

## TERMS AND CONDITIONS – ROHLIK REFERRAL PROGRAM

This document contains the terms and conditions of the Rohlik Referral Program ("**Referral Program**" or "**Program**"). It concerns a legally binding document that describes the rights and obligations of the Program – a free bonus program for all customers with an active customer account, which rewards the recruitment of new customers both on the referrer's side and on the new customer's side with benefits when shopping in the Rohlik.cz e-shop.

### Who are we and where can you find us?

The e-shop [www.rohlik.cz](http://www.rohlik.cz) is available via the website [www.rohlik.cz](http://www.rohlik.cz) or via the mobile app Rohlik.cz ("**e-shop Rohlik.cz**").

The e-shop Rohlik.cz is operated by VELKÁ PECKA s.r.o., ID No.: 030 24 130, with registered seat at Karolinská 654/2, Karlín, 186 00 Praha 8, registered in the Commercial Register kept by Municipal Court in Prague, File No. 226550 ("**Rohlik.cz**").

### How can you find your way around these terms and conditions?

To make it easier for you to navigate through these terms and conditions, we have created an overview of the individual chapters with a description of the most important information they contain:

CHAPTER	WHAT WILL YOU FIND THERE?
1. ROHLIK REFERRAL PROGRAM	Who is the Program intended for?
2. BENEFITS OF THE PROGRAM	What are the benefits for existing and new customers?
3. HOW YOU CAN PARTICIPATE	How does participation work step by step?
4. ABUSE OF THE PROGRAM	What rules must be observed?
5. DATA PROTECTION	What applies about data protection?
6. LIABILITY AND WARRANTY	Where does Rohlik.cz's liability end?
7. FINAL PROVISIONS	What is the legal framework for these terms and conditions?

If you cannot find the answer to your question in these terms and conditions, please check the FAQ section or send us an email at [zakaznici@rohlik.cz](mailto:zakaznici@rohlik.cz) or call us at 800 730 740.

### 1. ROHLIK REFERRAL PROGRAM

The Referral Program is a free bonus program for all Rohlik.cz customers with an active customer account.

Any customer who has completed at least 10 orders in the e-shop Rohlik.cz within the last 12 months is eligible to participate.

A new customer is a customer who has not yet made their first purchase on the e-shop Rohlik.cz.

## **2. BENEFITS OF THE PROGRAM**

What are the benefits of the Program for existing and new customers?

- If you refer a new customer and they make one or more purchases on the e-shop Rohlik.cz, you will receive a certain number of credits to your customer account as a reward. The number of credits depends on the number of purchases the new customer makes within a specified period.
- One credit is equivalent to 1 CZK (one Czech crown), and credits can be used as credit when shopping in the e-shop Rohlik.cz. The number of credits you receive for a completed order placed by a new customer can be found in the e-shop Rohlik.cz or your customer account, in the current advertising by email or on social media.
- Credits are non-transferable and valid for 2 months from the date they are credited to your customer account. Credits cannot be redeemed for cash.
- The new customer receives a discount on a certain number of purchases made within a specified period. The amount of the discount is stated in the invitation sent by the existing customer (the referrer). If the value of a purchase is lower than the discount amount, the unused portion of the discount will expire and cannot be carried over to future purchases.
- A purchase is considered completed once it has been delivered to the new customer and the purchase price has been paid. Additional items delivered as part of the original order are not considered a new order (and the discount does not apply to them).

Rohlik.cz reserves the right to change, supplement, or temporarily restrict the benefits, in which case customers will be informed in an appropriate manner.

## **3. HOW YOU CAN PARTICIPATE**

You may participate in the Program if you meet the following conditions:

### **Step 1: Register as a customer**

First, register in the e-shop Rohlik.cz at [www.rohlik.cz](http://www.rohlik.cz). You can register easily

- online via the website, or
- the mobile app.

If necessary, you can also call our free customer service hotline at 800 730 740, where our team will be happy to help you.

For registration, please have the following information ready: your name, address, phone number, and email address.

Existing customers are automatically enrolled in the Program once they meet the eligibility criteria and confirm their acceptance of the Program terms and conditions (before using a referral link for the first time). Customers may object to such automatic enrollment in the Program.

## **Step 2: Place 10 orders within 12 months**

To be eligible for participation in the Program, you must complete 10 or more purchases within a consecutive 12-month period. You will be automatically enrolled in the Program immediately after completing your tenth purchase.

## **Step 3: Send the referral link to one or more new customers**

Eligible customers will receive a personal referral link that they can send to friends or other individual through various channels. You will find this link and further information in your customer account as well as on the Program's webpage.

## **Step 4: The new customer completes at least one order after receiving the invitation**

Once a new customer who has received the referral link makes their first purchase, a certain number of credits will be automatically credited to your customer account.

If the new customer makes their first purchase and then completes one or two additional purchases within 30 days of that first order, you will also receive credits for those additional purchases. Credits can be earned for a maximum of two additional purchases made by the new customer within 30 days of their first order. No reward (credits) is granted for any further purchases, or for purchases made more than 30 days after the first order.

If the minimum order value for these three purchases differs from our standard minimum order value, this information will be provided in the general information about the Program (e.g., on the Program's webpage).

## **4. ABUSE OF THE PROGRAM**

### **Prohibition of abuse**

Creating multiple customer accounts for the purpose of repeatedly claiming Program benefits by the same individual is prohibited. Such conduct is considered an abuse of the Program, and any reward will not be granted or may be subsequently revoked. This rule also applies if a new customer referred by an existing customer creates multiple accounts with the same intent.

The use of fake identities or the exploitation of technical loopholes to obtain benefits that would not be possible through proper use is also prohibited.

The use of automated systems to generate referral links is not permitted.

### **Sanctions for misuse**

If we suspect that a new (or existing) customer is abusing the Program, or if such abuse is proven, Rohlik.cz reserves the right to:

- block the use of the referral link for a certain period of time,
- to terminate the customer account(s) immediately without payment of any benefits, and
- to demand compensation for damages incurred as a result of the misuse.

## **5. DATA PROTECTION**

As an existing customer, you will not have access to any personal data of the new customer to whom you send a referral link. You will only receive confirmation that the link has been activated; no information enabling the identification of the new customer will be disclosed to you.

For fraud prevention and to verify eligibility for participation in the Program, both your phone number and the new customer's phone number will be verified, along with device fingerprints and the device's IP address.

Notifications about meeting participation requirements and about any changes in the Program will be sent to you via e-mail, push notifications, and SMS. You can also find the relevant information in your customer account and on the Program's webpage.

Further information, including your rights in relation to personal data, can be found in our Customer Privacy Policy available at [www.rohlik.cz](http://www.rohlik.cz).

## **6. LIABILITY AND WARRANTY**

We operate the Program with the utmost care and strive for the highest quality. However, there are circumstances beyond our control:

### **Disclaimer**

Rohlik.cz is not liable for:

- the violation of data protection regulations by advertisers that may arise from forwarding the invitation to potential new customers,
- actions of other customers or circumstances arising on their part,
- damage caused by force majeure (natural disasters, epidemics, government decisions, etc.),
- technical failures (power outages, network disruptions),
- interruptions or restrictions to Program services due to extraordinary events,
- the content and operation of third-party advertising in the e-shop Rohlik.cz,
- unauthorized interference by third parties in the e-shop Rohlik.cz.

### **Limitation of liability for third-party services**

Rohlik.cz is not responsible for the services of payment service providers, couriers, or other contractual partners. We are not liable for errors or failures on the part of third parties.

## **7. FINAL PROVISIONS**

### **Legal framework**

If the Program or the legal relationship related to the use of the Rohlik.cz e-shop involves an international (foreign) element, it shall be governed by Czech law. This does not affect your statutory

rights as a consumer under generally binding legal regulations. Any disputes shall be resolved by the competent court in the Czech Republic according to the registered seat of Rohlik.cz.

### **Relationship to other terms and conditions**

In addition to these Terms and Conditions – Rohlik Referral Program, the General Terms and Conditions of Rohlik.cz, available at [www.rohlik.cz](http://www.rohlik.cz), also apply. In the event of contradictions, these terms and conditions shall take precedence.

### **Termination of the service**

Rohlik.cz may terminate the Rohlik Referral Program or the sale of goods and services via the Rohlik.cz online shop at any time.

### **Changes to the terms**

Rohlik.cz may change or update these terms and conditions at its own discretion. You will be informed of any changes in advance by email or other suitable means, provided that you have already qualified for the Referral Program.

### **Severability**

Should any provision of these terms and conditions be or become invalid, this shall not affect the validity of the remaining provisions. The invalid provision shall be replaced by a provision that comes closest to the original meaning and purpose.

### **Contact**

Do you have a question, suggestion, or comment? We are here for you.

- by email: [zakaznici@rohlik.cz](mailto:zakaznici@rohlik.cz)
- by phone: 800 730 740
- or via your customer account in the e-shop Rohlik.cz

### **Validity**

These terms and conditions come into effect on 19 January 2026