

Terms and conditions

www.karel-novotny.cz online shop - version dated 22 October 2026

1. Seller and contact details

The seller is Karel Novotný, a sole trader with registered office at Šidleny 617, 696 05 Milotice, Czech Republic, business identification number (IČO) 75568900, VAT identification number CZ8412034246. The seller is registered for VAT and operates under a trade authorisation.

For orders, complaints and withdrawal, contact info@karel-novotny.cz or +420 773 684 685. Dispatch enquiries may also be sent to expedice@karel-novotny.cz. The premises, collection point and address for returns and complaints are Šidleny 617, 696 05 Milotice, Czech Republic. Please arrange an appointment before visiting.

2. Scope and alcohol sales

These terms govern purchases through www.karel-novotny.cz, including its English version at </en/>. Specific agreements in an order take precedence. Provisions on statutory withdrawal, consumer complaints and alternative dispute resolution apply to buyers acting outside their trade, business or profession.

Alcohol must not be sold to anyone under 18. Only an adult aged 18 or over may order alcohol. Alcohol may only be collected or received by someone aged 18 or over; identification may be requested to verify their age. Handover may be refused if the required age is not established.

3. Orders and formation of the contract

Products are displayed with their main characteristics and prices. Add products to your cart, adjust quantities and review and correct the order, contact details and delivery address before submitting it. There is no minimum bottle quantity: you may order a single bottle.

Select an available delivery and payment method. The total, including applicable charges, is displayed before submission. Submit the order using the button clearly indicating an obligation to pay. Your submission is a binding offer to purchase. The contract is concluded when the order confirmation reaches your email address. This email constitutes the seller's acceptance and contains the order summary and these terms as a PDF attachment.

Contracts may be concluded in Czech or English. The seller retains order records; you retain the confirmation email and attachments. Request a copy or correction of an error by contacting the seller. You pay your own internet connection costs under your provider's agreement. Changes to a concluded contract require agreement unless the law provides otherwise.

4. Prices and payment

The order currency depends on the selected delivery country: Czech koruna (CZK) for the Czech Republic, euros (EUR) for Slovakia, Poland, Germany and Austria, regardless of the website language. After selecting the country, checkout displays goods, delivery charges and the total in that currency. Displayed prices include VAT. The confirmed order's price and currency are binding and are unaffected by subsequent website prices or exchange rate changes. Euro prices may be set independently and need not always equal a current conversion of Czech prices.

Orders to the Czech Republic in CZK offer, where available at checkout, Comgate card payment, bank transfer to Air Bank account **1131926019/3030**, cash on delivery with a **CZK 40** charge, and cash on collection. For transfers, use the payment instructions and reference in the confirmation. EUR orders accept only online payment through Comgate, including orders for collection.

Payment availability depends on delivery method and destination. Any charge must be disclosed before submission. Card details are handled by the payment gateway; the seller does not receive full card details. Prepaid orders are dispatched after payment is received. Contact the seller if payment fails or its status needs checking.

5. Delivery destinations and charges

The Czech shop offers delivery to the Czech Republic, Slovakia, Poland, Germany and Austria. The English shop offers Slovakia, Poland, Germany and Austria. Available services and the final charge are displayed before the binding order is submitted.

- Courier delivery to the Czech Republic costs **CZK 185** and is free for goods worth at least **CZK 2,500**.
- Delivery to Slovakia costs **EUR 7.40** and is free for goods worth at least **EUR 100**.
- Delivery to Poland, Germany and Austria costs **EUR 14** for the first started carton and **EUR 6** for each additional started carton. Each carton holds up to six bottles: 1-6 bottles cost EUR 14, 7-12 cost EUR 20, and 13-18 cost EUR 26. Delivery to these destinations is always charged, with no free delivery threshold.
- **Collection at Šidleny 617, Milotice is always free**, regardless of the selected country. Any expressly disclosed charge for a chosen payment method is separate.

For accessories, oils and mixed orders, the calculation displayed in the cart for the particular order applies. All charges payable to the seller must appear in the total before submission; additional charges cannot be added afterwards without agreement.

The free-delivery threshold uses the value of eligible goods after discounts. Gift vouchers do not count towards this threshold unless the particular offer states otherwise.

6. Delivery and receipt

The delivery time agreed on the product page, in the order or by subsequent agreement applies. Unless otherwise agreed, the seller delivers without undue delay and within 30 days of the contract being concluded. Collect only after receiving confirmation that the order is ready. If the agreed date cannot be met, the seller will inform you and agree how to proceed, without limiting your statutory rights.

Please provide correct details and the cooperation needed to receive the goods. We recommend documenting obvious transport damage and promptly informing the carrier and seller. Failure to record a reservation with the carrier does not in itself remove a consumer's rights concerning defects. Where delivery is arranged through a carrier offered by the seller, risk passes to the consumer when the goods are received by them or their designated person other than the carrier.

7. Consumer withdrawal within 14 days

A consumer may withdraw from an online purchase without giving a reason within 14 days of receiving the goods. For one order delivered in separate items or parts, the period runs from receipt of the final item or part. Send a clear withdrawal notice to info@karel-novotny.cz or the seller's address within the period, retaining evidence of sending. The model form below is optional; any unambiguous statement is sufficient.

Send or hand back the goods to Šidleny 617, 696 05 Milotice, Czech Republic, within 14 days of giving notice. Sending them before the deadline is sufficient. You bear the direct return costs. Pack the goods securely against damage. The original shipping packaging is recommended but is not a condition of withdrawal.

The seller refunds payments, including the cost of the least expensive standard delivery offered for that order, without undue delay and within 14 days of withdrawal. The same payment method is used unless another method is agreed without extra cost. Free collection does not count as standard delivery for limiting the postage refund. The seller may withhold the refund until receiving the goods or evidence of their return, whichever is earlier. You

are liable only for diminished value resulting from handling beyond what is necessary to establish the goods' nature and characteristics.

8. Statutory exceptions to withdrawal

Buying wine or another alcoholic drink does not automatically remove the right to withdraw. Statutory exceptions may apply to rapidly perishable goods or goods with a short shelf life, and to sealed goods unsuitable for return for health or hygiene reasons after their seal is broken, for example an opened food product. The special exception for alcohol applies only where delivery is agreed for after 30 days and its value depends on market fluctuations beyond the seller's control. Any exception depends on the actual product and does not limit rights concerning defects.

9. Defects and complaints

The seller is responsible for goods being free from defects upon receipt and meeting agreed and statutory requirements. Consumers may complain about a defect appearing within two years of receipt. A defect appearing in the first year is presumed to have existed upon receipt unless the nature of the goods or defect excludes this. Food is assessed with regard to its nature, stated durability or use-by date and proper storage; this is not a promise of unlimited shelf life. The seller is not responsible for defects caused by the buyer, for example through improper storage.

Make a complaint by email or at the premises. Identify the product, describe the defect and requested remedy, provide contact details and allow the goods to be assessed. An order confirmation or other suitable evidence can establish the purchase; original packaging and a paper receipt are not mandatory. The seller issues confirmation of the complaint's date and content, requested remedy and contact details for notification.

A consumer may request repair or replacement unless the chosen remedy is impossible or disproportionately costly. A proportionate price reduction or withdrawal is available under statutory conditions, including refusal or failure to provide a remedy, a recurring defect or a serious defect. Withdrawal is unavailable for a minor defect. Complaints, including remedy and notification, will be resolved within 30 days unless a longer period is agreed. If that deadline expires without resolution, the consumer may withdraw or request a proportionate reduction. The seller provides confirmation of the outcome and reimburses reasonably incurred costs of a justified complaint.

10. Disputes and alternative dispute resolution

Contact the seller by email to resolve a complaint. If a consumer dispute cannot be settled directly, the competent alternative dispute resolution body is the Czech Trade Inspection Authority (Česká obchodní inspekce). Information and submissions: coi.gov.cz/informace-o-adr/. A proposal may be filed within one year of first asserting the right with the seller. This does not restrict the right to go to court.

11. Personal data and final provisions

Information on processing purposes, legal bases, recipients, retention and your rights is provided separately in our [privacy notice](#). Data necessary for orders are processed to perform the contract and comply with legal obligations. Marketing consent is not a condition of purchasing.

Czech law governs the contract. This choice does not deprive consumers of protection afforded by mandatory provisions of the law of their habitual residence where applicable. Czech and English texts express the same terms; the order's language applies without limiting statutory consumer protection. This version takes effect on 22 October 2026 for contracts concluded while it is in effect. Earlier orders remain subject to the terms applicable when concluded; their agreed prices and rights are not changed retrospectively.

12. Model withdrawal form

Complete and return this form only if you wish to withdraw from the contract. Using it is optional.

To: Karel Novotný, Šidleny 617, 696 05 Milotice, Czech Republic; email: info@karel-novotny.cz.

I/We (*) hereby give notice that I/We (*) withdraw from my/our (*) contract of sale of the following goods:

Goods and quantities:

Order number (if known):

Ordered on / received on (*):

Name of consumer(s):

Address of consumer(s):

Email or telephone for handling this request (optional):

Date:

Signature of consumer(s), only if submitted on paper:

(*) Delete as appropriate.