

## **Terms and Conditions**

### **1. Introduction**

These terms and conditions ("Terms") govern your use of the services provided by SelfLinker ("we," "us," "our") via the website [selflinker.sumupstore.com](https://selflinker.sumupstore.com). By purchasing a protection package from SelfLinker, you agree to these Terms. If you do not agree with these Terms, do not use our services.

### **2. Use of the Website**

- The use of this website and the purchase of products are subject to these Terms.
- SelfLinker may update or modify the website at any time without liability to customers.
- We reserve the right to amend these Terms without specific notice. Continued use of the website and services implies acceptance of the updated Terms.

### **3. Ordering and Cancellation**

- By placing an order, you confirm acceptance of these Terms.
- Orders can be canceled within 24 hours of purchase, with a refund issued to the original payment method, processing fee of 5 EUR and 2 % applies.

### **4. Acceptance of an Order**

- Upon placing an order, an order confirmation will be sent to the email address provided at checkout, including order details and prices.

### **5. Returns Policy**

- Returns are accepted within 24 hours after purchase, providing first leg of the itinerary departs in more than 15 days.
- No returns will be processed without prior written consent from SelfLinker and may be subject to return charges.

### **6. Eligibility for Protection Packages**

- Protection packages must be purchased at least 15 days before the first flight departs.
- Coverage applies to all itineraries, which fall within the package criteria, in case transfer is protected by the carrier, SelfLinker offers only support to help with rebooking.
- Customer grants right to SelfLinker to amend and make changes to their reservation in case of disruptions.
- Customer is required to give SelfLinker access to their booking at any time.

### **7. Coverage and Compensation Options**

- Protection covers layovers as per the package details.
- Coverage remains valid for the entire itinerary if layovers comply with the specified time frames and criteria of the package.
- If carrier or any other party (insurance company, etc.) is responsible to pay for the extra cost that raised because of the disruption, you are not eligible to benefit from Compensation Options. SelfLinker will be the last instance, who will provide reimbursement.

## 8. Compensation Options

Customers can choose between the following compensation options:

- **Option A: New Itinerary Booking**
  - If a flight is missed or canceled, contact us via WhatsApp.
  - We will book a new itinerary at no additional cost, up to the selected Reimbursement Amount Limit.
  - If the new itinerary exceeds this limit, the customer must pay the difference, if that is the case, you will be informed in advance about the extra cost.
  - Service is available only during working hours (listed on our website and WhatsApp).
- **Option B: Self-Arranged Itinerary**
  - Customers may arrange their own replacement itinerary and request reimbursement.
  - Reimbursement is available up to the selected Reimbursement Amount Limit.
  - Claims must be submitted via the SelfLinker Claim Form.

## 9. Conditions for Compensation

- The first flight leg must be delayed by at least:
  - 20 minutes (Quick package)
  - 30 minutes (Fast package)
  - 60 minutes (Easy package)
  - 90 minutes (Relax package)
- Compensation applies only if a self-connecting flight is missed due to delays or cancellations.
- If the second flight leg gets canceled, compensation is also applicable.
- Travelers must submit the Itinerary Import Form within 24 hours of purchase. Failure to do so invalidates the order, and no refund or assistance will be provided. Link to the Itinerary Import Form will be sent by email within one hour after the purchase.
- Customers must provide proof that they were planning to travel according to the itinerary.
- Customers must be checked in online for all flights in the itinerary and have their boarding passes.
- Only if online check in is not possible or passenger is traveling with the check-in baggage which needs to be checked for the next flight, check in at the check in counter is allowed.
- Customers must prove that missing their flight was not their fault (e.g., delayed first flight, cancellation).
- Customers are required to do all their best to get to the gate on time.

## **10. Exclusions**

- Compensation is not provided if conditions are not met.
- Compensation is not available for disruptions not covered under these Terms.
- We are not liable for additional costs beyond the Reimbursement Amount Limit, including bank transfer fees.
- Compensation covers only cost for flights/hotel/hotel-airport transfers
- SelfLinker has right to withdraw from the contract at any time, especially when:
  - customer violent Terms and Conditions
  - customer missed their flight on purpose
  - customer tries to take advantage of the contract
  - SelfLinker has valid concerns that customer is acting unlawful or/and against the TC, in that case full refund might be issued, but processing fees applies (depending on the situation).

## **11. Claim Process**

- Claims must be filed within 5 days of the disruption.
- Claims must be supported by documentation and evidence.

## **12. Limitation of Liability**

- We strive for accuracy but do not guarantee the completeness of website information.
- SelfLinker is not liable for indirect, incidental, or consequential damages.
- Our liability is limited to the amount paid for the protection package.
- Compensation will not exceed the selected Reimbursement Amount Limit.
- If a currency exchange is required, SelfLinker's bank provider rates will apply.

## **13. Severance**

- If any provision of these Terms is found to be unlawful, void, or unenforceable, it will be severed from the remaining provisions, which will remain valid and enforceable.
- SelfLinker has always right to edit those Terms.

## **14. Legal Entity and Service Provider**

- SelfLinker is not an insurance company; we provide assistance only.
- The legal entity operating SelfLinker is registered in the Czech Republic, legal details are displayed on the payment receipt and can be also requested via communication channels.
- The detailed workings of our services are explained on the website, particularly in the "How It Works" section.
- Services are non-refundable.

**15. Governing Law**

- These Terms are governed by the laws of the Czech Republic.
- Any disputes will be subject to the exclusive jurisdiction of Czech courts.

**16. Contact Information**

For any questions or concerns, please contact us via the contact form on our website.

By using our services, you acknowledge that you have read, understood, and agree to be bound by these Terms and Conditions.