Terms and conditions

Effective from 20 November 2026.

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

1. Provider and scope of the terms

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.).

Custom websites, web apps and Windows apps and the Consiegro service are governed by separate contracts and terms.

2. Service

- The service is provided remotely over the internet using the RustDesk program, which the customer starts and whose connection the customer allows.
- The service covers only computers running Windows (Windows XP to Windows 11). Mac computers and computers running Linux are not covered.
- The computer must start and connect to the internet. Hardware repairs and computers that do not start are not covered.
- The scope of work and the time estimate are agreed after the diagnosis. The diagnosis is free and non-binding.
- If the diagnosis shows that the repair cannot be done remotely, the customer pays nothing and the provider recommends what to do next.

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 when the ordered service is paid 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.

Before paying, the customer sees a summary of the service, the number of hours and the total price at the checkout and can change them or correct any data entry errors until the payment is sent. The contract can be concluded in Czech. The provider archives the contract electronically

(the order, the version of the terms the customer agreed to, the payment confirmation). The customer has it in their account and in the confirmation e-mail; it is not accessible to third parties.

4. Price and payment

- Prices are listed in the price list in Czech crowns 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 needs more time, the provider tells the customer in advance and the additional 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. An account cannot be created without agreeing to these terms. It gives 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 after the account is deleted for as long as the law requires.

The provider may close an account if the customer misuses it or breaches these terms. The customer's claim to services paid for and not yet provided is not affected.

6. Course of the service and cooperation

- The customer declares that they are entitled to grant access to the computer and the data on it, as its owner or with the consent of the owner or employer. If this is in doubt, the provider may refuse or interrupt the work.
- The customer stays at the computer during the work, sees every step and can end the connection at any time.
- The customer is responsible for backing up data before the work. The provider reminds them of this. If a backup is not possible, the provider points out the risk of data loss and continues only with the customer's consent.
- The provider installs only programs for which the customer holds a valid licence, or freely distributable programs. The customer is responsible for the licences of the programs on the computer.
- 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. The provider keeps confidential everything learned during the work.

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 or by post to the provider's registered office. The consumer may use the model form at the end of these terms, but does not have to.

If the consumer expressly asks for the service to start 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,
- if the consumer withdraws while the service is being provided, they pay a proportionate part of the price for the service provided up to the moment of withdrawal.

The provider refunds any 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 let us know without undue delay by e-mail, by phone or by post to the registered office. The provider confirms by e-mail when the complaint was made, what it concerns and how the customer wants it resolved.

The provider resolves the complaint within 30 days of receiving it, by fixing the defective work at no extra charge, by a reasonable discount or by refunding the price. Afterwards the provider confirms the date and method of resolution, or the reasons for rejecting the complaint.

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 work, for example hardware failure, data damaged or lost before the work, or interventions by third parties. The provider is liable for data lost during the work only if it was caused by a breach of the provider's obligations.

10. Business customers

The provisions on consumer withdrawal do not apply to a customer acting in the course of their business. The provider's total liability for damage to such a customer is limited to the price paid for the service during which the damage occurred. This does not apply to damage caused intentionally or through gross negligence.

If the customer's computer holds personal data for which the customer is responsible, the provider will on request conclude a data processing agreement under Article 28 GDPR.

11. Out-of-court dispute resolution and supervision

A consumer may contact the Czech Trade Inspection Authority (Česká obchodní inspekce), the body for out-of-court resolution of consumer disputes (adr.coi.cz). Compliance with the provider's obligations is supervised by the Czech Trade Inspection Authority (www.coi.cz) and, in matters of trade licensing, by the competent trade licensing office.

12. Final provisions

- Personal data protection is described in the privacy policy.

- The provider and the customer communicate by e-mail, phone or WhatsApp. Documents are delivered by e-mail to the address given in the order.
- The contract is governed by Czech law. If the customer is a consumer living in another country, this does not affect the protective provisions of that country's law.
- The provider may change these terms. Customers with an account are informed by e-mail at least 14 days before the change takes effect and may close their account before then. A contract already concluded is governed by the version the customer agreed to when paying.
- Previous version: terms effective from 27 September 2026 (PDF).

Annex: Model withdrawal form

Complete and return this form only if you wish to withdraw from the contract.

- To: IT OnLine, Václav Novotný, Lindnerova 998/6, 180 00 Praha 8, Czech Republic, company ID (IČO) 48557668, e-mail info@it-online.cz
- I hereby give notice that I withdraw from my contract for the provision of the following service: …
- Ordered on / contract concluded on: …
- Order number: …
- Name of the consumer: …
- Address of the consumer: …
- Signature of the consumer (only if this form is sent on paper): …
- Date: …