General Terms and Conditions

1. Introductory provisions
2. These General Terms and Conditions (hereinafter the “GTC”) of SAFEBOXES s.r.o., ID No.: 08910502, VAT No.: CZ08910502, with its registered office at Na hutích 661/9, 160 00 Prague, incorporated in the Commercial Register maintained by the Municipal Court in Brno under File No. C 327417 (hereinafter the “Lessor”), regulate, in accordance with Section 2201 of Act No. 89/2012 Sb., Civil Code (hereinafter the “Civil Code”), the rights and obligations of the Parties arising from the agreement on renting a safe deposit box (hereinafter the “Rented Asset”), which is located in the Lessor’s establishment in the building at Londýnské náměstí 881/6, 639 00 Brno, registered for the cadastral district Štýřice in Title Deed No. 1108 (hereinafter the “Establishment”), concluded between the Lessor and another natural or legal entity (hereinafter the “Lessee”; prior to concluding the Agreement, the Lessee is referred to as the “Applicant”, and the Applicant become the Lessee upon concluding the Rental Agreement). The agreement on renting a safe deposit box is hereinafter referred to as the “Rental Agreement.”
3. The conclusion of the Rental Agreement and the legal relationships between the Lessor and the Lessee not expressly regulated by these GTC are governed by the relevant provisions of the Civil Code, as well as related regulations.
4. The Lessor has the right to refuse to enter into the Rental Agreement without specifying reasons.
5. In the event of discrepancies between the GTC and the Rental Agreement, the Rental Agreement prevails.
6. The wording of the GTC may be amended or supplemented, but this is without prejudice to the rights and obligations arising during the term of the previous version of the GTC.
7. The Lessor’s price list is available at [www.safeboxes.cz](http://www.safeboxes.cz/). The Lessor is entitled to amend or supplement the price list at its discretion.
8. Setting up a user account and concluding the Rental Agreement
   1. Setting up a user account
      1. In order to enter into the Rental Agreement, the Applicant has to set up a user account.
      2. The Applicant can set up their user account by filling in the registration form, providing the Applicant’s data required for the conclusion of the Rental Agreement, contact details and other information.
      3. The registration form for setting up a user account can be filled in and submitted to the Lessor:
         1. Electronically via [www.safeboxes.cz](http://www.safeboxes.cz/). After filling in all the data, the Applicant will check the form and click on the appropriate form button to submit it to the Lessor’s system. The system will send activation codes to the Applicant by e-mail. When setting up a user account, the Applicant chooses their username and password for the user account.
         2. In person at the Establishment’s address before concluding the Agreement. Based on the Applicant’s data, the registration form will be filled in by the Lessor’s employee, checked by the Applicant and then submitted by the Lessor’s employee to the Lessor’s system. The Applicant will immediately receive a message confirming the registration and setting up a user account with a pre-selected password, which serves as a one-time password for accessing the Applicant’s account on the [www.safeboxes.cz](http://www.safeboxes.cz/) portal. The Applicant will then change the password in their user account.
      4. The Applicant is liable for maintaining the confidentiality of the information necessary to access their user account, or for whom the Applicant entrusts the information, or whom the Applicant allows to use their user account, and the damage caused thereby is borne by the Applicant.
      5. The Applicant’s user account is set up for a definite period until the end of the last Rental Agreement.
   2. Concluding the Rental Agreement
9. The Applicant will always send the Lessor a proposal for concluding a Rental Agreement with the Lessor in written, electronic form, via:
   1. the Applicant’s user account by sending an order for the rental of a safe deposit box and, in the event of concluding the first Agreement, by completing the process at the Establishment pursuant to paragraph 5 of this Article; or
   2. in person at the Establishment.
10. If the Applicant sends the order via their user account, the Applicant will choose to pay the rental price and the deposit for two safe deposit box keys either online with a payment card or in person at the Establishment. The Applicant will also choose the date of the personal visit to the Establishment to complete the order.
11. On the selected date, the Applicant will arrive at the Establishment, where the Lessor’s employee will complete the order with the Applicant as follows:
12. The employee will verify the Applicant’s identity based on the Applicant’s identity card (ID, passport, etc.) and make a copy of the identity card;
13. The employee will verify whether the payment for the Rented Asset has been credited or will ask the Applicant to make the payment in person. The Rental Agreement cannot be concluded until the payment is made;
14. The employee will then assign the Applicant a number of the card, which the system will pair with the particular safe deposit box;
15. The employee will present the Rental Agreement to the Applicant on a tablet, where the Applicant will be able to read it and then electronically sign it, thus confirming their will to enter into the Rental Agreement, which will be sent to the Lessor’s system, and the Rental Agreement is thereby concluded. Before signing the Rental Agreement, it is in the Applicant’s interest to check the data and get acquainted with the General Terms and Conditions and other operating regulations of the Lessor (price list, fire and safety regulations, information on personal data protection provided at [www.safeboxes.cz](http://www.safeboxes.cz/)  in the GDPR section). The Rental Agreement, together with other documents (GDPR, GTC, price list and all amendments to the Agreement), will be stored in the Lessee’s user account, and the Lessee will thus always have access to them.
16. If the Applicant is interested in making a proposal for concluding a Rental Agreement in person at the Establishment, the Applicant will inform the Lessor’s employee of the size of the box, the rental period and any other additional services. The process will then proceed in the same way as described in paragraph 6 of this Article.
17. If the Applicant requests the Rental Agreement to be concluded in paper form, the Applicant may ask the Lessor’s employee to print the Rental Agreement at the Establishment.
18. By signing the Rental Agreement, the Lessee agrees to its wording, the wording of the GTC and the price list. At the same time, the Lessee acknowledges and, by signing the Rental Agreement, confirms that the Lessor provides the Applicant with the rental of a safe deposit box with two keys that does not show any defects and is fully functional. The Lessee also confirms that they take over the safe deposit box for rent in the specified condition and will return it to the Lessor in the same condition at the end of the rental (taking into account regular wear and tear).
19. The Lessee acknowledges that the Lessor does not own any other key to the accepted safe deposit box, and if the keys are lost, the safe deposit box can only be accessed in the presence of a representative of the Lessor using force. Any damage caused by this procedure will be borne by the Lessee.
20. By signing the Rental Agreement, the Lessee also confirms the receipt of a personal card enabling access to the dispensing site of safe deposit boxes and handling of the safe deposit box. If the Lessee is a legal entity, the card will be provided to the natural person who represented the Lessee in signing the Rental Agreement. If the Lessee authorises a third person to sign the Rental Agreement under a power of attorney, the power of attorney must contain the officially certified signature of the Lessee, and the Lessee’s personal card will be received by the natural person representing the Lessee.
21. Term, change and termination of the Rental Agreement
22. The Rental Agreement is always concluded for a definite period.
23. The Lessee is entitled to an automatic extension of the Rental Agreement for another period if the Lessee pays the rental for another period on the basis of an information request sent by the Lessor, which will be sent no later than 14 days before the end of the current rental period. The extended period is subject to the General Terms and Conditions and the price list valid as of the date of the extension.
24. The Lessee will make any changes to the Rental Agreement via their user account, and the Lessor will confirm the change by e-mail.
25. If interested in concluding additional Rental Agreements (i.e. for additional safe deposit boxes), the Lessee is not obliged to appear in person at the Establishment and may enter into the Rental Agreement electronically and remotely via the Lessee’s user account.
26. An Agreement concluded for a period of fewer than six months cannot be terminated unilaterally.
27. In the case of a Rental Agreement concluded for a period of more than six months, the Lessee may terminate the Rental Agreement without stating reasons after a minimum period of 6 months. In such a case, a notice period of 14 days is agreed to commence on the notice’s delivery date to the other Party.
28. In the case of a Rental Agreement concluded for a period of more than six months, the Lessor may terminate the Rental Agreement without stating reasons with a notice period of 14 days from the notice’s date of delivery to the other Party.
29. When the Lessee’s obligations under Article IV(2), (3) and (4) have been met, the Lessor will repay the rental overpayment to the Lessee for the period from the month following the month in which the Rental Agreement was terminated to the end of the paid period (a sub-billing period) and settle the deposit paid.
30. In the event of a breach of the Lessor’s or the Lessee’s obligations, the other Party is entitled to withdraw from the Rental Agreement as of the date of delivery of the withdrawal in electronic or written form. In the event of a breach of the Lessee’s obligations on the basis of which the Lessor withdraws from the Rental Agreement, the Lessee is not entitled to a refund of a proportion of the paid annual rental for a period not yet expired.
31. Handover and return of the Rented Asset
32. The Lessee takes over the Rented Asset upon completion of the order at the Establishment when the Lessor’s employee will allow access to the safe deposit box at the Establishment to store items for the first time. Upon activation, the Lessee will determine their own personal identification code (hereinafter “PIN”), which will be used to access the safe deposit box.
33. If the Lessee detects that the safe deposit box does not comply with the conditions set out in these GTC, in particular, that the keys are missing, the safe deposit box is damaged or non-functional, the Lessee is obliged to call the Lessor’s employee immediately to eliminate the defects identified.
34. The Lessee is obliged to return the Rented Asset no later than at the end of the rental pursuant to the Agreement. The box must be empty, and the Lessee is obliged to keep in it both keys that the Lessee took over when concluding the Rental Agreement. The safe deposit box is handed over to the Lessor by pressing the “Rental Termination” button on the terminal at the dispensing site. The Lessee will see this option before the end of the rental period and will use it only if the Lessee wants to terminate the rental definitively. The safe deposit box is handed over to the Lessor when the system sends it properly back to the Lessor’s safe storage as returned. At this point, the Lessee’s access passwords and codes for the safe deposit box in question are no longer valid, and the Lessee’s personal card and any other cards of authorised agents are deactivated. The Lessor then has seven days to check the box and keys handed over. The personal card is not returned, it remains available to the Lessee and can be used for any further rentals.
35. Any damage caused by the Lessee to the Rented Asset and identified during or after the end of the rental will be borne by the Lessee, and the Lessor will set off the costs necessary for their removal against the refundable deposit before its repayment to the Lessee.
36. If the Lessee fails to vacate the safe deposit box within 15 days after the expiry of the Rental Agreement and, therefore, does not terminate the rental properly as described in this Article, the Lessee acknowledges that the refundable deposit is forfeited in favour of the Lessor and that the Lessee gives explicit consent to the Lessor to open the safe deposit box forcibly. The Lessor will invite the Lessee to attend the opening so that the Lessee can take over the stored items.
37. If the Lessee fails to attend the opening after the Lessor’s request, the Lessee agrees that the safe deposit box will be opened without the Lessee’s presence, the Lessor will undertake the safekeeping of its contents, and the Lessee is obliged to compensate the Lessor for the safekeeping costs in the amount corresponding to the rental. The Lessor will then ask the Lessee to take over the items in safekeeping. The items will be handed over to the Lessee only after all liabilities arising from the Rental Agreement are paid. In the event that the Lessee does not take over the contents within three years and does not communicate with the Lessor in any way, the Lessee’s expresses the will to abandon the items left in the safe deposit box by this idleness, and the Lessor becomes the owner of such items upon the expiry of that period and is entitled to dispose of them in any way.
38. Rental, deposit and other fees
39. The prices of the rental, additional services and other paid acts are specified in the Rental Agreement and are based on the price list available on the Lessor’s website. The prices include VAT.
40. The rental and other services are paid in advance as specified in Article II.
41. In addition to the rental, the Lessee is obliged to pay the Lessor a refundable deposit in the amount indicated in the valid price list. The Lessee is obliged to maintain its amount for the entire term of the Rental Agreement. The deposit is provided interest-free.
42. The Lessor is entitled to use the deposit:
    1. to cover damage caused by the Lessee in connection with the use of the safe deposit box during the term of the Rental Agreement and upon its termination;
    2. to settle the costs incurred by the Lessor in the event of a breach of the Lessee’s obligations pursuant to Article IV(5) and (6);
    3. to settle any receivables that the Lessor incurs from the Lessee under the Rental Agreement.
43. If the deposit or part thereof is used during the term of the Rental Agreement according to these GTC, the Lessee is obliged to even up the deposit to the original amount within seven days from the date of delivery of the Lessor’s request. If the Lessee fails to even up the deposit despite the Lessor’s request, it is considered a material breach of the Rental Agreement.
44. The deposit will be returned to the Lessee after all the Lessee’s obligations set out in the provisions of Article IV of these GTC are met, with the exception of offsetting the Lessor’s receivables from the Lessee in accordance with this Article.
45. Rights and obligations of the Lessor
46. The Lessor is obliged to hand the safe deposit box over to the Lessee so that the Lessee can use it for the purposes under the Rental Agreement, maintain it in this condition and properly provide all services related to the rental, thereby ensuring the Lessee can use the safe deposit unimpeded, discretely and with maximum security.
47. The Lessee acknowledges that the Lessor does not have the technical means to open the safe deposit box without using force and is not entitled to open the safe deposit box and handle its contents, except in the following cases:
    1. The Lessor has a reasonable suspicion that the Lessee is in breach of the Lessee’s obligations by storing items excluded by law or these GTC in the safe deposit box. In such a case, the Lessor is entitled to ask the Lessee to inspect the safe deposit box and check its contents. If the Lessor finds it in an infringing state, the Lessor is entitled to request the Lessee to remedy the situation, and the Lessee is obliged to follow the instructions. If the Lessee does not provide the necessary cooperation, the Lessor is entitled to open the safe deposit box forcibly at the Lessee’s expense without the Lessee’s presence, where the Lessor’s intervention will be recorded audio-visually and a report on the forcible opening of the safe deposit box will be made.
    2. If the safe deposit box exhibits hazardous phenomena (smoke, fire, odour, sounds, liquid leakage, etc.) when stored in the safe, in order to avert imminent damage, the Lessor is entitled to open the safe deposit box forcibly at the Lessee’s expense without the Lessee’s presence, where the Lessor’s intervention will be recorded audio-visually and a report on the forcible opening of the safe deposit box for security reasons will be made.
    3. If the Lessee loses the keys to the safe deposit box, the safe deposit box will be forcibly opened in the Lessee’s presence at the Lessee’s expense, and the Lessor will then assign a new safe deposit box to the Lessee.
    4. In the event that the Lessor is required by law to provide access to the safe deposit box to persons authorised to access it by applicable law or based on a final decision of a public authority or court.
48. The Lessor is not liable for any damage to the contents of the Lessee’s safe deposit box incurred by the Lessee due to:
    1. unauthorised use of the safe deposit box or unauthorised handling of its contents, failure to lock the safe deposit box or improper handling of the safe deposit box;
    2. unstable magnetic field or climatic conditions.
49. The building in which the safe with safe deposit boxes is located is insured against fire, lightning, explosion, plane crash, earthquake, flood, landslide, exposure to water from the water supply system and burglary. Therefore, any damage to items stored by the Lessee in the safe deposit box is covered by this insurance up to CZK 300,000. The value of the contents of the box exceeding the insurance limit will not be reimbursed in the event of damage. The Lessee may take out supplementary insurance through the Lessor without any limits to the amount insured.
50. In addition to the rental, the Lessor provides the following services: non-stop access to the building and its guarding, non-stop assistance to the Lessee in accessing the safe deposit box, non-stop operation of dispensing sites, their heating and lighting and related energy, media and cleaning, where these services are included in the rental.
51. The Lessor is obliged to repair and maintain the Rented Asset when required by law or notified by the Lessee.
52. If scheduled repairs and maintenance require to temporarily restrict or disable the Lessee’s access to the safe deposit box, the Lessor is obliged to notify the Lessee at least seven days in advance electronically to the Lessee’s e-mail address and at [www.safeboxes.cz](http://www.safeboxes.cz/), stating the period of inaccessibility of the safe deposit box.
53. If access is prevented due to a failure, unscheduled outage or other urgent reasons, the Lessor is obliged to notify the Lessee via SMS and e-mail as soon as the situation occurs, together with information about the expected date when the access to the safe deposit box will be restored.
54. During the rental, the Lessor is entitled to replace the safe deposit box rented by the Lessee with a new one due to a defect in the box or in order to improve security, durability and other parameters. The Lessor will notify the Lessee of this fact at least one month before the replacement. The replacement will take place in the Lessee’s presence unless the Lessee states otherwise.
55. The Lessor may block access to the safe deposit box for serious reasons at the Lessee’s express request, which may be made via the infoline or in person at the Establishment. Access can be unblocked in the same way.
56. The Lessor has the right to restrict access to the box in the event of a breach of the Lessee’s obligations.
57. In order to ensure comfort to all lessees, the Lessor has the right to determine the number of free accesses within one calendar month for the Lessee if necessary. If the number of free accesses is exceeded, the Lessor is entitled to request the Lessee to pay a relevant handling fee for excessive accesses according to the price list.
58. If the Lessor learns credibly that the governing body of the Lessee (as a legal entity) has changed, the Lessor will deactivate the personal card of the previous governing body of the Lessee if the previous governing body received the personal card. The Lessor will notify the Lessee of this deactivation.
59. If the Lessee dies and the Lessor learns about it credibly, the Lessor will allow the following persons to access the safe deposit box solely for the purpose of vacating it and handing it over:
60. a notary or a judicial officer dealing with the Lessee’s estate, or
61. the person who proves by a final decision issued in inheritance proceedings that they inherited the ownership or co-ownership right to the items stored in the safe deposit box from the Lessee. If these persons do not have the key to the safe deposit box, it will be opened forcibly.

At the same time, the Lessor will deactivate the personal card of the Lessee and all persons authorised by the Lessee to access the safe deposit box. The Lessor will proceed similarly if the Lessor credibly learns that the Lessee’s access to the safe deposit box is to be prevented based on a final decision of the competent authority.

1. If it is necessary to open the box forcibly due to a reason for which the Lessee is responsible, the Lessee is always obliged to compensate the Lessor for the costs associated therewith.
2. Rights and obligations of the Lessee
3. The Lessee is obliged to use the safe deposit box in accordance with the Rental Agreement and these GTC. The Lessee is not entitled to sublease the box or use it for purposes other than those specified in the Rental Agreement and the GTC.
4. The Lessee has the right to access their safe deposit box 24 hours a day, 7 days a week, including Saturdays, Sundays and public holidays, except for the restrictions described in Article IV. The Lessee acknowledges that the Lessor is not liable for any damage incurred by the Lessee for the reasons described in Article VI(8) and (9) if the Lessor fulfils its information obligations to the Lessee specified in these paragraphs.
5. One entry of the Lessee (staying in the dispensing site and handling the safe deposit box and its contents) is agreed to last 5 minutes. If the limit is exceeded, the period is extended by a maximum of 2 x 2 minutes.
6. The Lessee acknowledges that, due to the size of the dispensing site, only one person can handle the safe deposit box and its contents at a time. An exception may be granted by an employee of the Lessor, and the Lessee is obliged to follow this employee’s instructions.
7. The Lessee acknowledges that, for security reasons, it is prohibited to make any audio-visual and other recordings and take photos in the Lessor’s public premises and the discreet zone, except for those included in the Lessor’s registration with the Office for Personal Data Protection.
8. If an incident occurs during the Lessee’s visit to the secured area of the dispensing site or if the Lessee feels threatened in any way, the Lessee will immediately notify the Lessor’s employee.
9. The Lessee is obliged to keep the safe deposit box clean and handle it in such a way as to prevent its damage or damage to the equipment used for handling it. The Lessee must respect the maximum load-carrying capacity of the safe deposit box (max. 25 kg) and is obliged to heed the system’s call to remove the contents of the safe deposit box if the Lessee inserts content in it that exceeds the permitted weight. In the event of damage to the safe deposit box and/or the equipment used to handle it, the Lessee is obliged to pay the Lessor a contractual penalty in the amount corresponding to the repair costs, but always at least CZK 100,000.
10. The Lessee is not entitled to perform any interventions changing the appearance, functional characteristics and condition of the safe deposit box and is not entitled to make additional duplicates of the assigned keys or copy the personal card. The Lessee is fully liable for any damage to the safe deposit box or premises in which it is located caused by the Lessee or a person authorised by the Lessee, both by direct actions and by storing prohibited content, even if they did not know the stored items may pose a danger or cause damage.
11. The Lessee may not store the following items in the safe deposit box:
    1. items that by their nature may damage the safe deposit box or related equipment, in particular, open or unsecured liquids, chemicals, weapons, ammunition or explosive, flammable and otherwise hazardous objects;
    2. perishable items (such as food);
    3. items the storage of which in the safe deposit box would in conflict with generally binding legal regulations.
12. The Lessee is fully liable for any damage to items stored in the safe deposit box if:
    1. the Lessee fails to report the loss of the key to the safe deposit box or the personal card immediately to the Lessor;
    2. the damage to the items stored in the safe deposit box was caused by the Lessee;
    3. the Lessee puts things in the safe deposit box that, by their nature, cause the damage;
    4. the Lessee violates their obligations under these GTC and the Rental Agreement concerning the insertion and handling of the contents of the safe deposit box.
13. If the Lessee detects a defect in the safe deposit box or related equipment, the Lessee is obliged to notify the Lessor immediately. If the Lessor fails to remove the defect notified by the Lessee within seven days, the Lessee is entitled to a reasonable discount on the rental. If the defect makes it impossible to use the box in a fundamental way, the Lessee is entitled to the rental waiver or rental termination.
14. If the Lessee causes damage to the safe deposit box or related equipment, the Lessee is obliged to report it immediately to the Lessor and compensate the Lessor for the costs of repairing the damage. The Lessee is obliged to comply with fire and security regulations specified at the Establishment.
15. The Lessor does not accept the items stored in the Lessee’s safe deposit box for safekeeping, management or another disposition, and the Lessee acknowledges that the Lessor is thus not entitled to take care of the items stored in the safe deposit box.
16. If the Lessee is a legal entity, the Lessee is obliged to notify the Lessor immediately of any change in the Lessee’s governing body so that the Lessor can deactivate the personal card of the previous governing body of the Lessee if the previous governing body received the personal card.
17. If the Lessee is a legal entity, the Lessee is obliged to always submit to the Lessor the original extract from the Commercial Register not older than three months when performing written acts, from which it will be clear who is authorised to act on the Lessee’s behalf.
18. The Lessee may provide access to the Lessee’s safe deposit box to third parties, i.e. authorised agents. Only a legally competent natural person over 18 can be an authorised agent.
19. The service can be ordered online in the Lessee’s account or in person when visiting the Establishment as follows:
    1. When ordering online, only the authorised agent must appear in person without a power of attorney, solely for the purpose of identity verification and possible issuance of a personal card unless the authorised agent is already a lessee of a safe deposit box and, therefore, has their own personal card;
    2. When ordering in person when visiting the Establishment, the Lessee will come with the authorised agent, or the authorised agent will come alone with a signed power of attorney allowing the authorised agent’s access to the Lessee’s safe deposit box.
20. The authorised agent is obliged to comply with the provisions of the Rental Agreement and the GTC in the same way as the Lessee.
21. The Lessee may revoke the authorisation granted to the authorised agent at any time, of which the Lessee is obliged to notify the Lessor (at [www.safeboxes.cz](http://www.safeboxes.cz/), by phone, in writing or in person). In such a case, the Lessor will deactivate the authorised agent’s personal card without undue delay.
22. Complaints and grievances
23. The Lessee is entitled to file a complaint or grievance against the Lessor if the Lessor fails to ensure the proper fulfilment of its obligations arising from the Rental Agreement and these GTC. The filing must be made within 30 days from the day when the breach of the obligations occurred. The Lessee must make the filing using the electronic form available at [www.safeboxes.cz,](http://www.safeboxes.cz/) or in writing to the Lessor’s address specified in these GTC, where the Lessee is obliged to clearly identify themselves with the data specified in the Rental Agreement. The Lessee may file a complaint regarding the price set by the Lessor for the rental and additional services within 14 days after the handover or electronic delivery of the tax document.
24. The filing can also be made in person at the Establishment, which will be recorded. In the filing, the Lessee is obliged to state complete identification data, including the Rental Agreement number, bank details and the designation of the rented safe deposit box, and to clearly and explicitly describe the facts underlying the complaint or grievance. Otherwise, the Lessor is entitled to request clarification from the Lessee.
25. The Lessor must settle the complaint or grievance within 30 calendar days from the date of its proper receipt, while this period does not include the time needed for clarification. If the complaint cannot be settled within 30 calendar days, the Lessor will inform the Lessee about the reason why the complaint could not be settled within the time limit and about actions to be taken, including an alternative time limit for settling the complaint, if possible.
26. The Lessor’s statement must contain a conclusion on the legitimacy of the complaint or grievance and a proposal on how to settle the complaint or grievance.
27. The costs of settling the complaint and grievance are borne by the Lessor. If the Lessee repeatedly complains about the same matter without stating the relevant facts or in completely unjustified cases, the Lessor may charge the costs of the complaint to the Lessee.
28. If it is decided that the complaint is legitimate and is to be settled in the form of financial consideration, the Lessor will transfer the relevant amount to the Lessee’s bank account no later than 30 days after the legitimacy is established.
29. If the Lessee is not satisfied with the settlement of the complaint or grievance, the Lessee may contact the Lessor’s statutory representative in writing at the address of the Lessor’s registered office. If the Lessee does not agree with the subsequent decision of the Lessor’s statutory representative, the Lessee has the right to go to court.
30. Final provisions
    1. The Rental Agreement is executed in Czech. If the Rental Agreement is translated for the Applicant’s needs and there is a conflict in the interpretation of terms, the interpretation of the Rental Agreement in Czech will prevail. The same applies to the wording of these GTC.
    2. The Lessor archives the concluded Rental Agreement for at least five years from its conclusion, but no longer than for the period required by applicable legal regulations for the purpose of its successful fulfilment, and the Rental Agreement is not accessible to third non-participating parties.
    3. The Parties agree that they will communicate primarily through electronic correspondence, using the contact details provided in the user account at [www.safeboxes.cz](http://www.safeboxes.cz/). The Party will notify the other Party of any change in the contact details electronically or in person. During the term of the Agreement, the Lessee is obliged to notify the Lessor of any change in the Lessee’s personal data in person and submit the relevant personal document to register the change in the Lessor’s system. If only the Lessee’s address changes or if a new personal document has been issued to the Lessee without changing the personal data, it is sufficient to send a photocopy of the new document electronically to the Lessor’s e-mail address.
    4. The Lessor is entitled to determine which documents need to be delivered in writing by registered mail or into the Lessee’s own hands. The Lessor sends these documents to the Lessee to the address specified in the Rental Agreement. Documents sent by the Lessor in writing are considered delivered upon their receipt. If the receipt is refused or if the document returns as undelivered, it is considered delivered on the date of its return to the Lessor, even if the Lessee did not know about the storage of the documents. Other documents are considered delivered to the Lessee on the 15th working day after their sending.
    5. All information related to the processing of personal data is described in a separate document available on the Lessor’s website at [www.safeboxes.cz](http://www.safeboxes.cz/) in the “Personal data protection” section, or in printed form as “Personal data protection” at the Establishment.
    6. Legal relationships and disputes arising from the Rental Agreement will be governed exclusively by the law of the Czech Republic and resolved by the competent courts of the Czech Republic.
    7. These GTC become valid and effective on 1 April 2021.

In Brno, on