

## TERMS AND CONDITIONS

Last Updated: 12 February 2025

### 1. INTRODUCTION

Welcome to raymannix.com (the "Website"), owned and operated by LUKUDO s.r.o., a company registered in the Czech Republic, with its registered office at:

LUKUDO s.r.o.

Kurzova 2222/16, Stodůlky, 155 00 Praha 5

Registered with the Municipal Court in Prague under file number C 410128

LUKUDO is a non-VAT payer.

These Terms and Conditions ("Agreement") govern the relationship between LUKUDO and you as a user, guest, or registered member of this Website. By accessing, browsing, or using this Website, you confirm that:

- You are legally permitted to use this Website according to Czech, EU, and international laws.
- You have read, understood, and accepted this Agreement and our Privacy Policy.
- You understand that all prices on this Website are stated in EUR (Euros) and are final including 0% VAT.

If you do not agree to these Terms and Conditions, please stop using this Website immediately.

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### 2. DEFINITIONS

- "LUKUDO" – The operator ("provozovatel") of the Website and provider of services.
- "Website" – The domain raymannix.com and all its subdomains.
- "User" – Any individual who visits or registers an account.
- "Member" – A user with a paid subscription or access to digital content.
- "Content" – Videos, images, text, and any other material available on the Website.
- "Services" – Digital and physical products, memberships, and other offerings provided by LUKUDO.

- "Payment Method" – A valid method of payment accepted by us, including credit/debit cards, bank transfers, and cryptocurrencies.
  - "Fees" – Charges for using the Website, including membership and purchases.
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### **3. AGE RESTRICTIONS AND ACCESS**

This Website is available to users of all ages. However, access to certain premium content and services may be restricted to users aged 18 and above. Users under 18 must have parental or legal guardian consent to use the Website.

We reserve the right to implement age verification measures for certain content areas.

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### **4. REGISTRATION AND ACCOUNT SECURITY**

- Users may be required to register an account to access certain features.
- You must provide accurate and complete information during registration.
- You are responsible for maintaining the confidentiality of your credentials.
- You agree to notify us immediately of any unauthorized access to your account.

We reserve the right to suspend or terminate accounts at our discretion.

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### **5. PREMIUM MEMBERSHIP TERMS**

#### **5.1 Membership Benefits**

As a Premium Member, you will receive the following annual benefits:

- A signed calendar every December
- An exclusive Christmas merchandise gift
- Access to galleries featuring personal clothing and content
- A personalized birthday video
- Two (2) video calls of 15 minutes each per year
- Recognition as a top fan and supporter

#### **5.2 Birthday Video Requests**

- Requests must be sent at least 14 days in advance to [premium@raymannix.com](mailto:premium@raymannix.com).
- Include your name, birthday date, and any personal preferences.
- The video benefit is valid once per year and cannot be carried over.

### 5.3 Membership Plans & Pricing

All prices are in EUR (Euros):

- 1 Year: €99
- 3 Years: €249
- 10 Years: €790

Prices include all stated benefits. Additional shipping fees may apply depending on your location.

### 5.4 Payment & Subscription Terms

- Payment must be made in full at the time of purchase.
- Membership fees are non-refundable unless required by law.
- Memberships do not renew automatically; repurchase is required upon expiration.
- Immediate Access & Withdrawal Waiver: By purchasing, you waive your 14-day right to withdraw under EU law for digital content.

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## 6. RETURNS AND CLAIMS POLICY

### 6.1 Digital Content

- Immediate Access and Withdrawal Waiver: By purchasing digital content or memberships that provide instant access, you expressly consent to the immediate performance of the contract and acknowledge that you lose your right to withdraw from the contract within 14 days, in accordance with EU Directive 2011/83/EU on consumer rights.
- Refunds: Sales of digital content are final. Refunds are granted only in cases where the digital content is defective or not as described, and cannot be remedied within a reasonable time.

### 6.2 Physical Products

- **Right of Withdrawal:** You have the right to withdraw from the purchase of physical products within 14 days from the day you receive the goods, without giving any reason.
- **Return Process:** You must return the goods within 14 days of notifying us of your withdrawal. You will bear the direct cost of returning the goods.
- **Refunds:** Upon receipt of the returned goods, we will reimburse all payments received, including standard delivery costs, within 14 days.

### 6.3 Defective or Non-Conforming Products

- **Legal Guarantee:** Under Czech law, consumers are entitled to a 2-year legal guarantee for goods that are defective or not in conformity with the contract.
  - **Notification of Defects:** If you discover a defect, you must inform us without undue delay.
  - **Your Rights:** Depending on the defect, you may request:
    - Repair or Replacement
    - Price Reduction or Refund
  - **Claim Process:** To make a claim, please contact [support@raymannix.com](mailto:support@raymannix.com). We will provide the return address if needed.
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## 7. PAYMENTS AND SECURITY

- Payments are securely processed by third-party payment processors.
  - Transactions comply with EU PSD2 regulations for Strong Customer Authentication (SCA).
  - All prices are in EUR (€).
  - Non-EU customers are responsible for any additional taxes or customs duties upon delivery.
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## 8. CONSUMER RIGHTS AND DISPUTE RESOLUTION

- Complaints should be submitted to [support@raymannix.com](mailto:support@raymannix.com).
- EU consumers may use the EU ODR Platform: <https://ec.europa.eu/consumers/odr>.

- Disputes will be resolved by Czech courts unless otherwise required by EU law.
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## **9. CHANGES TO TERMS AND CONDITIONS**

- In case of any discrepancies between these Terms and Conditions and the Czech language version required by law, the Czech version shall prevail. However, we strive to keep both versions identical to ensure consistency.
- We reserve the right to modify these Terms at any time. Continued use of the Website constitutes acceptance of changes.
- For inquiries, contact us at [support@raymannix.com](mailto:support@raymannix.com).