



GET LIMO

GENERAL TERMS AND CONDITIONS AND TRANSPORT ORDER

1. BASIC TERMS

1.A. The terms and conditions of the GET LIMO brand under the business entity JB PRO s.r.o. are understood as these Terms and Conditions.

1.B. The service provider is understood to be the business entity JB PRO s.r.o., with its registered office at Vilova 27, 851 01, Bratislava, IČO: 54 81 97 33, registered in the Commercial Register of the Slovak Republic, Insert number: 163074/B, hereinafter referred to as the "Provider."

1.C. The client is understood to be an individual or legal person to whom the Provider provides, based on an order, services of private personal transport, carried out by personal vehicles, ensuring transportation from the starting point to the destination.

1.D. The client is understood to be an individual or legal person who is transported by the Provider.

1.E. The starting point of transportation is understood to be the address designated by the Client, where the Provider is obliged to pick them up.

1.F. The destination of transportation is understood to be the address designated by the Client, where the Provider is obliged to transport them.

2. BASIC PROVISIONS

2.A. These terms and conditions apply to all services of private personal transport provided by the Provider.

2.B. These Terms and Conditions are binding on the Client from the moment of placing an order with the Provider.

3. PROVIDER'S OBLIGATIONS

3.A. The Provider undertakes to:

1.) in case of order confirmation, pick up the client at the starting address of transportation and ensure their transportation to the destination address.

2.) in case the Provider cannot reach the starting address of transportation, they are obliged to inform the Client without delay and agree on a solution to the situation.

3.B. The legal relationship between the Client and the Provider, unless a written contract/agreement is signed between them, arises at the moment of order acceptance by the Provider. At this moment, the Provider's obligation to provide private transport of persons and the Client's obligation to pay for the transportation according to these Terms and the Provider's price list arise.

3.C. The Provider may fulfill its obligation through another provider, and the Client agrees that the Provider may use any third party chosen by them to fulfill the obligation, and thus assign all or any part of the ordered transport and other services under conditions determined by the Provider.

4. CLIENT'S OBLIGATIONS

4.A. In the event of utilizing the Provider's services, the Client undertakes to:

4.A.1.) Order transportation in the specified manner, either by phone, SMS, online form, electronically (email), or using the Whatsapp application.

4.A.2.) Provide their name, email, and phone number in the order, also specifying the exact starting address for transportation, the desired pick-up time, and the ending address for transportation.

4.A.3.) Provide the Provider with correct details regarding the starting address for transportation and the exact pick-up time; in case of breaching this obligation, the Provider shall not be held responsible for failure to arrive at the starting address for transportation.

4.B.1.) In the case of the personal driver service, if the service is performed using the Client's vehicle, the Client assumes all responsibility for the vehicle and declares that all necessary vehicle documents are in order (insurance, inspection, emissions, etc.). If deficiencies are identified before the journey commences, the Provider reserves the right to refuse to fulfill this order and charge a 10% cancellation fee of the service price. If deficiencies are identified during the journey, the Client assumes full responsibility, and the Provider may park the Client's vehicle at a safe location and terminate the journey for 100% of the service fee.

5. TRANSPORT OF PERSONS

5.A. The Provider's obligation to transport the client is fulfilled by delivering the Client to the address of the end of the transport specified in the order.

5.B. The Client's obligation is to behave decently throughout the entire duration of the service or ride.

5.C. The Client is responsible for any damages caused in the vehicle due to their negligence (contamination/damage to the vehicle). In case of contamination/damage to the vehicle, a fixed fee of 400 euros will be charged for the removal of such damages. If it is proven that the damage to the vehicle caused by the client exceeds the fixed fee of 400 euros in accordance with these terms and conditions, the client is obliged to pay the proven amount of the damage caused.

6. PRICES FOR TRANSPORTATION AND PAYMENT TERMS

6.A. The Client is obligated to familiarize themselves with the current price list of the Provider before placing an order, which is accessible online on the website www.getlimo.sk.

6.B. The Client is required to pay the price for transportation in accordance with these Terms and Conditions according to the current Price List of the Provider, unless otherwise agreed in writing.

6.C. The price for transportation can be paid in cash/card in the vehicle or by non-cash transfer based on an invoice – a tax document issued by the Provider, due within 7 days from the date of issuance. 6.D. If the price for transportation exceeds 100 euros, the Provider may request a deposit in advance from the total amount of the service up to 50% of this amount. The deposit will be paid based on a deposit invoice, which will be sent to the Client in advance before the ride takes place. The ride will be carried out only upon proof of payment of this deposit invoice.

6.E. Fees invoiced by the Provider to the Client according to these Terms and Conditions or the Provider's price list are stated with 0% VAT.

7. COMPLAINT AND CANCELLATION OF ORDER

7.A. If the Client finds that the services provided exhibit deficiencies in quality or scope of services provided, they have the right to file a complaint about these deficiencies. Complaints should be addressed promptly upon discovering the deficiency, no later than 7 days after the completion of the transport.

7.B. A complaint in accordance with the preceding paragraph must be in writing or in electronic form (email) and must contain an accurate description of the damage/deficiency caused and must be delivered to the Provider within the deadline specified in the preceding paragraph.

7.C. If the Client does not assert their claims in the manner and within the time frame as outlined in the above points of these terms and conditions, it is deemed that the transport was carried out on time and properly, thereby extinguishing the possibility of a complaint.

7.D. If the Client cancels the order less than 1 hour before the start of the ride or at the location of the ride's commencement, a cancellation fee of 100% of the price of the given order will be charged. If the order is canceled more than 1 hour before the start of the ride, the Provider will not charge any cancellation fee.

7.E. Procedure for handling complaints:

7.E.1. The Customer is obliged to provide truthful information regarding the complaint about deficiencies in the provided service and also the cooperation necessary for handling the complaint.

7.E.2. The managing director of the company JB PRO s.r.o. shall decide on the justification of the complaint about deficiencies within 5 working days at the latest.

7.E.3. The Provider is obliged to inform the Client about the status of handling the complaint within 30 days of its receipt.

8. RELATIONSHIP TO LEGAL REGULATIONS OF THE SLOVAK REPUBLIC AND JUDICIAL DISPUTES

8.A. All legal relationships arising between the Provider and the Client are governed by the legal regulations of the Slovak Republic. In matters not regulated by the contract or these Terms and Conditions, the relevant provisions of the Commercial Code shall apply. 8.B. These Terms and Conditions take precedence over any conflicting statements made by persons acting on behalf of the Provider, unless such conflicting statement is made in writing and signed by a person authorized under the relevant legal regulations to act on behalf of the Provider. 8.C. These Terms and Conditions apply only if a written contract does not establish otherwise. 8.D. These Terms and Conditions are publicly accessible at the website address www.getlimo.sk.

9. DATA PROTECTION

9.A. The Client provides the necessary data for their identification in the Provider's online system during registration.

9.B. The Provider undertakes to handle the Client's personal data in accordance with applicable legal regulations, collecting them only for the purposes stated above and to improve its services.

9.C. By using the Provider's online system, the Client agrees to the collection and use of the provided data for the purposes stated above.

10. FINAL PROVISIONS

10.1. These Terms and Conditions shall enter into force on 01.01.2024.

