

Terms and Conditions

Operator:

OV Moto – Ondřej Veselý

Company ID: 88801888

Registered office: V Kališti 754/15, Prague 10 – Dubeč

Phone: +420 605 912 126

Email: team@ovmoto.com

1. General provisions

These terms and conditions apply to the purchase of goods in the OV Moto online store. By making a purchase, you confirm that you have read and agree to these terms and conditions. We sell goods to both consumers and businesses (B2B).

2. Order and conclusion of contract

You can place your order through our e-shop. After submitting your order, you will receive a confirmation email. The purchase contract is concluded at the moment we confirm your order.

3. Prices and payments

All prices include VAT. Payment options: bank transfer, credit card, PayPal. We ship the goods after receiving payment, unless otherwise agreed.

4. Shipping and delivery

We deliver goods via FedEx. Delivery time is usually 2-7 business days (depending on availability and destination country). After the shipment is sent, you will receive a tracking number.

5. Withdrawal from the contract (return of goods)

The consumer has the right to withdraw from the contract within 14 days of receiving the goods, without giving any reason. Please send the goods back undamaged, preferably in their original packaging, to our address. Upon receipt of the goods, we will refund your money within 14 days. The customer bears the cost of returning the goods.

6. Complaints and warranty

The goods are covered by a statutory warranty of 24 months for consumers. In the case of purchases made under a company ID number, the warranty period is 12 months, unless otherwise stated. In the event of a complaint, please contact us at the email address or telephone number provided. Send the goods together with a description of the defect. We will decide on the complaint within 30 days.

7. Personal Data Protection

We protect your personal data in accordance with legal regulations (GDPR). We use the data only for order processing and delivery of goods. We do not pass it on to third parties without your consent (except for the carrier and payment gateway).

8. Final provisions

These terms and conditions are valid from October 22, 2025. The operator reserves the right to change them. We resolve all disputes amicably or in the relevant court in accordance with Czech law.