

CUBILLE / EN

Terms and conditions

Complaints policy

Cubille s. r. o. · IČO 57 658 455 · DIČ 2122870145

Lermontovova 911/3, 811 05 Bratislava - Staré Mesto, Slovenská republika

info@cubillelounge.com

Effective 28 September 2026.

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1. Seller and scope

The seller is Cubille s. r. o., Lermontovova 911/3, 811 05 Bratislava - Staré Mesto, Slovakia, company ID 57 658 455, tax ID 2122870145, registered with the Bratislava III Municipal Court, section Sro, file 200100/B.

For orders and sales, contact sales@cubillelounge.com. For general enquiries, complaints, withdrawal and requests for redress, contact info@cubillelounge.com or the registered address above. These terms apply to online sales of CUBILLE goods to consumers. A consumer is a natural person purchasing outside a trade or profession.

2. Goods, price and contract

Product features, dimensions, materials and available variants are shown with each item. Choosing from standard variants does not, by itself, make the item a personalised good.

Before placing a binding order, the customer sees the price of the goods, delivery and all mandatory charges. These are final prices. The seller is not VAT registered as of the effective date of these terms. Order details can be checked and corrected before submission.

The order button clearly indicates an obligation to pay. We promptly acknowledge receipt by email. The purchase contract is formed only when the seller separately accepts the order; an automatic receipt acknowledgement need not be acceptance. The contract confirmation and these terms are supplied on a durable medium. If we cannot accept an order, we will inform the customer and refund any payment received.

3. Payment and delivery

We deliver to Slovakia, Czechia, Austria and Germany. Delivery costs €149 to Slovakia and €199 to the other three countries. The fee is determined by the delivery country and appears before the binding order. Payment methods are shown at checkout.

For a bank transfer, the order receipt provides the IBAN, final amount and order number as the payment reference. After the payment arrives, the seller separately confirms acceptance of the order and formation of the contract. If the order cannot be accepted, the payment is refunded.

Expected delivery is 4 to 6 weeks from contract formation. The agreed latest delivery date is 6 weeks from contract formation, unless the parties expressly agree otherwise. Goods may arrive earlier; we will give advance notice of planned delivery.

If delivery is late, the customer may exercise statutory rights, including setting a reasonable additional period and, where applicable, withdrawing from the contract. Goods are delivered when received by the customer or their designated person. We recommend documenting transport damage, but lack of a photograph or carrier report does not limit statutory rights.

4. Withdrawal within 14 days

A consumer may withdraw from an online contract without giving a reason within 14 days of receiving the goods, or the last part of a split delivery. Preparing a standard item after an order does not, by itself, remove this right.

Withdrawal can be declared by email to info@cubillelounge.com, by post to our registered address, or through the online form on the Returns and withdrawal page. A clear statement is enough; the model form may also be used. The deadline is met if the notice is sent on its last day.

Cubille offers to collect the goods and arranges and pays for return transport. Contact us promptly after withdrawal to arrange collection. This contact is not a condition for exercising the right to withdraw. Goods can also be handed

over at our registered address by agreement.

We refund payments received, including the cheapest standard delivery offered at purchase, within 14 days of receiving the withdrawal notice. Where we offer collection, we do not delay the refund until collection. Otherwise, we may wait for the goods or evidence of dispatch, whichever occurs first. Refunds use the original payment method unless another method is agreed without fees. The consumer is liable only for reduced value caused by handling beyond what is needed to establish the goods' nature and function. Original packaging is not required.

5. Liability for defects

The seller is liable for a defect present on delivery that becomes apparent within two years. Under Slovak law, the period is extended by 12 months after the first repair. Damage arising after delivery from incorrect use or cleaning, independently of an original defect, is not covered. See the complaints policy. Exercising statutory defect rights is free of charge.

6. Complaints and disputes

Send complaints or a request for redress to info@cubillelounge.com. After a negative response, or no response within 30 days of sending the request, a consumer may seek alternative dispute resolution from a competent body, such as the Slovak Trade Inspection. See

<https://www.soi.sk/alternativne-riesenie-spotrebitelskych-sporov/pravidla-ars>. Court rights remain unaffected.

7. Governing law and changes

Slovak law governs the contract. Consumers resident in another EU Member State retain the protection of mandatory provisions of their home country's law where those provisions apply. Changes to these terms apply only to future orders.

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1. How to report a defect

Cubille s. r. o., Lermontovova 911/3, 811 05 Bratislava - Staré Mesto, Slovakia, company ID 57 658 455, tax ID 2122870145, handles complaints. Report a defect to info@cubillelounge.com, by post to the registered address or by another method allowed by law.

For bulky furniture, we will arrange access to or suitable collection of the item. The seller pays necessary collection costs when remedying a justified defect.

2. Liability period and exclusions

The seller is liable for defects present on delivery that become apparent within two years. Such a defect is presumed to have existed on delivery unless the contrary is proved or the presumption is incompatible with the goods or defect. Report a defect within two months of discovering it, and no later than the end of the statutory period. The period is extended by 12 months after the first repair, once only.

The seller is not liable for damage arising only after delivery independently of an original defect, such as an impact, fall, puncture, overload or cleaning contrary to the instructions for the material. Ordinary wear is not a defect. Visible mechanical damage alone does not prove its cause; every report is assessed individually.

3. Complaint procedure

Please provide your name, contact details, order number or other proof identifying the purchase, and a description of the defect. Photos can speed up assessment but are not required to accept a complaint. Purchase may be proved without the original receipt.

We promptly provide written acknowledgement of the reported defect, stating the remedy deadline. Repair or replacement takes place within a reasonable period, no more than 30 days from the report unless an objective reason outside the seller's control justifies longer. We inform the customer of the result.

4. Remedies for a justified complaint

The customer may choose repair or replacement. A chosen method may be unavailable if impossible or disproportionately costly compared with the alternative under the statutory criteria. Before remedying the defect, we inform the customer of this choice and the extension of the liability period after the first repair.

Repair or replacement is free, at our expense, within a reasonable time and without significant inconvenience. The customer makes the goods available; we pay necessary collection and redelivery costs.

Where the law permits, the customer may seek an appropriate price reduction or withdraw, particularly if we fail to remedy a defect properly or on time, refuse a remedy, the same defect recurs, or the defect is serious. We pay return costs if the customer withdraws because of a defect. Withdrawal for an insignificant defect is unavailable. We give written reasons if we reject liability.

5. Disputes

Send a request for redress to info@cubillelounge.com. After rejection or no answer within 30 days, a consumer may seek alternative dispute resolution. See <https://www.soi.sk/alternativne-riesenie-spotrebitelskych-sporov/pravidla-ars>. Court rights remain unaffected. This policy does not restrict statutory consumer rights.

Model withdrawal form

Complete and send only if you wish to withdraw from the contract.

Cubille arranges and pays for return transport after a valid withdrawal. You may withdraw by email to info@cubillelounge.com or through the online form at cubillelounge.com/en/returns-warranty.

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info@cubillelounge.com

I hereby give notice that I withdraw from my contract of sale of the following goods:

Order number:

Date ordered / date received:

Consumer name:

Consumer address:

Date:

Signature (only if sent on paper):
