMINATION

We do not discriminate on the basis of age, race, national origin, gender, sexual orientation or religion.

PRIVACY

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YOUR USER ACCOUNT / AREA

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You acknowledge that the Warranty and Refund Policy of our products or services offered for sale on the Site or Associates are governed by the Limited Warranty Policy of the products. To the extent there is a conflict between these Terms and Conditions and the Limited Warranty Policy of according product, the Limited Warranty and Refund Policy shall prevail.

The products on our Site are intended for personal, not commercial or business use, unless otherwise indicated. As such, you assume the risk when purchasing products for a commercial or business use or application.

ONLINE CONDUCT

You agree to use the Site only for lawful purposes. You are prohibited from posting on or transmitting through the Site any unlawful, harmful, threatening, abusive, harassing, defamatory, vulgar, obscene, sexually explicit, profane, hateful, racial, ethnic, or otherwise objectionable material of any kind, including but not limited to any material that is or that encourages fraudulent activity or encourages conduct that would constitute a criminal offense, give rise to civil liability, or otherwise violate any applicable local, state, federal, or international law. You agree not to harass, advocate harassment, or to engage in any conduct that is abusive to any person or entity. You are prohibited from sending or otherwise posting unauthorized commercial communications (such as spam) through the Site. If we are notified of or suspect allegedly infringing, defamatory, damaging, illegal, or offensive User Content provided by you, we may (but without any obligation) investigate the allegation and determine in our sole discretion whether to remove or request the removal of such User Content from the Site. We may disclose any User Content or electronic communication of any kind (i) to satisfy any law, regulation, or government request; (ii) if such disclosure is necessary or appropriate to operate the Site; or (iii) to protect the rights or property of SatoshiLabs s.r.o., its Associates, our users and customers and/or you.

We reserve the right to prohibit conduct, communication, or Content that we deem in our sole discretion to be unlawful or harmful to you, the Site, Site users, our customers or any rights of SatoshiLabs s.r.o. or any third party. Notwithstanding the foregoing, neither SatoshiLabs s.r.o. nor its Associates can ensure prompt removal of questionable Content after online posting. Accordingly, neither SatoshiLabs s.r.o., nor its Associates assume any liability for any action or inaction with respect to conduct, communication, or Content on the Site.

YOUR USER CONTENT POSTED ON THE SITE

For any information, like email addresses, shipping contacts or other information or data (collectively "User Content"), sent, transmitted, or uploaded by you on the Site, you agree to grant us and our respective contractors and business partners a non-exclusive, transferable, license to use, copy, digitally store, and distribute such User Content and to prepare derivative works based on, or incorporate into other works.

You agree not to post, upload, or transmit any User Content that violates the intellectual property rights or ownership rights of any third party including: any proprietary right of any party, especially **bitcoin payment address that is not yours or that you have gained access to by an unlawful act such as private key seizure, through a wallet - stealing virus or through any other act of breaching the original owners' rights**, copyright, patent, trademark, trade secret, publicity or privacy rights such as **other persons shipping contacts or email address without his/her prior written consent**. You understand and agree that we do reserve the right to review and delete any User Content for any or no reason, including but not limited to User Content that, in our sole discretion, (i) violates these Terms and Conditions, (ii) is offensive or illegal, or (iii) may harm, violate the rights of or threaten the safety of any User and/or any other individual or entity.

YOUR CONSENT FOR NOTICES WE SEND YOU

You agree that we have the right to send you certain information in connection with the Site. We may send you this and any other information in electronic form to the e-mail address you specified when you created an account through the Site. You may have the right to withdraw this consent under applicable law, but if you do, we may cancel your rights to the Site. Notices provided to you via e-mail will be deemed given and received on the transmission date of the e-mail. As long as you access and use the Site, you agree that you will have, or have access to, the necessary software and hardware to receive such notices. If you do not consent to receive any notices electronically, you agree to stop using or accessing the Site.

TERMINATION OF USAGE

We may terminate your access or suspend your right to access to all or part of the Site, without notice, for any conduct that we, in our sole discretion, believe is in violation of any applicable law, is in breach of these Terms and Conditions or is harmful to the interests of other users, Associates, or us. In addition, we reserve the right to refuse an order from any customer in our sole discretion.

USAGE BY MINORS

We require that all purchases be made either (i) by individuals who are not minors and who can legally enter into binding contracts (typically persons 18 years of age or older, depending on where you live), or (ii) by minors with the permission of a parent or guardian to purchase items on the Site.

APPLICABLE LAW

You agree that the laws of the Czech Republic, without regard to principles of conflict of laws, will govern these Terms and Conditions and any dispute of any sort that might arise between you and SatoshiLabs s.r.o.

DISPUTES

Any dispute relating in any way to your visit to the Site, to these Terms and Conditions, to our Privacy Policy, to our advertising or solicitation practices or to products you purchase through the Site shall be submitted to a court in the Czech Republic.

Should you in any manner have violated or threatened to violate SatoshiLabs s.r.o. or its Associates' intellectual property rights, SatoshiLabs s.r.o. may seek injunctive or other appropriate relief in any court of our choice. You consent to exclusive jurisdiction and venue in such courts.

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