

Annex No. 1

Complaints Procedure

I. PREVENTION

- 1.1 This Complaints Procedure (hereinafter the "CP") governs the conditions and manner of asserting complaints regarding services provided by the Lessor in connection with the rental of vehicles. Before renting, it is necessary to read the Lessor's General Terms and Conditions (hereinafter the "T&C").
- 1.2 By concluding a Rental Agreement (hereinafter the "Rental Agreement"), the Lessee agrees to the Complaints Procedure and confirms that they have been made familiar with its content.
- 1.3 When collecting the Vehicle from the person authorized by the Lessor, it is necessary to inspect the Vehicle thoroughly and ensure that all damage found on the Vehicle is recorded in the Vehicle's handover report.
- 1.4 When collecting the Vehicle from the person authorized by the Lessor, it is necessary to carefully read the information about the Vehicle contained in the vehicle's certificate of registration and, if available in the Vehicle, in the vehicle manual. In the event of any ambiguity, the Lessee is obliged to ask the person authorized by the Lessor for an explanation; otherwise, it shall be deemed that the Lessee has understood the information contained in the certificate of registration or the vehicle manual, as well as all information provided by the person authorized by the Lessor.
- 1.5 If the Lessee was involved in a traffic accident, the Lessee is obliged to submit to the Lessor a completed accident report, signed by all parties involved in the accident. If the Lessee was not at fault for the accident but does not have a complete and correctly completed accident report signed by both parties (signed by the injured party and the party at fault), the Lessor has the right to claim damages and lost profit from the Lessee, regardless of the amount of supplementary insurance purchased for the rented Vehicle.
- 1.6 If, during the rental, damage to the Vehicle occurred within a single insured event, but the Vehicle is damaged on two or more sides, the Lessee is required to photographically document the scene of the accident. The Lessee shall then provide the photographs to the Lessor to demonstrate that the damage occurred in a single insured event; otherwise, the Lessor has the right to claim damages for each item of damage separately, regardless of the amount of supplementary insurance purchased for the rented Vehicle.
- 1.7 The Lessor shall cancel (release) the deposit (pre-authorization), as a rule, within 7 business days of the end of the rental, and shall issue the Lessee a receipt from the payment terminal showing the transaction number, either physically or by sending it in the form of a scan or photograph by e-mail, via the WhatsApp application, or another communication tool. If the entire deposit is returned to the Lessee, the receipt shows the amount corresponding to the full amount of the originally blocked deposit. If the Lessor legitimately deducts part of the deposit, for example to cover damage or other claims under the T&C, the receipt from the payment terminal shows the amount actually deducted (charged), and not the difference between the deposit and this amount; this is the standard way in which the transaction is displayed on the payment terminal, not an error. The actual crediting or unblocking of the released funds on the Lessee's account depends solely on the bank that issued the payment card to the Lessee, and may take up to 30 calendar days from the Lessor's cancellation, and in isolated cases even longer; the Lessor has no ability to influence this process and bears no liability for it. If the deposit is not credited back to the Lessee's account, we recommend contacting the bank that issued the payment card to the Lessee. If the Lessee finds that the deposit has not been returned to the account from which the deposit was paid, the Lessee is obliged, promptly upon discovering this fact, to contact the Lessor and inform the Lessor that the funds have not been credited to the Lessee's account, together with the receipt evidencing the cancellation of the deposit. The Lessor shall promptly verify this fact and take corrective action.

II. BASIC CONDITIONS FOR COMPLAINTS

- 2.1 Every Lessee has the right to services of good quality, to file a complaint, to compensation for damage, to education, to information, to protection of their health, safety, and economic interests, and to submit petitions and complaints to supervisory authorities and municipalities in the event of a breach of the consumer's statutory rights.
- 2.2 Every Lessee has the right to protection against unfair terms in consumer contracts.
- 2.3 The Lessee may seek protection of their rights in court against the party in breach, against a breach of rights and obligations laid down by law for the purpose of consumer protection.
- 2.4 The Lessor is obliged to:
- a) provide services to the extent and under the conditions agreed, and to allow the Lessee to verify the accuracy of this information,
 - b) provide services at the agreed prices,
 - c) correctly charge prices when providing services,
 - d) ensure the provision of services in a manner that allows for their safe use.
- 2.5 The Lessor may not:
- a) impose an obligation on the Lessee without legal grounds,
 - b) deny rights under Art. 2 of this CP and the relevant provisions of the generally binding legal regulations of the Slovak Republic on consumer protection, as currently in effect.
- 2.6 The Lessor may not, after the conclusion of the Rental Agreement, refuse to provide the agreed service that is within its operational capabilities; the Lessor may not condition the provision of a service on the sale of another product or the provision of another service. This shall not apply if the Lessee does not meet the conditions for the provision of the service. This is without prejudice to the Lessor's right not to accept or to cancel a reservation before the conclusion of the Rental Agreement under point II.8 of the T&C.
- 2.7 The Lessor may not deceive the Lessee, in particular by providing false, unsubstantiated, incomplete, inaccurate, unclear, or ambiguous information, or by concealing information about the characteristics of the service or the purchase conditions, whereby offering or providing services that infringe intellectual property rights shall also be considered deception of the Lessee.
- 2.8 The Lessor is obliged to provide the service:
- a) on the day specified in the Rental Agreement,
 - b) at any time during the period specified in the Rental Agreement, unless it follows from the Rental Agreement or from the purpose of the Rental Agreement, known to the Lessor at the conclusion of the Rental Agreement, that the time of delivery within this period is to be determined by the Lessee,
 - c) if nothing else follows from the Rental Agreement, the period within which the service is to be provided begins to run from the day the Rental Agreement is concluded. If, however, under the Rental Agreement the Lessee is to fulfil certain obligations before the service is provided, this period shall begin to run only from the day this obligation is fulfilled.

III. LIABILITY FOR DEFECTS

- 3.1 The Lessor is liable for defects that the provided service has at the time of its collection by the Lessee.
- 3.2 The Lessee is obliged to familiarize themselves with the content of the provided service no later than upon the passing of the risk of damage to the provided service, taking into account the nature of the service provided.

- 3.3 If the Lessee fails to inspect the object of the provided service, or fails to arrange for it to be inspected, at the time the risk of damage to the provided service passes, the Lessee may assert claims for defects that were ascertainable upon such inspection only if they prove that these defects already existed in the object of the provided service at the time the risk of damage passed.
- 3.4 In the case of a service provided at a lower price, the Lessor is not liable for the defect for which the lower price was agreed.
- 3.5 A change to the object of the provided service that arose in the course of the provision of the service as a result of its wear and tear, improper use, or improper interference, shall not be considered a defect.
- 3.6 The Lessee is obliged to inspect the delivered service, or the object of the delivered service, upon its collection, and to make a complaint regarding obvious defects.
- 3.7 Obvious defects are considered to be defects ascertainable upon collection of the service, in particular a poorly provided service.
- 3.8 The Lessee is obliged to notify the Lessor immediately of any obvious defects found, and the Lessor shall arrange redress by removing the complained-of defect in the service, replacing the object of the service, or reducing the price.
- 3.9 The Lessor will not accept later complaints of this type, and such a complaint shall be unjustified.
- 3.10 The Lessor is not liable for defects if:
- a) at the time of conclusion of the Rental Agreement the Lessee knew of the defect or, having regard to the circumstances under which the Rental Agreement was concluded, must have known of it, unless the defects relate to characteristics that the provided service was to have, or should have had, under the Rental Agreement,
 - b) the Lessee themselves caused the defect in the provided service,
 - c) the Lessee knew of the defect in the service before collecting it, or was expressly and clearly warned of the defect or the defective service, and a discount from the price of the service was granted for the defect or the defective service,
 - d) the defects arose during the provision of the service as a result of wear and tear of the object of the service caused by normal use, or by improper or excessive use,
 - e) the defects were caused by the intervention of an unauthorized person in the object of the service or its components,
 - f) the service is complained of after the expiry of the period laid down in Art. 4, point 4.14, without prejudice, however, to the statutory periods for asserting consumers' rights,
 - g) the defects arose as a result of a natural disaster,
 - h) they were caused by (intentional or unintentional) improper or excessive use of the object of the service, its improper care, or improper servicing.
- 3.11 If the defect is one that can be remedied, the Lessee has the right to have it remedied free of charge, in a timely and proper manner. The Lessor is obliged to remedy the defect without undue delay.
- 3.12 Instead of having the defect remedied, the Lessee may request the replacement of the subject of the rental, or, if the defect relates only to a component of the item, the Lessee may have the component replaced, provided this does not cause the Lessor unreasonable costs in view of the price of the service provided or the seriousness of the defect.
- 3.13 The Lessor may always, instead of remedying the defect, replace the defective item with a defect-free one, if this does not cause the Lessee serious inconvenience.

- 3.14 If the defect is one that cannot be remedied and which prevents the item from being properly used as an item without defect, the Lessee has the right to a replacement of the item or the right to withdraw from the Rental Agreement.
- 3.15 The Lessee has the same rights in the case of remediable defects if the Lessee cannot properly use the item because of the recurrence of the defect after repair or because of a greater number of defects.
- 3.16 If there are other irremediable defects, the Lessee has the right to a reasonable discount from the price of the service provided, or to the provision of an additional service.

IV. COMPLAINTS PROCESS

- 4.1 The Lessor is obliged to duly inform the Lessee of the conditions and manner of making a complaint, including information on where a complaint can be made, in the form of this CP.
- 4.2 The Lessor is obliged to accept a complaint in writing by e-mail at info@humlet.com or in paper form (sent to the Lessor's registered office address). The complaint shall be handled in accordance with the conditions set out in the CP, having regard to the services provided and the contractual terms (which may form part of the Rental Agreement or are published on the Lessor's website www.humlet.com under "Terms and Conditions"). Every Lessee has the opportunity to familiarize themselves with the specific contractual terms no later than upon signing the Rental Agreement, in order to prevent any potential misunderstandings. All T&C and CP are available online on the Lessor's website at www.humlet.com under "Terms and Conditions."
- 4.3 The Lessor, or a person authorized by the Lessor, or another person designated for this purpose, is obliged to handle the complaint no later than within 30 days from the date the complaint is made. The time required for expert assessment of the defect is not included in this period. After this period has expired, the consumer has the same rights as if it were a defect that cannot be remedied.
- 4.4 The Lessee is obliged to inform the Lessor promptly (no later than within 24 hours), in writing (by e-mail at info@humlet.com) and by telephone at +421 904 039 039, of a defectively provided service after discovering the defect or the defectively provided service, by demonstrating the defect in the provided service.
- 4.5 The Lessor is obliged, upon the making of a complaint, to issue the Lessee with confirmation of receipt of the complaint, at least in electronic form.
- 4.6 The Lessor is obliged to keep records of complaints and to submit them to a supervisory authority upon request. The record of complaints must contain information on the date the complaint was made, and the date and manner in which the complaint was handled.
- 4.7 The Lessee may, but is not obliged to, use the complaint form for making a complaint, which, to simplify this process, is available on the Lessor's website at www.humlet.com under "Customer Zone," in which the Lessee may precisely describe the defect and the manner in which it manifests, or the manner in which the service was defectively provided. The use of the form is not a condition for the valid making of a complaint; the Lessee may also make a complaint in another manner under point 4.8, provided that it includes the information under point 4.9.
- 4.8 Complaints must be submitted in writing by e-mail at info@humlet.com or in paper form (sent to the address of the Lessor's registered office), at the Lessee's choice either using the complaint form under point 4.7 or in another manner containing the information under point 4.9. The Lessee shall address the complaint to the e-mail address info@humlet.com.
- 4.9 When making a complaint, whether by means of the complaint form or in another manner, the Lessee is obliged to state the following information:
- a) proof of the provision of the service (the Rental Agreement and the Rental Agreement number),

- b) a written statement of all deficiencies,
 - c) a proposal for resolving the complaint, or the requested manner of resolving the complaint,
 - d) a proposal for compensation for damage,
 - e) the Lessee's contact address (address, telephone number, e-mail), to which the Lessee will be notified by the Lessor of the manner in which the complaint has been handled.
- 4.10 The Lessor shall confirm the complaint in electronic form as a response to the submitted complaint, or in writing by post to the address of the sender of the complaint.
- 4.11 The Lessor bears no liability for the failure to deliver the sent notification to the stated contact address.
- 4.12 The Lessee's rights arising from the Lessor's liability for defects in the provision of the service arise only during the period of provision of the service (the rental of the Vehicle).
- 4.13 A complaint can be handled if the defect occurred during the provision of the service by the Lessor.
- 4.14 The Lessee is obliged to make a complaint without delay after discovering the defect, as a rule no later than within 7 business days of the provision of the service; this is without prejudice to the statutory periods for asserting consumers' rights.
- 4.15 A complaint may always be made:
- a) if the delivered service did not attain its substance (the rental of the Vehicle was not carried out),
 - b) if deficiencies appeared during the delivery of the service (the carrying out of the vehicle rental).
- 4.16 If the Lessee fails to state the information under point 4.9(a), (b), or (e), the Lessor shall invite the Lessee to supplement the missing information within a reasonable period; if the Lessee fails to supplement this information despite the invitation, the complaint cannot be handled. The failure to state a proposal for resolving the complaint under point 4.9(c) or a proposal for compensation for damage under point 4.9(d) is not grounds for rejecting the complaint, if the defect in the service and its extent can be sufficiently identified from the other information provided.
- 4.17 A complaint may be resolved by: a discount from the price of the service, remedying the defect, withdrawal from the Rental Agreement, replacement of the subject of the rental, or rejection by the Lessor, depending on the type of defect, in accordance with Art. III, points 3.11 to 3.16.
- 4.18 All legitimately made complaints will be handled free of charge.

V. FINAL PROVISIONS

- 5.1 This Complaints Procedure shall enter into force and effect on 1 September 2026.
- 5.2 The Lessor reserves the right to amend this CP without prior notice.
- 5.3 A complete version of the Complaints Procedure shall be drawn up after each amendment.
- 5.4 The complaints process shall be governed by the version of the Complaints Procedure in effect at the time the complained-of service was provided.
- 5.5 This Complaints Procedure is published on the Lessor's website at www.humlet.com under "Complaints Procedure."
- 5.6 Legal relationships not governed by this CP shall be governed by the legal regulations of the Slovak Republic.

Valid from: 1 September 2026