

# Stampit Terms and Conditions

## 1. Introduction

This Terms and Conditions document (“Terms”) is a legal agreement between you and **Innovai Labs s.r.o.**, a Czech Republic company (ID No. 23603194, VAT CZ23603194) with registered address at Plzeňská 3352/156, 150 00 Prague 5, Czech Republic (hereafter “**Innovai Labs**”, “**we**”, “**us**” or “**Stampit**”). These Terms govern your access to and use of the **Stampit** digital platform (including our mobile applications, website, and integrations) and services. Stampit is a platform that enables businesses to create and manage digital loyalty programs, subscriptions, and coupon offers, and allows end-customers to participate in those programs via our apps and third-party wallet integrations (e.g. Apple Wallet, Google Wallet). Both **business users** (merchants) and **consumer users** (end-customers) are subject to these Terms, with additional provisions applicable to each user category as specified below. By registering an account or otherwise using the Stampit platform, you **acknowledge and agree** to these Terms. If you do not agree, you must not use Stampit.

These Terms are designed to comply with applicable **European Union consumer protection and digital services laws**, and Czech law is the governing law (see Section 12). Nothing in these Terms affects any mandatory rights you have under EU or local law as a consumer<sup>[1][2]</sup>. Please read this document carefully and contact us if you have any questions or need clarification.

## 2. Definitions

For the purposes of this agreement, the following definitions apply:

- **“Platform” or “Stampit”** – The digital service (mobile applications, web portal, and related services) operated by Innovai Labs s.r.o. under the brand “Stampit,” which provides technology for digital loyalty cards, stamp collection, coupon sales, subscription offers, and user engagement features.
- **“Business User” or “Merchant”** – A company or individual entrepreneur (such as a café, shop, or other small/medium business) that registers on the Platform to create and manage a loyalty program, offer digital coupons or subscriptions to Customers, and otherwise use Stampit for business purposes.
- **“Consumer User” or “Customer”** – An end-customer (individual consumer) who uses the Platform (via the Stampit app or integrated wallets) to collect loyalty stamps, redeem rewards, purchase coupons or subscriptions from a Business, and engage with Business promotions.
- **“Loyalty Card”** – A digital loyalty program set up by a Business on the Platform, in which Customers collect **stamps** (digital markers of qualifying purchases or visits) and earn **rewards** after accumulating a certain number of stamps as defined by that Business.

- **“Stamp”** – A unit in a digital loyalty card program indicating one qualifying purchase or visit. Stamps have **no cash value** and are not legal tender[3]. They are personal to the Customer’s account and not transferable to others[3].
- **“Reward”** – A benefit (such as a free or discounted product/service) offered by a Business upon a Customer collecting the required number of stamps in that Business’s loyalty program. Rewards likewise have no independent cash value and are provided at the Business’s discretion according to their offer terms.
- **“Coupon”** – A digital voucher or offer that a Customer may purchase or acquire through the Platform, which can be redeemed for specified goods or services from the offering Business. A coupon may offer a discount, free item, prepaid service, or similar benefit. Each coupon is a contract **between the Customer and the Business** offering it, with Stampit acting only as an intermediary to facilitate the transaction.
- **“Subscription”** – (i) A feature of the Platform available to Businesses on a recurring payment basis (e.g. a monthly subscription fee for use of the Stampit loyalty card service), and/or (ii) a recurring product/service membership that a Business offers to Customers via the Platform (e.g. a monthly “coffee club” subscription sold to Customers). The meaning will be clear from context.
- **“Services”** – All functionalities and services provided by Stampit, including account registration and login (via email, phone, Apple ID, Google account, etc.), loyalty card management, stamp and reward tracking, coupon purchase processing, subscription management, notifications and customer engagement tools, and integration with third-party wallets or platforms.
- **“User”** – Any person or entity using the Platform, whether a Business User or a Consumer User. “You” may refer to **Business Users** or **Consumer Users** as applicable.
- **“Agreement”** – These Terms and Conditions, along with any documents expressly incorporated by reference (such as our Privacy Policy and any additional program-specific terms), which collectively form the agreement between you and Innovai Labs for use of Stampit.

### 3. User Account Registration and Eligibility

**3.1. Eligibility:** To register an account on Stampit, you must (a) if you are an individual, be at least 16 years old (the Platform is not intended for children under 16)[4][5], and (b) have the legal capacity to enter into contracts. By creating an account, you represent that you meet these eligibility requirements. Business Users must additionally ensure that the individual registering the account has the authority to bind the business to this Agreement.

**3.2. Account Creation:** Users can register for Stampit by using a supported single sign-on (such as Apple ID or Google account) or by signing up with an email address or phone number. During registration, you must provide accurate, current, and complete information as prompted, and keep it updated. You are responsible for maintaining the confidentiality of your account login credentials. You agree not to share your account

with anyone else or allow any unauthorized person to access the Platform through your account. Each individual or business is generally allowed only one account (one account per person or per legal entity). Stampit may refuse registration, close accounts, or require additional verification in its discretion if it suspects duplicate or fake accounts, or misuse.

**3.3. Account Security:** You are responsible for all activities that occur under your account. You must promptly notify us at [support@stampit.app](mailto:support@stampit.app) if you suspect any unauthorized use of your account or any security breach. We are not liable for any loss or damage arising from your failure to secure your account credentials. We may suspend or terminate access to your account if we believe it has been compromised or used in violation of these Terms.

**3.4. Profile Information:** The Platform may allow you to create a user profile (for Businesses, a public profile showing business name, location, offers, etc., and for Consumers, possibly a username or profile image). You must not use or upload any content that is offensive, infringes intellectual property, or violates any laws. We reserve the right to remove or require changes to profile content that violates these Terms or others' rights.

**3.5. Age Restrictions for Consumers:** Stampit's services (particularly loyalty programs and coupon purchases) are intended for users aged 16 and above. If you are between 16 and 18 (or the age of majority in your jurisdiction), you should review these Terms with a parent or guardian to ensure you understand them. We do not knowingly collect personal data from children under 16. Businesses using Stampit's loyalty programs should also be aware of this age restriction for their participants and may not target their Stampit offers to children.

## 4. General Use of the Platform and Services

**4.1. Platform Role:** Stampit is a **technological intermediary** that connects Businesses and Customers. We provide the digital tools for Businesses to run loyalty programs, sell digital coupons or subscriptions, and engage with their customers. **Innovai Labs s.r.o. (Stampit) is not a seller of the goods or services that Businesses offer via the Platform, and we are not a party to the transactions** (loyalty stamp rewards, coupon redemptions, subscription benefits) between a Business and a Customer. Our role is limited to hosting and facilitating the interactions and transactions (including processing payments on behalf of Businesses). Accordingly, the fulfillment of any reward, coupon, or subscription offer is the sole responsibility of the Business offering it, and any contract for the supply of goods or services arising from the use of the Platform is between the Customer and the Business. Stampit's responsibility is to provide the Platform Services in accordance with these Terms and to operate with reasonable skill and care as a service provider. We **do not guarantee** the quality, safety, or legality of any Business's products or services, nor the truth or accuracy of any offers made by Businesses.

**4.2. Mobile App and Wallet Integration:** Customers can access Stampit via our mobile application (available for iOS and Android). The app may integrate with third-party digital wallet platforms (such as Apple Wallet or Google Wallet) to allow you to store and easily access your digital loyalty cards or coupons. If you choose to add a Stampit card or coupon to such a wallet, you acknowledge that those services are provided by Apple or Google, not by Stampit. Your use of Apple Wallet, Google Wallet, or similar services is subject to those third parties' terms of service and privacy policies, and Stampit is not responsible for their services. We simply provide optional integration for your convenience. In case of any inconsistency between these Terms and the terms of the wallet providers as they apply to the Stampit content, these Terms will govern the relationship between you and Stampit, while your relationship with the wallet service is separate.

**4.3. Use of NFC and QR Technologies:** Stampit utilizes technologies such as **NFC (Near Field Communication)** and/or QR code scanning to facilitate easy collection of loyalty stamps at physical business locations. For example, a Business may have an NFC tag or QR code at their counter; a Customer uses the Stampit app to tap or scan it after making a qualifying purchase to receive a stamp. Customers agree to use such features honestly and as intended – e.g., only tapping for a stamp when you have made the required purchase at that Business, and only collecting one stamp per visit (unless the Business's terms specify otherwise). Any attempt to fraudulently trigger stamps (such as attempting to duplicate NFC tags, share QR codes, or otherwise game the system) is a violation of these Terms (see Section 8 on Prohibited Uses).

**4.4. Service Availability:** We aim to ensure the Platform is available and functioning reliably, but we do not guarantee uninterrupted service. From time to time, the Platform may be unavailable (fully or partially) due to maintenance, technical issues, or factors beyond our control (such as internet outages). We will endeavor to give advance notice of major downtime when feasible, but emergency maintenance or outages may occur without notice. You acknowledge that some features might not function on all devices or operating systems. Stampit is provided on an "as is" and "as available" basis without warranties of any kind, except as explicitly provided under law or elsewhere in these Terms. We may update or modify the Platform's features at our discretion (including adding or removing functionalities) to improve our services or comply with legal requirements. We will notify Users of any material changes to the Platform or to these Terms as described in Section 12.3.

**4.5. Third-Party Integrations and Links:** If the Platform now or in the future integrates any third-party services (such as payment processors, mapping services, social media sharing, etc.), or if Business profiles/offers include links to third-party websites, such third-party services are not under Stampit's control. We provide such integration or links for convenience only and do not endorse or assume responsibility for third-party content or services. For example, if a Business's offer links to its own website or an online menu, following that link is at the user's discretion. We are not liable for any issues arising from third-party sites or services. However, we want the Platform to remain a

safe environment, so if you encounter any content or links in Stampit that you believe are malicious, inappropriate, or violate these Terms, please report it to us.

**4.6. Privacy and Data Protection:** Our collection, use, and processing of personal data through the Platform is governed by our **Privacy Policy** (available on our website/app). By using Stampit, you acknowledge that personal data will be processed in accordance with that policy. For example, when a Customer uses Stampit to collect stamps at a business, we will record data such as the time and place of the stamp, and possibly share some relevant data with the Business (for instance, to let the Business verify and manage your loyalty rewards)[6]. We implement appropriate security measures to protect your data, but you also play a role in keeping your account secure by using a strong password and not sharing it. Businesses must comply with applicable data protection laws regarding any personal data they obtain through the Platform (see Section 5.7).

## 5. Terms for Business Users (Merchants)

The following additional terms apply to Businesses and merchants using Stampit:

**5.1. Business Account Registration:** Businesses may sign up for Stampit either through a self-service online registration or with the assistance of an authorized Stampit sales representative. In either case, the individual completing the sign-up must have authority to act on behalf of the Business (for example, an owner or manager). Business accounts require providing information such as the business name, address, contact person, and payment details for subscription fees or payouts. The Business is responsible for ensuring that all information provided to Stampit is accurate and kept up-to-date (especially contact information and bank account details for payout of funds).

**5.2. Contract Formation for Services:** When a Business completes the registration process and (where applicable) makes the required initial payment for any subscription or setup fees, this constitutes an offer to enter into a service contract with Innovai Labs s.r.o. for use of the Stampit Platform. Our confirmation of account activation (or provisioning of services) will constitute acceptance of that offer and formation of a binding contract under these Terms. Thereafter, the Business user agrees to pay all fees as described for the chosen plan or features and abides by these Terms and any additional guidelines we provide for using the Platform's business dashboard and tools.

**5.3. Subscription Plans and Fees:** Some Stampit features for Businesses are offered on a **subscription basis**. For example, access to the digital loyalty card management feature may require a monthly subscription fee (as per the plan selected on our pricing page or in your contract). Subscription fees will be billed in advance on a monthly (or other periodic) cycle, unless agreed otherwise in writing. By subscribing, you authorize Innovai Labs to charge the provided payment method for the recurring fees. Subscription plans will automatically renew at the end of each billing cycle unless you cancel prior to the renewal date. You may cancel a subscription by providing notice via your account settings or contacting us at least **30 days** before the next renewal (or the

notice period specified in your particular plan). If you cancel, your subscription will terminate at the end of the current paid period. Downgrading your plan or removing certain paid features might also be treated as a cancellation of those features at the next billing cycle. **No refunds** will be provided for fees already paid, except as required by law or expressly stated. We reserve the right to adjust pricing for subscription plans, but will provide advance notice of any fee changes, allowing you to cancel before new rates apply.

**5.4. Transaction Fees on Customer Purchases:** If you (the Business) use Stampit to sell any digital coupons, vouchers, or subscription products to Customers, **Stampit will charge a transaction fee** equal to **12%** of the gross amount of each such customer purchase. This fee is how Stampit earns revenue for facilitating the transaction (in addition to any subscription fee you pay for the service). Stampit, acting as your commercial agent for payment collection, will collect the full purchase price from the Customer at the time of the transaction, deduct the 12% platform fee, and hold the remainder for payout to you<sup>[7]</sup>. Payouts of accumulated funds to Businesses are made on a monthly basis: typically, the net amount (88% of your coupon sales for the period, after fees) will be remitted to your designated bank account in the following calendar month. For example, funds from sales made in January would be paid out in February. We will provide you with a statement or invoice detailing the fees deducted. By using these paid transaction features, you agree to pay the stated fees, which we may offset against amounts collected on your behalf. (In cases where a Customer obtains a refund in accordance with Section 6.6 or due to a dispute, we reserve the right to offset or reclaim the corresponding payout from you, since the transaction would be reversed.)

**5.5. Business Obligations and Conduct:** As a Business using Stampit, you agree to the following responsibilities:

- **Setup and Operation of Offers:** You will independently configure your loyalty programs, rewards, coupon offers, and any subscription products through the Platform's business dashboard. You are solely responsible for defining the terms of your offers (e.g. how many stamps are needed for a reward, what a coupon entitles the Customer to, any expiration dates or limitations) and for honoring those offers when validly presented by a Customer. Be clear in the Platform interface about any important conditions (such as "one stamp per day per customer" or "coupon valid only at specific location"). Stampit is not responsible for creating or updating your offer details – that is your duty to manage.
- **Quality and Legality of Offers:** You represent and warrant that all rewards, coupons, subscriptions or other benefits you offer via Stampit are lawful, genuine, and will be fulfilled by you as promised. You must comply with all **applicable laws and regulations** relating to your business and offers, including consumer protection laws, fair trading laws, and (if applicable) regulations on promotions or gift vouchers. **Misleading or fraudulent offers are strictly prohibited.** You may not use Stampit to run any illegal lottery, sweepstakes, or to offer any product/service that you cannot legally sell. If your industry is regulated (e.g.

alcohol sales, pharmaceuticals), you are responsible for ensuring any loyalty or coupon scheme complies with those regulations.

- **Honoring Stamps and Coupons:** You are responsible for honoring legitimate stamp collections and coupon redemptions from Customers. **Businesses have the right to refuse to grant a stamp or redeem a reward/coupon** only if you have legitimate reasons to believe a Customer did not fulfill the required conditions or is abusing the program (for example, if a Customer did not actually make the qualifying purchase, or is attempting to use a coupon in violation of its terms or more than once)[8]. If you refuse to honor a reward or coupon, you should politely inform the Customer of the reason (e.g. ineligible or fraudulent use). Consistent failure to honor valid customer rewards or coupons, without a lawful basis, constitutes a breach of these Terms and may result in your removal from the Platform.
- **Customer Service:** You are solely responsible for your interactions with Customers using Stampit. This includes handling any **complaints or disputes** regarding your loyalty program or offers. For example, if a Customer claims they should have received a stamp or reward, or requests a refund for a coupon, you should address it in good faith. Stampit may assist as an intermediary in communications if a Customer contacts us, but we do not assume responsibility for resolving the substance of disputes between you and your customers. You must provide your own contact information (visible to Customers in the app) for customer service inquiries related to your Stampit offers.
- **Payment of Taxes:** You are responsible for determining and paying any taxes or fees that apply to the transactions conducted through Stampit in connection with your business. Stampit's 12% transaction fee is calculated on the gross amount; it is your responsibility to account for any VAT/sales tax included in your selling price or any income tax obligations on the revenue. Innovai Labs will charge VAT on fees where required by law (for example, if both you and Innovai Labs are in the Czech Republic or EU and no reverse-charge applies, Czech VAT may be added to subscription or service fees). We recommend consulting a tax advisor to ensure compliance with tax laws. Stampit will provide receipts or invoices for fees charged to you, but we do not withhold or remit taxes on your behalf from the amounts earned by you (aside from applicable taxes on our fees).
- **Business Account Use and Content:** You may upload your business logo, brand images, and descriptions when setting up your Stampit profile and offers. You retain ownership of your brand and content, but by using Stampit you grant us a non-exclusive, worldwide, royalty-free license to use, display, and reproduce your business name, trademarks, and content within the Platform and in marketing materials that promote the Stampit service or your participation in it. You must only upload content that you have rights to use. Do not post any content that is unlawful, offensive, or misleading. Stampit reserves the right to remove or hide any Business content that we reasonably believe violates these Terms or rights of any third party, or is inappropriate for our platform's integrity.

- **Device and NFC Equipment:** If Stampit provides you with any physical device (such as an NFC scanning device or Stampit box) to use at your venue for customers to tap, that device remains Stampit's property (unless sold to you) and is provided for your use during your subscription. You must use it only for Stampit-related purposes and take reasonable care of it. Upon termination of your business account or upon our request, you must return or cease using any Stampit-provided hardware. (If devices are provided on a rental basis, additional device terms may be specified separately.)
- **Compliance and Indemnification:** You agree to use the Platform in compliance with all applicable laws and regulations, and to not infringe any third-party rights. You will indemnify and hold harmless Innovai Labs (Stampit) from any claims, losses, or liabilities (including legal fees) arising out of your use of the Platform or your offers to Customers, including but not limited to claims of consumers or regulatory fines that result from your failure to honor an offer or your violation of law (see also Section 9.3 on Indemnity).

**5.6. Suspension or Termination of Business Accounts:** We reserve the right to suspend or terminate a Business account for any violations of these Terms or if we suspect fraudulent activity, misuse of the Platform, or actions that may harm Stampit's reputation or users. We will generally provide notice and an opportunity to cure the violation (if curable) before termination, but for serious or repeated breaches, or if required by law, termination may be immediate. If your Business account is terminated, any active loyalty programs and offers you have on Stampit may be deactivated. We may inform affected Customers that your business is no longer on the platform. Termination of your account does not relieve you of the obligation to fulfill any outstanding promises to Customers (for example, honoring already issued coupons or providing earned rewards) or to refund Customers if you cannot fulfill them. Nor does it forgive any unpaid fees owed to Stampit up to the date of termination.

**5.7. Access to Customer Data:** As a Business on Stampit, you may receive certain data about the Customers who interact with your loyalty program or offers (for example, you might see a list of users who have your loyalty card, or who purchased a coupon, including perhaps their names or contact info if they agreed to share it). You agree to use any personal data obtained through Stampit **only for the purposes of fulfilling your loyalty/rewards program or related customer service**, and in accordance with applicable data protection laws (such as the EU GDPR). You may not add Stampit customers to general marketing mailing lists without their consent, nor misuse the data in any way. If a Customer opts out or requests deletion of their data, and we inform you of such request (or if they contact you directly), you must promptly comply as required by law. Please review our Privacy Policy for more details on data handling and ensure that your use of Stampit data is compliant.



## 6. Terms for Consumer Users (Customers)

The following additional terms apply when you use Stampit as an end-customer to participate in loyalty programs, purchase coupons, or otherwise engage with businesses on the Platform:

**6.1. Using Digital Loyalty Cards and Stamps:** The Stampit app allows you to add digital loyalty cards for participating businesses. When you visit a participating business and make a qualifying purchase (according to that business's defined rules), you can collect a digital **stamp** in your app (typically by tapping your phone on the Stampit NFC tag or scanning a code). Stamps will accumulate in your digital loyalty card for that business. Once you reach the target number of stamps, the app will show that you have earned a **reward** (as described in the loyalty card details). You can then redeem the reward at that business (usually by showing the reward QR code or confirmation on your app to the cashier for verification). **Stamps and rewards have no monetary value and are not cash or gift cards**[3]. They cannot be exchanged for money, and they are personal to you (they are linked to your user account) – you cannot sell or transfer stamps or rewards to someone else[3]. Businesses or Stampit may impose limits (such as one stamp per day, stamps expiring after a certain period, etc.), so please check the specific terms of each loyalty card in the app. If you believe there is an error with your stamp balance (for example, you didn't receive a stamp you earned), you should contact the business first, as Stampit cannot unilaterally add stamps without the business's authorization. However, you may also reach out to Stampit support for assistance, and we will try to help investigate any technical issues.

**6.2. Coupon Purchases:** Stampit may list special offers or **coupons** from businesses – for example, a prepaid voucher for a discount or product at a café, or a limited-time deal. You can purchase these coupons through the app by using the provided payment methods (credit/debit card, or possibly in-app purchase mechanisms). **When you buy a coupon, you are entering a contract directly with the Business that offers that coupon**, to obtain the promised goods/services under the conditions stated on the coupon. Stampit acts as an intermediary to facilitate the sale and process your payment on behalf of the Business[7]. The price for each coupon is set by the Business. Stampit will charge your payment method the displayed price; you will receive a digital coupon code or confirmation in your app. The Business is then obligated to honor that coupon when you redeem it in accordance with its terms (e.g., before the expiration date, at the specified location). **Stampit is not the provider of the goods/services** – any issue or defect with what you receive in redemption of the coupon is the responsibility of the Business. We do not charge you any additional fees for the transaction (the Business pays our fee). However, if any taxes or charges are included in the coupon price, those are the Business's responsibility to handle. Always review the details of a coupon (such as validity period, exclusions, or redemption instructions) before purchase. Coupon codes or QR redemption may be one-time use; once redeemed, the coupon will be marked as used in your app and cannot be reused.

**6.3. Subscription Products from Businesses:** In some cases, a Business might offer a **subscription** (membership program) to customers through Stampit. For example, a café might sell a monthly subscription for a certain number of coffees or a special VIP club membership. If you subscribe to a Business's offer via Stampit, the recurring billing and payment may be handled either through our app or through the Apple App Store / Google Play (depending on implementation). We will make it clear in the offer terms how the subscription is billed. Generally, such subscriptions will renew automatically for the period stated (e.g., monthly) until you cancel. You authorize the recurring charges to your payment method until cancellation. If the subscription purchase is done as an in-app purchase on iOS/Android, then your transaction is with Apple or Google respectively, and their **media/services terms** and **app store subscription rules** will apply for billing and cancellation[9]. (For example, Apple may handle the refund requests for in-app subscriptions directly[9].) If the subscription is billed through Stampit's own payment processor, then Stampit will facilitate the payments on behalf of the Business. In either case, the benefits of the subscription (what you get from the Business) are the Business's responsibility to deliver. You should familiarize yourself with what exactly is offered and any conditions (like "free cancelation within 7 days" or "minimum 3-month term") before subscribing.

**6.4. No Fees for Basic Use:** Stampit does not charge consumers any fee to download the app or use the basic loyalty card features. **There is no membership fee** to be a Stampit user and collect stamps[3] (Stampit is free for consumers, except that you pay for any purchases you choose to make such as buying coupons or subscription products from businesses). If any premium consumer feature is introduced in the future (for example, an optional paid premium tier of the app), it will be clearly described and opt-in. Currently, the only payments you make through Stampit are those directed to businesses for their offers, or tips if that feature is enabled (in which case the terms will be similar to coupon purchases).

**6.5. Customer Obligations and Acceptable Use:** By using Stampit as a Customer, you agree to the following:

- **Honest Participation:** You will use the loyalty programs and offers in good faith. Do not attempt to obtain stamps or rewards to which you are not entitled. For instance, you should not scan a stamp code without making the required purchase, nor claim a reward you did not earn. You will abide by any additional rules set by each Business for its loyalty program (which may be stated in the app or at the business location).
- **One Account, Personal Use:** You will maintain only one Stampit account for your personal use. You will not create fake accounts or multiple accounts to game the loyalty systems. Your account (and the stamps/rewards in it) is personal to you; you will not sell, trade, or transfer stamps or rewards to others, nor misuse any invitation/referral system if provided.
- **Respectful Conduct:** You will treat business staff and Stampit support staff with respect. Any abusive, harassing, or fraudulent behavior (toward businesses,

other users, or us) can result in account termination. If you have a complaint, please communicate it through proper channels (e.g., the business's contact or Stampit support) rather than engaging in public slander or any illegal tactics.

- **Prohibited Content:** You will not upload or transmit any content through the Platform that is illegal, harmful, or offensive. This includes not attempting to hack the app, not introducing any virus or malware, and not using the Platform in a way that could damage or impair Stampit's systems. You also agree not to use any automated means (scripts, bots) to collect information or otherwise interact with Stampit beyond the intended use via our provided interfaces.
- **Device Responsibility:** You are responsible for the security of your mobile device and the Stampit app on it. If your phone is lost or stolen, note that someone might use your Stampit app (if not locked) to redeem your rewards or use your coupons. Treat your digital stamps like cash in a wallet – protect your device and consider enabling a PIN or biometric lock on the app if available<sup>[10]</sup>. Stampit is not liable for any loss of stamps or rewards due to unauthorized access to your account resulting from your lost device (though if you contact us, we will attempt to assist by disabling the account).

**6.6. Right of Withdrawal (Cancellation) for Purchases:** If you are an EU/EEA consumer, you generally have a legal right to **withdraw from a distance purchase within 14 days** of the purchase date for any reason (the “cooling-off period”), and receive a refund, pursuant to EU consumer protection law<sup>[1]</sup>. This right **applies to coupon or subscription purchases** made via Stampit **unless** one of the legal exceptions is triggered. Notably, if a coupon or digital content is delivered to you for immediate use and you **actively consent to waive your withdrawal right**, you may not be able to cancel after purchase. Stampit's policy is as follows:

- For **coupon purchases**, if you have **not redeemed** or used the coupon, you may exercise your right to withdraw within 14 days of purchase. To do so, you must notify either Stampit or the Business (preferably contact Stampit support at support@stampit.app for assistance) within the 14-day period. We will then verify that the coupon is unused and process a refund of the purchase price to your original payment method. Once a coupon has been redeemed (used), it is considered consumed and is no longer eligible for withdrawal/refund.
- For **subscription purchases** (for a Business's service), you also have 14 days from the start of the subscription to cancel for a full refund, if you have not made use of the subscription benefits yet. If you did start using the service, the Business may provide a pro-rated refund or may be allowed by law to deduct for the portion used. If the subscription was sold as an in-app purchase via Apple/Google, the refund would be handled through those platforms' processes (and Stampit might not be able to directly process it). Please refer to the subscription terms shown at purchase for specific instructions.
- In any case where you invoke a lawful right of withdrawal, Stampit and the Business will comply with applicable laws to issue the refund within 14 days of your cancellation notice, provided the conditions are met. Nothing in these Terms

detracts from your statutory cancellation rights as a consumer<sup>[1]</sup>. However, please note that repeated purchase-and-cancellation abuse is not allowed and may result in loss of access to future offers.

**6.7. Refunds and Disputes:** Outside of the 14-day withdrawal context, refunds on coupon or subscription purchases are generally **not guaranteed** unless the Business fails to fulfill the offer or agrees to issue a refund as a goodwill gesture. For example, if you buy a coupon and the business permanently closes before you can use it, you should contact us – we will attempt to verify and coordinate a refund from the Business or, if the Business is unresponsive, Stampit may refund you directly and then pursue reimbursement from the Business. Similarly, if you go to redeem a coupon and the Business refuses to honor it without valid reason, please report this to Stampit. While the contract is between you and the Business, Stampit may mediate or take action (such as warning or removing the Business from the platform for breach). Our priority is to maintain trust on the platform. Any complaints about a Business's conduct can be sent to support@stampit.app or through the in-app feedback channels. We will work to address valid customer concerns, but note that we are **not liable** for the Business's failure to deliver; your remedy may ultimately be against the Business (see Section 9 on liability).

If you have any dispute or issue with Stampit's own services (e.g., technical problems with the app, or concern about how your personal data is handled), you may contact us as well. We aim to respond to consumer inquiries or complaints within a reasonable time frame. Additionally, as an EU consumer, you have the option to use the **EU Online Dispute Resolution (ODR) platform** (at [ec.europa.eu/consumers/odr](https://ec.europa.eu/consumers/odr)) to facilitate resolution of disputes related to online services. Innovai Labs s.r.o. is registered in the Czech Republic, and the Czech Trade Inspection Authority (Česká obchodní inspekce, [www.coi.cz](https://www.coi.cz)) is the competent ADR body for certain consumer disputes; however, we hope to resolve any issues directly with you.

**6.8. Inactivity and Expiration of Benefits:** Your Stampit Customer account does not expire as long as you continue using it. However, if you do not log in or use the app for an extended period (e.g., 24 months of inactivity), we reserve the right to consider the account "inactive" and disable it<sup>[11]</sup>. Prior to such deactivation, we will attempt to notify you at your registered email. If your account is terminated (by you or by us), you will lose any unredeemed stamps or rewards in the account at that time<sup>[12]</sup>. Stamps and rewards are a form of promotional benefit and are not your property, so they cannot be redeemed or transferred after account closure. Also note that if a Business leaves the Stampit platform or discontinues its loyalty program, any stamps or rewards you had with that business may become void (the Business has no obligation via Stampit once they exit, though they might honor existing rewards at their discretion outside the platform)<sup>[13]</sup>. It's a good idea to use your rewards in a timely manner. Stampit is not responsible for lost opportunities if a program ends.

## 7. Intellectual Property

**7.1. Stampit IP:** All intellectual property rights in the Stampit platform and services (including our software, databases, website and app design, logos, trademarks, and content created by us) are owned by Innovai Labs s.r.o. or its licensors. We grant users a limited, non-exclusive, non-transferable license to use the Stampit app and platform for its intended purposes in accordance with these Terms. You shall not copy, modify, distribute, sell, or lease any part of our software or intellectual property, nor reverse engineer or attempt to extract the source code of our software, except to the extent allowed by mandatory law<sup>[14]</sup>. Any unauthorized use of Stampit's IP is a violation of these Terms.

**7.2. Business Content:** As a Business, you retain ownership of the content, trademarks, and materials you provide to Stampit (e.g., your business name, logos, product images, descriptions of offers). By uploading or providing such content, you grant Stampit a worldwide, royalty-free license to use, reproduce, display, and adapt your content as needed to operate and promote the Platform (for example, to display your loyalty card or coupon details to users, to use your logo in a list of participating businesses, etc.). This license lasts for as long as you have an active business account and for a reasonable time thereafter for archival and promotional purposes. You represent that you have the necessary rights to all content you upload (for instance, you must not upload images you don't have permission to use). We may ask you for proof of rights if needed. If you terminate your business account, we will cease any new promotional use of your brand, but may retain copies of content as part of historical data or backups.

**7.3. User Content and Reviews:** If the Platform allows Customers to post content such as reviews, ratings, or feedback about a business, users must ensure that such content is honest, respectful, and lawful. We do not routinely edit user-generated content, but we reserve the right to remove or moderate content that violates these Terms or applicable laws (for example, defamatory comments, hate speech, personal data posting, etc.). By posting any content on Stampit, you give us permission to use and display it on our platform. You also permit us to use your feedback (comments, suggestions) about Stampit for any purpose without compensation to you.

**7.4. Trademarks:** "Stampit" and associated logos are trademarks/service marks of Innovai Labs s.r.o. Businesses on the platform may use the Stampit name and logos only as needed to inform customers of their participation in the Stampit program (for example, a window sticker or a phrase "We offer a Stampit loyalty card"). Any such use must be in accordance with our brand guidelines (if provided) and not harmful to our reputation. We can revoke this permission at any time. Conversely, Stampit's use of Business names/logos within the platform is for identification of the business and program, and all trademarks of businesses remain the property of their respective owners.

## 8. Prohibited Uses and Platform Rules

To maintain the integrity of Stampit, all users (both Business and Consumer) must adhere to the following rules and refrain from prohibited activities:

- **No Illegal Activities:** You may not use Stampit for any unlawful purpose or in furtherance of illegal activities. This includes (but is not limited to) using the platform to promote illegal products or services, money laundering, fraud, or violating any sanctions or trade restrictions.
- **No Violation of Others' Rights:** Do not use the Platform to infringe upon the intellectual property or privacy rights of others. For example, Businesses should not upload images or text they copied from someone else without permission; Users should not attempt to scrape or harvest personal data of other users.
- **System Interference:** You must not interfere with or disrupt the Platform's operation. Prohibited actions include introducing worms, viruses, malware, or any code of a destructive nature; attempting to hack or gain unauthorized access to our servers or databases; performing any form of **reverse engineering** or security testing without our consent; or flooding the platform with undue traffic (DoS attacks).
- **Circumvention:** You may not circumvent or attempt to bypass any measures we put in place to secure the Platform or enforce limitations. For example, do not try to manipulate the stamp system (Business or Customer side) by technical hacks, and do not use bots or automated methods to simulate real transactions or skew analytics.
- **Misrepresentation and Data Accuracy:** Businesses should not misrepresent their identity or affiliations (e.g., claiming to be a famous brand you are not). Consumers should not impersonate others or provide false information in their profiles. All users should refrain from any form of impersonation or deceptive conduct on the platform.
- **Fair Use and No Spam:** Any features that allow sending messages or notifications (for instance, a Business sending announcements to its loyalty members) must be used responsibly. Businesses should not spam customers with excessive or unrelated messages, and customers should not spam businesses with irrelevant inquiries. Use the communication tools as intended for Stampit-related purposes only.
- **One Account Rule:** As stated, Users should maintain only one account unless explicitly permitted (for example, if you have one consumer account and also manage a separate business account, that is acceptable, but you should not have two of either type for illegitimate reasons).
- **Reporting Violations:** If you become aware of any user or content that violates these rules, you agree to report it to us so that we can take appropriate action. We appreciate the community's help in keeping Stampit safe and fair.

Violation of any of the above rules may result in immediate suspension or termination of your account (see Section 11) and potentially legal action if warranted. Stampit reserves the right to investigate any misuse of the platform and may involve law enforcement authorities if any illegal behavior is detected.

## 9. Disclaimers and Limitation of Liability

**9.1. Platform “As-Is” Disclaimer:** Stampit is provided on an “as is” and “as available” basis. While Innovai Labs strives to offer a high-quality service, we do not guarantee that the Platform will be error-free, uninterrupted, or meet all your expectations. To the fullest extent permitted by law, we disclaim any warranties, express or implied, regarding the Platform and Services, including any implied warranties of merchantability, fitness for a particular purpose, and non-infringement. For example, we do not warrant that the data on the app (such as your stamp count or available offers) will always be up-to-date or accurate if there were syncing issues or if the Business provided incorrect information. However, we will endeavor to correct any known errors that significantly affect users. If you are a consumer, certain implied warranties or guarantees may apply under local law (for instance, EU law provides that digital services should conform to the contract); this clause does not override those statutory protections, but it sets forth that we have not given any additional contractual warranties.

**9.2. Business Offerings Disclaimer: Innovai Labs is not liable for the goods or services that Businesses offer** via Stampit. We do not have control over, or responsibility for, the quality, safety, legality, or fulfillment of any reward, coupon, or subscription offered by a Business on our Platform. The inclusion of a Business or their offers on Stampit is not an endorsement or guarantee by us. Any issues or disputes regarding a Business’s performance of its promises (e.g., refusal to honor a coupon, the quality of a rewarded item, etc.) are **between the Customer and the Business**. That said, Stampit may, at its discretion, try to facilitate a resolution (as noted in Section 6.7) but this is a goodwill gesture and not an obligation. **Businesses are solely responsible for their interactions with consumers and for fulfilling their offers**, and they bear all liability for customer claims relating to their products/services. Stampit’s liability to a Business’s customers, if any, is strictly limited as stated in these Terms.

**9.3. Limitation of Liability:** To the maximum extent permitted by applicable law, Innovai Labs (Stampit) and its officers, directors, employees, and agents will **not be liable** for any indirect, incidental, special, consequential, or punitive damages, or any loss of profits or revenues, loss of goodwill, loss of data, or other intangibles, arising out of or related to your use of (or inability to use) the Platform or any Stampit services. In particular, **we shall have no liability for any loss or damage suffered by you arising from the use or misuse of Stampit by any user or business**<sup>[15]</sup>. This means, for example, if another user or a merchant misuses the platform and it somehow impacts you (like fraudulent activity), we are not responsible for their actions. Additionally, Stampit will not be liable for any delay or failure in performance resulting from causes beyond our

reasonable control, such as network outages, strikes, natural disasters, war, acts of terrorism, or governmental action (force majeure events).

In jurisdictions that do not allow the exclusion of certain warranties or limitation of liabilities, our liability will be limited to the **least** extent permitted by law. For instance, if you are a consumer in the EU, we do not seek to exclude liability for gross negligence, intentional misconduct, or damages arising from death or personal injury caused by our negligence, to the extent that such liability cannot be excluded by law. However, in any case, and to the extent permitted by law, **the total aggregate liability of Innovai Labs s.r.o. to you for all claims arising out of or relating to these Terms or the use of Stampit will not exceed the amount of fees (if any) you have paid to us in the 12 months immediately preceding the event giving rise to the claim.** If you have paid no fees (for example, if you are a consumer who only collected free loyalty stamps), then our liability to you shall be no more than a nominal amount (e.g., €50). This limitation is cumulative and not per-incident.

**9.4. No Liability for Allied Third Parties:** Stampit contains integrations with or links to third-party services (payment processors, digital wallets, etc.). Innovai Labs is not responsible for the acts or omissions of any third-party service providers. For example, if a payment processor fails to transmit a payment, or Apple's servers cause an in-app purchase issue, we will try to help resolve it but are not liable for those external failures. Any contract or terms between you and a third-party (like Apple's App Store terms, or a bank's terms for your card use) are independent of these Terms.

**9.5. Indemnification:** (Primarily applicable to Business Users) You agree to **indemnify, defend, and hold harmless** Innovai Labs s.r.o. (and its affiliates, officers, agents, and employees) from and against any third-party claims, demands, losses, or damages, including reasonable attorneys' fees, arising out of or related to: (a) your breach of these Terms or any other policies incorporated herein, (b) your violation of any law or regulation or the rights of a third party in connection with your use of Stampit, or (c) any transaction, offer, or interaction between you (as a Business) and a Customer or other third party that occurs through the Stampit platform. This means if you do something that causes us to be sued or fined by someone else, you will cover those costs. For example, if you are a Business and you post infringing content or engage in misleading trade practices that result in a consumer lawsuit against Stampit, you would indemnify us for our costs and damages. Consumers might also be held liable if their misuse of the Platform (say, hacking or posting illegal content) causes harm to us. However, this indemnity does not apply to the extent the claim is due to our own breach of these Terms or willful misconduct. We will notify you of any such claim and may allow you to assist in the defense, but we reserve the right to participate with counsel of our own choosing.

**9.6. Release:** To the fullest extent permitted by law, you release Stampit/Innovai Labs from all claims, demands, and damages of every kind and nature, known and unknown, arising out of disputes between users of the Platform or between a user and a third-party in connection with the Platform. For example, if you as a Customer have a



dispute with a Business or vice versa, you release us from any claims related to that dispute (unless it's a claim that we failed to meet our obligations under these Terms). This clause is intended to clarify that our role is intermediary, and users should settle disputes amongst themselves or through legal channels against each other, rather than involving Stampit, except where Stampit has breached its own duties.

## 10. Termination of Services

**10.1. Voluntary Termination by You:** *Business Users:* You may terminate your Stampit Business account at any time by providing written notice to us (such as an email to support or using any provided account deletion function). Please note that if you have an active subscription, you should cancel the subscription first (see Section 5.3 for notice requirements) to avoid further billing. Termination will be effective once processed by us, and we will confirm the closure. *Consumer Users:* You may stop using the Stampit app at any time. If you wish to fully close and delete your account, you can do so in the app settings or by contacting support. Keep in mind that deleting your account will erase your collected stamps, rewards, and any unused coupons (which may not be recoverable or refundable, depending on the circumstances), as well as your personal data, as outlined in our Privacy Policy.

**10.2. Termination or Suspension by Stampit:** We may suspend your access to the Platform or terminate your account in the following cases: (a) if you materially breach these Terms or repeatedly violate any provisions, (b) if we are required to do so by law or at the direction of law enforcement, (c) if you engage in fraudulent, abusive, or harmful behavior on the Platform, or (d) if despite warnings, your actions (or inactions) are causing risk or possible legal exposure for us or other users. In the case of minor or remediable breaches, we will attempt to give you notice and an opportunity to resolve the issue before terminating. In serious cases (e.g., fraud, illegal content, threats, or a business flagrantly misleading customers), suspension or termination can be immediate. **Effect of termination:** If your account is terminated (by you or us), your right to use the Platform ceases immediately. You must delete or uninstall the app and refrain from further use. Any pending transactions may be canceled. For Business Users, any funds we owe you (minus any offsets for fees or refunds) will be paid out in the next cycle or as required by law; similarly, any unpaid fees you owe us become immediately due and payable. Sections of these Terms that by their nature should survive termination (such as indemnities, liability limitations, governing law, etc.) will continue to apply. If you were terminated for cause, you may not rejoin the Platform under a new account without our express permission.

**10.3. Data Retention Upon Termination:** Upon termination of your account, we may irreversibly delete your account data (including stamp history, etc.) after a period of time, except to the extent we are required to retain certain data for legal or compliance reasons. Refer to the Privacy Policy for details on data deletion. Stampit is not liable to you for compensation, reimbursement, or damages in connection with any termination of service or loss of data, beyond any rights you may have under law (for example, a pro-rated refund of a prepaid subscription if we terminated without cause).

**10.4. Closing of Business Programs:** If a Business decides to discontinue its loyalty program or leave the Stampit platform, it is courteous (and often legally required under consumer law) for the Business to notify its loyalty customers and, if feasible, honor any rewards earned or coupon sold, or offer an alternative. However, Stampit cannot force a Business to continue honoring stamps once they have left the platform (particularly if the business shuts down entirely). We encourage Businesses to transfer or convert any accumulated stamps to a new system or compensate customers in some way<sup>[13]</sup>. Customers should redeem their rewards in a timely manner and be aware that programs can end.

## 11. Modifications to Terms and Services

**11.1. Updates to These Terms:** We may revise or update these Terms from time to time, for example to reflect changes in the law, new features of the Platform, or adjustments in our policies. Whenever we make a material change, we will notify users by appropriate means – for instance, by posting the updated Terms on our website and app and updating the “last updated” date at the top, and/or by sending an email or in-app notification to inform you of the changes. **It is your responsibility to review any updated Terms.** The revised Terms will become effective **no sooner than 10 days** after the notice (unless a longer period is required by law or explicitly given), except changes addressing new functions or legal requirements may be effective immediately. If you **continue to use Stampit after the effective date of revised Terms, that constitutes acceptance of the changes.** If you do not agree to the new Terms, you should stop using the Platform and, if necessary, terminate your account (Section 10). We value our users and will not make arbitrary or retroactive changes that unjustly disadvantage you without good reason; any changes will aim to clarify, improve, or legally solidify our mutual rights and obligations.

**11.2. Changes to Services:** Stampit is an evolving platform, and we reserve the right to change, suspend, or discontinue any aspect of the Services at any time. This can include adding or removing features, adjusting how existing features work, or discontinuing support for certain devices or operating systems. We also reserve the right to impose usage limits (for example, to limit the number of stamps that can be collected in a day for system integrity, or to cap the number of promotional messages a business can send in a week to prevent spam). If any such change could have a material effect on users, we will provide notice (through the Platform or via email) describing the change. We strive to ensure that modifications do not negatively impact your accumulated benefits – for instance, we would not arbitrarily delete your existing stamps (except due to account inactivity per Section 6.8). However, in rare cases we might have to retire certain features (e.g., if an integration partner stops providing service). Users acknowledge that the form and nature of the Services may change over time and that future versions of the app may not be compatible with earlier ones. We will not be liable for any modification or suspension of the Services, but if you are a Business with a paid subscription and a change significantly reduces the core

functionality you signed up for, you may have the right to terminate your subscription and receive a pro-rata refund of prepaid fees for the remaining term.

## 12. General Provisions

**12.1. Governing Law:** This Agreement (Terms and Conditions) and any disputes or claims arising out of or in connection with it are governed by the **laws of the Czech Republic**, without regard to its conflict of law principles. However, if you are a consumer resident in the European Union, we acknowledge that you may be afforded certain mandatory protections or rights by the laws of your country of residence, and nothing in these Terms (including the choice of Czech law) shall deprive you of those protections. In any case, the provisions of the United Nations Convention on Contracts for the International Sale of Goods (CISG) do not apply to this Agreement.

**12.2. Jurisdiction:** Any dispute, controversy, or claim arising out of or relating to these Terms or the use of the Stampit platform shall be subject to the jurisdiction of the competent courts of the Czech Republic. As a consumer, you also have the right to initiate or defend any legal action in your country of residence if mandatory law so permits. By accepting these Terms, Business Users specifically agree to the **exclusive jurisdiction** of the Czech courts. For consumers, this jurisdiction clause does not override any right you have to bring proceedings in the courts of another jurisdiction under applicable consumer protection laws.

**12.3. Entire Agreement:** These Terms, together with our Privacy Policy and any other policies or documents explicitly referenced and incorporated (such as specific program terms, if any), constitute the **entire agreement** between you and Innovai Labs s.r.o. regarding the Stampit services. It supersedes any prior agreements or understandings, whether written or oral, relating to the same subject matter. You acknowledge that you have not relied on any statement, representation, or warranty not expressly set out in these Terms in deciding to use the Platform.

**12.4. Severability:** If any provision of these Terms is held by a court of competent jurisdiction to be invalid, illegal, or unenforceable, that provision shall be severed or limited to the minimum extent such that the remainder of the Agreement will continue in full force and effect<sup>[16]</sup>. In other words, the invalid part will be deemed removed or reformed as necessary, but this will not affect the validity and enforceability of the remaining provisions.

**12.5. No Waiver:** Our failure to enforce any right or provision of these Terms shall not constitute a waiver of future enforcement of that right or provision. Similarly, no waiver of any term shall be deemed a further or continuing waiver of that term or any other term. For any waiver to be binding, it must be explicit and in writing from an authorized representative of Innovai Labs.

**12.6. Assignment:** Innovai Labs s.r.o. may transfer or assign this Agreement, in whole or in part, to an affiliate or in connection with a merger, acquisition, corporate reorganization, or sale of all or substantially all of our assets, and by continuing to use

the Platform you consent to such assignment. We will ensure that the assignee agrees to honor the obligations in these Terms to you. You may not assign, transfer, or sublicense any of your rights or obligations under these Terms without our prior written consent<sup>[17]</sup>. Any attempted assignment by you in violation of this clause is void.

**12.7. Relationship of Parties:** Nothing in these Terms is intended to, or shall be deemed to, establish any partnership, joint venture, employer-employee, or franchiser-franchisee relationship between you and Innovai Labs. Each party enters this agreement as an independent contractor. Businesses are not agents or representatives of Stampit, and you have no authority to bind us in any way. Conversely, except as expressly stated (e.g., Stampit acting as a payment agent for the Business to collect customer payments<sup>[7]</sup>), we do not act as an agent for you. The Business Users and Stampit have a commercial service provider-client relationship, and Consumer Users are simply customers of the independent Businesses and users of our technology platform.

**12.8. Third-Party Beneficiaries:** These Terms do not confer any rights on any third party except as expressly provided. A person who is not a party to this Agreement (other than an affiliate of Innovai Labs, if we assign rights to them) has no right to enforce any term of this Agreement. For example, even though Apple and Google provide distribution platforms for our app, they are not parties to this Terms agreement and have no obligations or rights under it. (One exception: If you downloaded the Stampit iOS app, Apple Inc. as a third-party beneficiary may have the right to enforce certain terms under the Apple App Store rules, but this does not mean they are liable for our service.) This clause does not affect any consumer rights against third parties arising under mandatory law.

**12.9. Communications and Notices:** We may provide notices or communications to you by e-mail to the address associated with your account, through in-app notifications, or by posting on our website. You consent to receive electronic communications from us for contractual purposes. It is your responsibility to keep your contact email updated. Formal legal notices to us should be sent to our registered address (provided in the Introduction of these Terms) with a copy to our contact email. For routine communications (questions about the service, etc.), emailing support or using our contact form is sufficient.

**12.10. Language:** These Terms are provided in the English language. If we provide translations into other languages, the English version will prevail in case of conflict or ambiguity. (For users in the Czech Republic, we may have a Czech version of Terms; however, since we've stated Czech law governs, a Czech version could be authoritative. We will clarify in such version which is controlling. In absence of such statement, English controls.)

**12.11. Consumer Rights and Platform Regulation:** Stampit abides by all relevant EU regulations, including the **EU Digital Services Act (DSA)** and the **Platform-to-Business Regulation (EU) 2019/1150** as applicable. We strive for transparency: for instance, if we were to moderate or remove content, we would inform the affected user unless legally

restricted. We treat Business Users fairly and do not unjustly discriminate among them. If you are a Business User and believe we have made a decision that negatively affects you (like suspending your account or changing terms) in a way that violates the Platform-to-Business Regulation, you can avail yourself of our internal complaint handling system by contacting us with the subject "P2B Complaint." We will review and respond within a reasonable time. Additionally, we maintain information on ranking (if applicable) and data sharing in our Business-facing FAQs/documentation, in compliance with that regulation. For consumers, we comply with the EU consumer rights directives regarding transparency of pricing, the right of withdrawal (as detailed above), and access to out-of-court dispute mechanisms. Nothing in these Terms will ever deprive a consumer of their **legal rights**, even if not explicitly mentioned<sup>[1]</sup><sup>[2]</sup>.

**12.12. Contact Information:** If you have any questions about these Terms, or need to contact Innovai Labs for any reason, you can reach us at:

**Innovai Labs s.r.o.** (Stampit)

Plzeňská 3352/156, 150 00 Prague 5, Czech Republic

Email: support@stampit.app (or via the in-app support form)

We will be glad to assist you.

By using the Stampit platform, you acknowledge that you have read, understood, and agree to these Terms and Conditions. Thank you for being part of the Stampit community and helping us make loyalty rewards easy and digital!