

Terms and conditions

These Terms and Conditions and privacy policy aim to establish a fair relationship between us and you. No doubt about that. However, we dislike navigating long legal texts. Therefore, we have created a summary of the most important parts of the Terms and Conditions, which we believe is easy to understand and won't take much of your time to read. You can read the full version of the applicable terms and conditions of the loype.cz e-shop [HERE](#).

Operator and Contact

The loype.cz online store is operated by:

Dogs and Fun, s.r.o.

ID: 62911058

Budečská 1026/14

Prague 2, 120 00,

Czech Republic

Bank Details:

For payments in CZK (Czech crowns): 125970297/0100

For payments in EUR:

IBAN: CZ7101000001078910320237,

SWIFT: KOMBCZPPXXX

We are VAT payers! VAT Number: CZ62911058

If needed, you can contact us at the following address:

Na Planinách 1212, Smržovka, 468 51

Phone: +420 725 095 369

E-mail: info@loype.cz

Returns and Complaints

We take the utmost care in selecting and shipping goods. However, if you receive goods that do not meet your expectations or if a manufacturing defect appears within the first 24 months of use, do not hesitate to contact us using the above contact information. We will do our best to resolve everything quickly and to your satisfaction.

If the purchased item does not fit your dog and you need to exchange it for a different size, we are happy to help. Just write to us, and we will take care of everything.

If you decide to return the goods within 14 days of purchase, please let us know and return the goods undamaged to our contact address. You do not need to provide a reason for the return, but if you do, it will help us improve our services.

Shipping of Goods

We ship orders every working day by 1:00 PM. If your order arrives later, we will process it the next working day.

Personal Pickup

You can pick up your goods at one of our pickup locations:

Løype Store – Praha 2, Budečská 14

Løype Hub – Smržovka, Na Planinách 1212

Personal pickup is free of charge. Please wait for confirmation that the goods are ready before coming to pick them up.

Delivery

Shipping usually takes 1-7 working days for most EU countries.

99% of orders within the Czech Republic are delivered within 1 working day by DPD or Zásilkovna, depending on the customer's choice. The delivery time is determined by the carrier.

The price of delivery will be calculated based on the order weight, order value and destination country. The price will be precisely calculated during the checkout process. The total price of order incl. delivery is clearly indicated during the checkout process. No additional cost.

The Free delivery is available for most EU countries but only for orders of certain value, e.g. Slovakia 40 EUR, Czech Republic 1000 CZK, Germany 59 EUR incl. VAT, etc.

Payment Options

Online Card Payment (handled by the reliable payment gateway GoPay). This is the most convenient and fastest way.

Bank Transfer in Advance – the goods are shipped only after the amount is credited to our account (Czech Republic only).

Cash on Delivery – subject to a fee of 45 CZK, regardless of the order amount (Czech Republic only). Cash on delivery can also be paid by card.

Privacy policy and use of cookies

We are Dogs and fun, s.r.o. company with its registered office at Budečská 1026/14, Prague 2, 120 00, business ID: 62911058 . We are registered in the public register kept at Městského soudu v Praze, spisová značka C34992 (hereinafter referred to as Company). We work with cookies on our website address loype.cz . In this document you can read the privacy policy and the use of cookies on our website.

1. What personal information do we collect?

We only collect personal information about you if you send us a contact form (more in the related consent) or subscribe to a business message (more in the related consent).

In terms of Regulation (EU) 2016/679 (called GDPR) and Act No. 127/2005 Coll., On electronic communications, personal data may be searched and cookies or similar identifiers. They also deal with this policy.

2. What do we use the information for?

We use the information we obtain about you:

- to improve your experience with our site (information helps us to better respond to individual needs),
- so that you can use the features of our site - such as Facebook comments,
- so we can respond to your question,
- to send information and updates from websites,
- follow-up marketing activities (with your express consent),
- to analyze our business activities (in aggregated form).

3. How do we protect your information?

We use a variety of security methods and trusted partners to keep your personal information as secure as possible. Your contact details are stored in secure databases, communication between databases is always secure. The data is stored in encrypted form and protected by a strong password (passwords). The website from which you submit forms also uses secure SSL encryption.

We do not sell, pass on or otherwise provide your information. We may violate this agreement if the information is requested by the institution in a judicial investigation. However, in no case will we provide your data for marketing, promotional or other purposes to third parties.

4. Do we use cookies?

Yes. Cookies are small files from our website that are stored on your computer through your browser (if you have the storage of these helpers enabled). Cookies allow us to identify your

browser and record certain information. The nature of the information may vary. Cookies can store, for example, your language settings or also a user ID, which can be considered personal data.

We use four types of cookies on this website:

- Functional - necessary for the function of the site (for example, we store information about your language and then show you the content of the site).
- Analytical - necessary for additional site function and basic analytics. These cookies are, for example, introduced by Facebook, as the provider of our comments, Twitter, as we use their box to display the latest tweets or by Google in order to collect basic data about our site.
- Preferences - required to display content in the settings you prefer. They can make it easier for you to browse the website or allow you to comment on FB.
- Marketing - this type of cookie allows us to find out more information about you, such as age, gender, interests and further target you over the Internet (so-called retargeting).
- Specifically, we use the following cookies: [Show list in new window](#)

5. Who processes cookies and other personal data for us?

- Google Analytics provider, Ads and Doubleclick, Google Ireland Ltd. (Google Building Gordon House, 4 Barrow St, Dublin, D04 E5W5, Ireland), in accordance with its terms (more here: <https://policies.google.com/technologies/cookies?hl=en>).
- Facebook service provider operated by Meta Ltd. (4 Grand Canal Square, Grand Canal Harbor, Dublin 2, Ireland) in accordance with its terms and conditions (more here: <https://www.facebook.com/policy/cookies/>).
- Service provider Sklik - company Seznam.cz, a.s. (registered office Radlická 3294/10, 150 00 Prague 5 - Smíchov), in accordance with its conditions (more here: <https://www.seznam.cz/reklama/cz/obsahovy-web/pravidla-reklamy/gdpr/>).
- Marketing Makers s.r.o. (registered office Domažlická 1053/15, Žižkov, Prague 3, 130 00, IČ 041 74 836).

6. How to prevent the use of cookies?

You can select your preferences for the use of cookies in the bar when entering the page:

Only those cookies that you agree to will be stored.

If you want to reject some cookies or you want to know more information, click on Settings.

If you have already closed the cookies bar, just click [here](#) and it will reopen.

7. Your consent and its revocation

You provide your name, surname, e-mail, telephone and company name to us for the duration of the cooperation or for a period of 5 years. We use the information obtained from advertising cookies for a maximum of 1 year for advertising and 26 months for web analytics.

You can revoke your consent at any time - we will do our best to satisfy you. Contact us at the bottom of the page.

8. Changes to this Privacy Policy

If we decide to change your privacy policy, the changes will be presented on this page.

9. Contact us

If you have any questions about this security policy, you can contact us using the information below.

CONTACT THE DPO or the person responsible for this policy.

info@loype.cz