

## **MEDDI APP COMPLAINTS PROCEDURE** (hereinafter referred to as the "Complaints Procedure")

The company MEDDI hub a.s., Na Florenci 2116/15, Nové Město, 110 00 Prague 1, ID No.: 062 30 458, registered with the Municipal Court in Prague, insert B 25071, (hereinafter referred to as the "Operator") is the Operator of the MEDDI app, available via the Internet server [www.meddiapp.com](http://www.meddiapp.com) or as a mobile application for download on Google Play and App Store (hereinafter referred to as the "App").

This Complaint Procedure supplements the MEDDI app Terms and Conditions, which are available on the MEDDI app or on the web server [www.meddi.com](http://www.meddi.com) (hereinafter referred to as the "T&C"). Capitalized terms in this Complaint Procedure have the same meaning as assigned to them in the T&C, unless otherwise expressly provided in this Complaint Procedure.

The Complaints Procedure regulates the rights of Users for insufficient Performance in connection with the use of the Application in accordance with Article IV, paragraph 3. T&C, i.e. it regulates the method and conditions of Users' claims in case of defects of the Performance provided by the Operator through the Application. Please note that this Complaints Procedure applies only to defects in the Provider's Performance. Service Contracts or other contracts concluded through the Application between Users and Providers do not apply to this Complaints Procedure.

### **I.** **For what defects in the Services provided are we liable?**

The Operator, as the provider of the Performance, is liable to the User for the fact that the Performance is not defective when provided and that it is provided in accordance with the Agreement on the use of the Application. The Performance is free from defects when provided and is provided in accordance with the Agreement when:

- corresponds to its description in the Contract, respectively in the T&C;
- is provided at the agreed time and lasts for the specified period;
- is provided with due skill and care;
- complies with the requirements of the legislation.

### **II.** **What is the warranty period of the Performance?**

It is possible to complain about the Provided Performance during its provision. Claim defects without undue delay after you have become aware of them. You may complain about a defect in the Service within 6 months of the date of provision of the Service.

### **III.** **What rights do you have from defective Performance?**

In the event that the Performance has been provided to you defectively, you have in particular the right to:

- a free of charge remedy (in particular to provide additional Performance or to provide substitute Performance);
- b a reasonable discount on the License Price or the Single Service Price (if paid);
- c withdrawal from the Contract (only if the defective Performance is a material breach of the Contract). Any other rights under applicable law are not affected by this provision.

#### **IV.**

#### **When cannot the rights from defective Performance be exercised?**

You are not entitled to any rights arising from defective Performance, in particular if:

- you were aware of the defect prior to the provision of the Performance;
- you caused the defect yourself, in particular by providing incorrect or incomplete information.

#### **V.**

#### **How do I make a complaint?**

File a complaint with the Operator without undue delay after the defect has been detected. Complaints can be made by e-mail or in writing using the contact details provided in the attached complaint form. When making a claim, we recommend that you describe as precisely as possible what you see as a defect in the Performance. This will speed up the claim process. The moment of filing a claim is the moment when we have been notified of the occurrence of a defect and the right to claim liability for defects in the Performance (choice of claim). Claims received by us shall be settled without undue delay, but at the latest within 30 days from the date of the claim, unless we agree otherwise. We will issue you with a written confirmation of the claim and its settlement.

In accordance with the Civil Code, you have the right to reimbursement of the costs reasonably incurred when making a claim for services. Please note that the right to reimbursement of these costs must be exercised within one month after the expiry of the period within which the defect must be complained of.

This Complaints Procedure comes into force and effect on 19. 12. 2025.

### Claim Form Fulfillment

*(Please complete and return this form only if you wish to make a claim for the Services provided. The form can be printed and sent completed to the address below, or scanned and sent electronically to [podpora@meddi.com](mailto:podpora@meddi.com))*

**Sender (User):**

Name and surname:

Residence:

(or e-mail, phone number):

**Recipient (Operator):**

MEDDI hub a.s., ID: 06230458, with registered office at Na Florenci 2116/15, Nové Město, 110 00 Prague 1, registered in the Commercial Register maintained by the Municipal Court in Prague, Section B, Insert 25071

### Exercising the right from defective Performance (claim)

Hello,

The application has the following defects

*(\* the defect must be described in detail here).*

I request that the complaint be handled in the following manner:  
..... *(\* here the requested method of handling should be described in detail; for example - "I request that the Application be repaired free of charge so that it is functional again).*

At the same time, I ask you to issue a written confirmation of the claim, stating when I exercised the right, what is the content of the claim together with my claim for redress, and then confirmation of the date and method of settlement of the claim, including confirmation of the repair and the duration of the repair.

In:.....

Date:.....

.....  
User's name and surname  
(signature)