Terms and conditions

Effective from 27 September 2026.

> English translation provided for convenience. The Czech version is legally binding.

1. Provider

IT OnLine, Václav Novotný, registered office at Lindnerova 998/6, 180 00 Praha 8, Czech Republic, company ID (IČO) 48557668, not a VAT payer. Contact: info@it-online.cz, phone +420 725 144 519 (the "provider").

These terms govern remote computer support ordered through the it-online.cz website, by phone or by e-mail (the "service"). Relations with customers who are consumers are governed in particular by the Czech Civil Code (Act No. 89/2012 Coll.) and the Czech Consumer Protection Act (Act No. 634/1992 Coll.).

2. Service

- The service is provided remotely over the internet using the RustDesk program, which the customer runs and allows the connection themselves.
- The service covers only computers with the Windows operating system (Windows XP to Windows 11). Mac computers and computers running Linux are not covered.
- A computer that starts and connects to the internet is required. Hardware repairs and computers that do not start are not covered.
- The scope of work and the estimated time are agreed after the diagnosis. The diagnosis is free and does not commit the customer to anything.

3. Order and conclusion of the contract

Ordering a diagnosis through the form, by phone or by e-mail is not binding. The contract for the service is concluded by paying for the ordered service at the checkout on the website or through a payment link the customer receives from the provider. The payment confirmation is sent by e-mail and is available in the customer account.

4. Price and payment

- Prices are listed in the price list and are final. The provider is not a VAT payer.
- The service is paid in advance, usually for the first hour of work, by card through the Stripe payment gateway.
- If the work requires more time, the provider tells the customer in advance and the extra time is paid the same way only after the customer agrees.

- If the work finishes before the paid time is used up, the provider refunds the unused part, or by agreement with the customer credits it towards the next job.

5. Customer account

The account is created with the first payment. It provides an overview of orders, payments and confirmations. The customer protects their password and can delete the account at any time in its settings. The provider keeps payment records even after the account is deleted for the period required by law.

6. Course of the service and cooperation

- The customer stays at the computer during the work, sees every step and can end the connection at any time.
- Before the work we recommend backing up important data where possible. The provider will remind the customer of this.
- The provider works with the data on the computer only to the extent necessary for the repair and does not copy any of it without the customer's consent.

7. Withdrawal from the contract

A consumer may withdraw from a contract concluded at a distance without giving a reason within 14 days of its conclusion. It is enough to send the withdrawal by e-mail to info@it-online.cz.

If the consumer expressly requests that the service begins before this period ends (confirmed by ticking a box at the checkout), the following applies:

- once the service has been fully provided, the right of withdrawal ends,
- on withdrawal during the provision of the service, the consumer pays a proportionate part of the price for the service provided up to the moment of withdrawal.

The provider refunds money the consumer is entitled to after withdrawal within 14 days, using the same method as the payment.

8. Complaints

If the service was not performed properly, please tell us without undue delay by e-mail or phone. The provider handles a complaint within 30 days at the latest, by correcting the defective performance free of charge, by a reasonable discount, or by refunding the price.

9. Liability

The provider is liable for the proper performance of the service under the law. The provider is not liable for defects that arose outside its activity, for example a hardware failure, data damaged or lost before the work, or interventions by third parties.

10. Out-of-court dispute resolution

A consumer may contact the Czech Trade Inspection Authority (Česká obchodní inspekce), the body for out-of-court resolution of consumer disputes (www.coi.cz).

11. Final provisions

The protection of personal data is described in the privacy policy. The provider may change these terms. For a contract already concluded, the version the customer agreed to at payment applies. These terms are governed by Czech law; the Czech version prevails over this translation.