



## Li Cheng Technique Business Company

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## **LCT European Warehouse Transaction Terms and Conditions**

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### **1. Definitions**

1-1 The goods provided by us (hereinafter referred to as "LCT") include, but are not limited to airsoft guns and related accessories.

1-2 The buyer (hereinafter referred to as "Customer") is an individual, legal entity, or organization that conducts business activities on a personal basis and engages in legal acts directly related to their business or professional activities in the Czech Republic or elsewhere in Europe. Customers holding a valid EU VAT (Value Added Tax) number may place orders for direct shipment from LCT's European warehouse.

### **2. Orders and Delivery**

2-1 Customers must complete the Customer Information Form at this link [https://docs.google.com/forms/d/e/1FAIpQLSdPQgwEDftTaSfzB\\_dkFt1mh5Ah\\_1KI1VCyETJXDDrJufM\\_4A/viewform?usp=sf\\_link](https://docs.google.com/forms/d/e/1FAIpQLSdPQgwEDftTaSfzB_dkFt1mh5Ah_1KI1VCyETJXDDrJufM_4A/viewform?usp=sf_link) .If the registered office is located outside the Czech Republic or the delivery address is outside the Czech Republic, the Customer must provide an EU VAT number in the form to facilitate the purchase.

2-2 Pricing: Prices displayed by LCT do not include shipping costs. Invoices are issued in Euros. Any export or import duties incurred when shipping to countries outside the EU will be borne by the Customer (relevant information can be obtained from the appropriate customs office).

2-3 After placing an order, LCT will send an order confirmation email to the Customer's provided email address, confirming that the order has been submitted. Orders confirmed in this manner cannot be altered (e.g., product reductions or additions).

2-4 The minimum order amount is €1000 net.

2-5 Until payment is completed, the order status will be shown as "Pending." Please ensure payment is completed within the specified time frame; see section 4-2.

2-6 Delivery times will be communicated by LCT after payment has been completed.

2-7 LCT will arrange shipping according to the method specified by the Customer, in compliance with relevant EU transportation regulations and safety standards.

### **3. Transportation and Related Costs Payment**

#### **3-1 Shipping Methods and Responsibilities:**

**3-1-1 Customer-Arranged Shipping:** After LCT confirms receipt of payment, the customer will be notified by LCT. The customer will then arrange for product transportation on their own and should schedule a pickup time in advance.

**3-1-2 LCT-Arranged Shipping:** If LCT arranges the shipping, the Customer will pay the transportation quote and related costs provided by LCT. Once confirmed, the shipping costs must be paid in full along with the order amount before the goods are shipped.

**3-1-3** After the order items are handed over to the shipping provider, all benefits, risks, and liabilities related to the goods, including any accidental loss or damage, will transfer to the Customer. In this case, from the moment the goods are dispatched until delivery to the Customer, LCT will not be responsible for any loss or damage. Furthermore, LCT is not liable for any delays in transportation or delivery.

**3-2 Import Duties for Non-EU Customers:** Customers from non-EU countries are responsible for all customs duties, import taxes, and other related fees associated with the import of goods.

**3-3 Consequences of Late Payment:** If the relevant costs are not paid within the specified payment period, resulting in order delays or cancellations, the Customer will bear all consequences and losses arising from such delays or cancellations.

### **4. Payment Terms:**

**4-1 Payment Method:** Payment is limited to bank transfer. The Customer will transfer funds to the designated bank account upon receiving the order confirmation email. LCT will provide the correct bank account details, which will not be changed once provided. If the Customer receives any instructions to change the payment account, they should verify with LCT in advance to avoid any potential loss.

**4-2 Payment Deadline:** The Customer must complete the payment within 5 days of receiving the Pro Forma Invoice (PI) issued by LCT after the order confirmation. The sequence of product reservation is based on the order of payment. If payment

is completed but the product is already sold out, LCT reserves the right to cancel the order. If the Customer fails to make timely payment, LCT has the right to cancel the order and reconsider any future collaboration opportunities with the Customer.

4-3 Once the customer confirms the order, they agree to all terms and conditions of this transaction. After payment is completed, refunds or order cancellations cannot be requested without valid reasons.

## **5. Product Warranty, Return and Refund Policy :**

5-1. Customers should inspect the goods immediately upon receipt. Any product shortages or defects should be reported to the sales representative as soon as possible; otherwise, the goods will be deemed to be in satisfactory condition.

**5-1-1 Incorrect Product Returns:** If the items received do not match the invoice in terms of type or quantity, please email the details of the received products to the sales representative within 3 days of receipt. Based on the actual situation, the agreement will be made to determine whether to process a return, exchange, or reshipment of the products.

**5-1-2 Defective Product Returns:** If there are concerns about product defects, a return request must be made within 14 days from the date of the invoice. Please provide photos, a short video, and a description of the issue and send them to the LCT sales representative via email. Once LCT has reviewed and approved the issue, LCT will provide assistance with replacement parts, and guide you on the repair process.

5-2 Return Process: Before sending any products for return, please ensure to contact LCT in advance and retain the original packaging of the product. Returns should only be shipped after the return case has been confirmed.

5-3 Products that have been used, modified, damaged due to incorrect use, misuse, or failure to follow the instructions in the user manual, are not eligible for return. For repair issues, LCT can assist with technical guidance to resolve the problem. If parts are needed for repairs, additional charges will apply.

5-4 Except for defective or incorrect product returns, LCT will not cover the shipping costs incurred from returns. In case of any special circumstances, arrangements can be made with mutual agreement between both parties.

## **6. Legal Compliance and Import Responsibilities :**

6-1 Compliance with Laws: The Customer must comply with all local laws, regulations, and requirements applicable to the import and use of the goods, as well as adhere to relevant cross-border trade procedures and regulations.

6-2 Licensing Requirements: If the Customer's country has specific licensing

requirements for airsoft gun transactions, the Customer must obtain the necessary licenses and provide relevant proof if required.

6-3 Import Experience: The Customer acknowledges and agrees that LCT is not responsible for any transaction failures, delays, or damages resulting from the Customer's lack of import experience.

6-4 Customs Declaration/Clearance Responsibility: The Customer is responsible for handling the import customs declaration and clearance procedures, as well as managing all related documentation.

