PEALOCK APP TERMS OF USE

General Terms and Conditions for the Use of the Pealock App and the Pealock Services Subscription
Version 1.0, effective from 14 October 2026

This is a translation of the Czech original. Only the Czech version is binding; in case of any discrepancy, the Czech version prevails.

Operator: **Codethica s.r.o.**, Company ID 23365340, with its registered office at Pitterova 2855/7, Žižkov, 130 00 Prague 3, registered in the Commercial Register kept by the Municipal Court in Prague, Section C, Insert 425954 (the "**Operator**").

IN BRIEF

- From 14 October 2026, the Pealock app and subscription are operated by Codethica s.r.o. The app, the subscription, prices and payments continue to work in the same way.
- The subscription continues to renew automatically. You can cancel it at any time in the app under Account → Payment management.
- Complaints about Pealock locks are handled by the seller from whom you bought the lock (Article 2).

1. INTRODUCTORY PROVISIONS AND DEFINITIONS

1.1. These general terms and conditions (the "**Terms**") govern, in accordance with Section 1751(1) of Act No. 89/2012 Coll., the Civil Code (the "**Civil Code**"), the rights and obligations of the Operator and the User in the use of the App and the Service, including the conclusion and performance of Subscription contracts (together the "**Contract**").

1.2. Deviating arrangements in the Contract take precedence over the Terms. The User's own terms and conditions do not apply.

1.3. The Terms apply to Users who are consumers as well as to Users who are entrepreneurs. Provisions expressly intended for Consumers do not apply to entrepreneurs.

1.4. Capitalised terms have the following meanings:

- **App**: the Pealock mobile application for Android and iOS, including its server part, operated by the Operator.
- **Lock**: the Pealock smart electronic lock in the Pealock 1.0 variant (without GPS) or the Pealock 2.0 variant (with GPS, the "**Lock with GPS**").
- **Service**: the functions of the App and its server part that allow the User to pair and control the Lock, receive notifications and use the Alarm Function and the GPS Function.
- **Alarm Function**: triggering the alarm of the Lock and an automatic call to the telephone number set in the App.
- **GPS Function**: determining the location of the Lock with GPS and displaying it in the App, including outside Bluetooth range.

- **SIM Card** and **Data Services**: the SIM card inserted in the Lock with GPS and the mobile data and voice services through which the Lock communicates with the server and makes calls.
- **Subscription**: paid access to the Service for the agreed period, including the Data Services.
- **Trial Period**: the free period of use of the Service for a newly activated Lock with GPS under Article 4.1.
- **User**: a person who has registered in the App or has concluded a Contract with the Operator. A **Consumer** is a User who is a natural person acting outside the scope of their business activity or the independent exercise of their profession.
- **User Account**: the User's account in the App.
- **Original Operator**: Pealock holding, s.r.o., Company ID 07837208, with its registered office at Nové sady 988/2, 602 00 Brno, in bankruptcy.
- **Decisive Date**: 14 October 2026, the day from which the Operator operates the App and the Service.
- **Existing Subscriber**: a User who paid a subscription to the Original Operator within the 12 months before the Decisive Date and whose prepaid period had not yet ended as at the Decisive Date.

2. TAKEOVER OF THE SERVICE FROM THE ORIGINAL OPERATOR

2.1. Bankruptcy was declared on the assets of the Original Operator by a resolution of the Regional Court in Brno dated 2 April 2026, file no. KSBR 33 INS 3004/2026. The insolvency administrator is ARISTA insolvenční v.o.s., Company ID 08645868, with its registered office at Havlíčkova 864/4, 741 01 Nový Jičín (the "**Insolvency Administrator**").

2.2. On the basis of a purchase contract dated 14 October 2026, concluded with the consent of the insolvency court dated 1 September 2026, the Operator purchased from the Insolvency Administrator the App including its server part, the Pealock trademark and industrial designs, the pealock.com and pealock.cz domains and the records of customers and subscribers. With effect from the Decisive Date, it took over the contract with Vodafone, which ensures the operation of the SIM cards in Locks with GPS. From the Decisive Date, it operates the App and the Service in its own name. The Operator purchased a set of individual assets, not the business establishment of the Original Operator, and is not its legal successor.

2.3. The Operator has not entered into the contracts that the Original Operator concluded with its customers and has not assumed the debts arising from them. In particular, the Operator is not liable for:

- defects of Locks and their accessories, quality guarantees, complaints, withdrawal from purchase contracts and refunds of the purchase price of a Lock, including for Locks purchased from distributors and sellers after the Decisive Date;
- subscriptions and other payments made to the Original Operator, including their refund, with the exception of Article 5.6;
- compensation for damage and other claims that arose before the Decisive Date.

2.4. The Operator does not manufacture or sell Locks. A defect of a Lock is not a defect of the Service. The User exercises their rights as follows:

What you need to resolve	Whom to contact
Defect of a Lock bought from a seller (e-shop, shop, distributor)	The seller from whom you bought the Lock

Defect of a Lock bought directly from the Original Operator	The Original Operator or the Insolvency Administrator
Refund of a subscription paid to the Original Operator	The Original Operator or the Insolvency Administrator
Functioning of the App and the Service, Subscription with the Operator	The Operator (Article 10)

2.5. Claims against the Original Operator are lodged under the procedure and within the time limits set out in Act No. 182/2006 Coll., the Insolvency Act. Information about the proceedings is available in the insolvency register under file no. KSBR 33 INS 3004/2026.

3. APP, SERVICE AND USER ACCOUNT

3.1. The Service in particular allows the User to:

- pair the Lock with the App via Bluetooth and control it;
- receive notifications from the Lock;
- for a Lock with GPS, use the Alarm Function and the GPS Function, including outside Bluetooth range.

3.2. The Lock with GPS determines its location only when it is switched on (once) and after the alarm is triggered (repeatedly, usually every 3 seconds). The accuracy of the location is affected by the movement of the item, mobile network coverage, GPS signal reception, weather and other factors. There may be a delay between the determination of the location and its display in the App.

3.3. The Lock without GPS (Pealock 1.0) communicates with the App only via Bluetooth. The GPS Function and the Subscription do not apply to it. If the Lock without GPS uses a SIM card, the User obtains it and pays for it themselves with their own mobile operator; the Operator is not liable for it or for the operator's services.

3.4. To use the App, the User needs a supported mobile device (the minimum requirements are stated in Google Play and the App Store) and an internet connection at their own expense.

3.5. The User registers in the App by filling in the required details. The details must be true and up to date. Registration and conclusion of the Contract are open to a person with full legal capacity over 18 years of age.

3.6. The Contract for the use of the App is concluded upon completion of registration and expression of consent to the Terms in the App. The Subscription contract is concluded under Article 4.5.

3.7. A User Account created with the Original Operator remains in place without change. The Operator informs its holder of the takeover of the Service and of the Terms by e-mail sent to the address stated in the User Account (the "**Notice**"). The Notice is a proposal to conclude a Contract under the Terms. The User accepts the proposal by continuing to use the App or the Service after the Notice and by not cancelling the User Account or the automatic renewal of the subscription within 30 days of the Notice; the Contract is concluded upon the expiry of that period. Until then, the Operator provides the Service under Article 5.

3.8. The User must protect their login details and must not allow a third party to use the User Account. If misuse is suspected, the User must change the login details and inform the Operator. The User is responsible for activity in their User Account.

3.9. A Lock is always paired with one User Account; several Locks can be paired with one account. Before transferring a Lock to another person, the User must unpair the Lock in their account. The Operator is not obliged to unpair a Lock at the request of a third party.

3.10. The User may request cancellation of the User Account at any time by e-mail at info@pealock.com. The Operator may cancel an account that the User has not used for more than 24 months and for which no Subscription is running, after prior notice by e-mail at least 30 days in advance.

4. TRIAL PERIOD AND SUBSCRIPTION

4.1. **Trial Period.** For a Lock with GPS whose SIM Card is activated for the first time, the Operator provides a Trial Period of 1 month from the activation of the SIM Card, including for Locks sold before the Decisive Date. The Trial Period does not automatically turn into a paid Subscription. The Operator may change or end the Trial Period offer for Locks not yet activated.

4.2. **What is free and what is in the Subscription.** The Operator does not make pairing and controlling the Lock via Bluetooth, or notifications within Bluetooth range, conditional on a Subscription. After the Trial Period ends, the GPS Function and calls within the Alarm Function are available only with an active Subscription. The exact scope of the individual Subscription variants is stated in the App.

4.3. **Price.** The Subscription variants and prices are stated in the App and at www.pealock.com. Prices are final, including all taxes. The price displayed when ordering is decisive.

4.4. **Payment.** The User pays the price of the Subscription in advance, by payment card through the Stripe payment gateway or by another method offered in the App. Payment details are processed by the operator of the payment gateway; the Operator does not know the full card number.

4.5. **Conclusion.** The User selects a Subscription variant, checks the order summary including the price and the length of the period and confirms it with the "Order with obligation to pay" button or another clearly labelled button. The Subscription contract is concluded at the moment of successful payment. The Operator sends a confirmation of the conclusion of the Contract and a receipt for the payment to the User's e-mail and makes the Subscription available without undue delay.

4.6. **Automatic renewal.** At the end of each period, the Subscription automatically renews for a further period of the same length and the Operator charges the price to the stored payment card, unless the User cancels the Subscription before the end of the period.

4.7. **Price change.** The Operator announces a change in the price of a renewing Subscription by e-mail at least 30 days in advance. If the User does not agree, they may cancel the Subscription; the new price applies at the earliest from the following period. The change does not affect a period already paid for.

4.8. **Failed payment.** If the price cannot be charged within 7 days of the end of the period, the Subscription ends and the Service is limited to the free scope under Article 4.2.

4.9. **Cancellation.** The User may cancel the Subscription at any time in the App under Account → Payment management. Cancellation takes effect at the end of the paid period; until then, the Service continues. The price for the remaining part of the period is not refunded, unless the Terms or the law provide otherwise (withdrawal from the contract, defects or a change of the Service).

4.10. Payments are made in CZK or in another currency offered in the App. Currency conversion fees are borne by the User.

5. EXISTING SUBSCRIBERS OF THE ORIGINAL OPERATOR

5.1. This Article governs the position of Existing Subscribers.

5.2. The Operator provides them with the Service free of charge until the end of the prepaid period according to the records taken over from the Original Operator. In doing so, the Operator makes reasonable efforts; it does not guarantee uninterrupted availability of the Service or any particular result.

5.3. The Operator does not thereby assume the contract or the debts of the Original Operator, and no claim against the Operator to performance for a subscription paid to the Original Operator arises for an Existing Subscriber from this Article. An Existing Subscriber has a claim to the provision of the service or to a refund of a subscription paid to the Original Operator only against the Original Operator (Articles 2.4 and 2.5).

5.4. Automatic renewal of a subscription agreed with the Original Operator continues without any further action by the User. After the prepaid period ends, the subscription renews as a Subscription with the Operator, for a period of the same length and at the existing price. The price is charged to the payment card that the User has stored in the Stripe payment gateway and that the Operator took over together with the management of subscriptions from the Original Operator.

5.5. The Notice under Article 3.7 also contains information about the continuation of automatic renewal and how to cancel it. The User may cancel automatic renewal at any time in the App under Account → Payment management; cancellation takes effect at the end of the paid period (Article 4.9).

5.6. The Operator treats subscription payments received after the Decisive Date as payments for a Subscription with the Operator, even if they were credited to the account of the Original Operator. For the period paid in this way, it provides the Service under the Terms, and the User has the same rights against it as under a Subscription.

5.7. If further provision of the Service to Existing Subscribers proves technically or economically unfeasible (for example due to the condition of the software taken over, missing access or the conduct of third parties), the Operator may limit or end it. It will do so with reasonable advance notice.

6. SIM CARD, RULES OF USE, LICENCE AND DATA

6.1. The Lock with GPS contains a SIM Card and is compatible only with it. The Data Services are ensured by the Operator on the basis of a contract with a mobile operator and are provided as part of the Service. The Operator is not a provider of electronic communications services to the User.

6.2. The SIM Card is activated automatically with the first data transfer from the Lock. The User must not remove the SIM Card or use it in another device. In the event of misuse, the Operator may block the SIM Card.

6.3. The Alarm Function and the GPS Function depend on mobile network coverage and GPS signal reception at the location of the Lock. Outside coverage, determining the location and calls may not work.

6.4. The User must not:

- use the Lock, the App or the Service to track the location of another person without their consent or otherwise in breach of the law;
- interfere with the App, its server part or the Lock, decompile them or ascertain their source code, unless permitted by law;
- overload the Operator's servers or circumvent technical measures;
- resell the Subscription or provide the Service to third parties.

6.5. The Operator grants the User a non-exclusive, non-transferable and territorially unlimited licence to use the App to the extent necessary to use the Service, for the duration of the Contract. The licence fee is included in the price of the Subscription; within the free scope, the licence is granted free of charge. The User may not grant sublicences.

6.6. The Operator processes data on the location and use of the Lock in order to provide the Service. The Operator may use anonymised and aggregated data from which the User cannot be identified to improve the Service and for statistical purposes. It does not pass non-anonymised data to third parties, with the exception of its processors, the fulfilment of legal obligations and cases where the User requests it or gives consent to it.

7. AVAILABILITY, UPDATES, DEFECTS AND LIABILITY

7.1. The Operator makes reasonable efforts to keep the Service available and secure. The Service may be temporarily unavailable due to maintenance or outages of third-party services (mobile operator, hosting, payment gateway, Google Play, App Store). The Operator does not guarantee uninterrupted availability of the Service.

7.2. For the duration of the Subscription, the Operator provides updates of the App necessary for the Service to have the agreed characteristics and notifies the User of their availability. The User must install an update that the Operator designates as mandatory without undue delay. The User has no rights arising from a defect that arose solely because they did not install an update within a reasonable time after being notified.

7.3. The Operator may change the App and the Service due to a change in legislation, technical development, security or improvement of the Service. The change is free of charge for the User and the Operator announces it in advance. If the change impairs access to the Service or its use other than insignificantly, the Consumer may terminate the Subscription within 30 days of the announcement or implementation of the change (whichever occurs later); the Operator will refund to them a proportionate part of the price for the unused period.

7.4. Rights arising from defective performance of the Subscription are governed by the Complaint Terms in Annex 1.

7.5. The Operator provides the free part of the Service, the Trial Period and the Service provided to Existing Subscribers under Article 5 as is, to the extent permitted by law. With a problem, the User may contact support under Article 10.

7.6. The Service is a supplementary means of protecting an item. The Operator does not guarantee that the Lock will prevent theft, that a stolen item will be traced, or that the alarm or call will take place in all circumstances. The Service does not replace insurance or a security system connected to an alarm receiving centre.

7.7. The Operator is not liable for harm caused by a defect of the Lock, use contrary to the Terms or the instructions, outages of third-party services beyond its control, or insufficient mobile network coverage or GPS signal. This does not affect liability for harm caused intentionally or through gross negligence or for harm to natural human rights.

7.8. Towards a User who is not a Consumer, the Operator is liable for harm up to a maximum of the payments that the User paid to it in the last 12 months; this does not apply to harm under the last sentence of Article 7.7.

8. WITHDRAWAL FROM THE CONTRACT

8.1. The Consumer may withdraw from the Subscription contract without giving a reason within 14 days of the day of its conclusion.

8.2. By paying for the Subscription, the Consumer expressly requests that the Operator start providing the Service before the withdrawal period expires. If the Consumer then withdraws, they pay the Operator a proportionate part of the price for the time during which the Service was provided to them until the withdrawal; the Operator refunds the rest of the price to them. If the Service has been provided in full with the Consumer's consent, the right of withdrawal ceases.

8.3. The Consumer may withdraw:

- in the App using the "Withdraw from the contract" button under Account → Payment management, by filling in or confirming the details and submitting them with the "Confirm withdrawal from the contract" button;
- by e-mail to info@pealock.com or by letter to the address of the Operator's registered office; the Consumer may use the form in Annex 2, but is not obliged to do so.

8.4. The Operator confirms receipt of the withdrawal without undue delay by e-mail stating the content of the withdrawal and the date and time it was sent. The time limit is met if the withdrawal is sent within it.

8.5. The Operator refunds the money within 14 days of the withdrawal using the same means of payment by which it received it, unless otherwise agreed with the Consumer.

8.6. The User may also withdraw from the Contract on grounds laid down by law, for example due to a material defect of the Service or due to the Operator's delay in making the Subscription available.

9. DURATION AND TERMINATION OF THE CONTRACT

9.1. The Contract is concluded for an indefinite period. The User may terminate it at any time by cancelling the User Account. Any ongoing Subscription thereby ends without entitlement to a refund of the price, unless the Terms or the law provide otherwise; the Operator warns the User of this before the account is cancelled.

9.2. The Operator may terminate the Contract with a notice period of 1 month. It refunds to the User the price paid for the period after the end of the Contract.

9.3. The Operator may terminate the Contract without a notice period if the User has materially breached the Contract (in particular Article 6.4). In the event of a particularly serious breach, for example tracking another person without their consent, the Operator may suspend the Service immediately.

9.4. After the end of the Contract, the Operator handles the User's data in accordance with the Information on the Processing of Personal Data.

10. COMMUNICATION AND SUPPORT

10.1. The Operator's contact e-mail is info@pealock.com, and the address of its registered office is Pitterova 2855/7, Žižkov, 130 00 Prague 3. The Operator does not provide telephone support.

10.2. The Operator communicates with the User at the e-mail stated in the User Account and through the App. The written form is also preserved when communicating by e-mail.

10.3. The User changes their contact details in the User Account without undue delay. The Operator handles complaints by e-mail under Article 10.1.

11. PROTECTION OF PERSONAL DATA

11.1. From the Decisive Date, the Operator is the controller of the personal data of Users, including data taken over from the Original Operator. Details are set out in the document Information on the Processing of Personal Data available on the website www.pealock.com and in the App.

12. CONSUMER DISPUTES AND SUPERVISION

12.1. The Consumer may file a proposal for out-of-court dispute resolution with the Czech Trade Inspection Authority, Central Inspectorate, ADR Department, Štěpánská 15, 120 00 Prague 2, e-mail adr@coi.cz, website adr.coi.cz.

12.2. Compliance with consumer protection regulations is supervised by the Czech Trade Inspection Authority, and the protection of personal data by the Office for Personal Data Protection.

13. APP MARKETPLACES

13.1. The User concludes the Contract only with the Operator. The operator of the app marketplace (Apple, Google) is not a party to it and is not responsible for the App, its maintenance or support.

13.2. Third-party claims arising from an alleged infringement of intellectual property rights in connection with the App are dealt with by the Operator, not by the operator of the marketplace.

13.3. An App downloaded from the App Store may be used on Apple devices that the User owns or controls, in accordance with the App Store rules, including Family Sharing.

13.4. The User declares that they are not located in a country subject to a US government embargo and are not listed on any US government list of prohibited or restricted parties.

13.5. The operator of the marketplace is entitled to enforce compliance with the Terms against the User.

14. CHANGES TO THE TERMS

14.1. The Operator may change the Terms due to a change in legislation, in the Service or in the technical or business conditions of its provision. It announces the change by e-mail at least 1 month before it takes effect.

14.2. If the User does not agree with the change, they may terminate the Contract without penalty by the date the change takes effect; the Operator refunds to them the unused part of the price of the Subscription. If the User does not terminate it, they are deemed to agree with the change.

14.3. The change does not affect the price of a period already paid for.

15. FINAL PROVISIONS

15.1. The Contract is governed by the law of the Czech Republic. The Consumer retains the protection afforded by the mandatory provisions of the law of the state of their habitual residence.

15.2. If any provision of the Terms is invalid or unenforceable, the other provisions are not affected.

15.3. The Operator may assign the Contract to a person who will continue to provide the Service. It notifies the User of the assignment; the Consumer may terminate the Contract within 30 days of the notification; in that case, the Operator refunds to them a proportionate part of the price for the unused period of the Subscription. The User may not assign their claims under the Contract without the Operator's consent.

15.4. The Contract may be concluded in the Czech language. The Operator archives concluded contracts in electronic form and does not give the User access to them.

15.5. In accordance with Section 1740(3) of the Civil Code, the Operator excludes in advance the acceptance of an offer with an addition or deviation. A User who is not a Consumer assumes the risk of a change in circumstances under Section 1765(2) of the Civil Code.

15.6. The Terms take effect on 14 October 2026.

ANNEX 1: COMPLAINT TERMS

P1.1. The Complaint Terms govern the User's rights arising from defective performance of the Subscription. They do not apply to defects of the Lock (Article 2.4) or to the free scope of the Service (Article 7.5).

P1.2. The Operator is responsible for ensuring that, for the duration of the Subscription, the Service corresponds to the agreed description, functionality and compatibility, is fit for the purpose for which it is usually used, and is provided with instructions for use.

P1.3. The User may report a defect that becomes apparent or occurs during the Subscription.

P1.4. The User lodges a complaint by e-mail to info@pealock.com or in the App. The User states their contact details, identification of the Subscription (for example the payment confirmation), a description of the defect and the requested method of resolution.

P1.5. The Operator issues to the User a confirmation that the complaint has been lodged, stating the date, the content of the complaint and the requested method of resolution.

P1.6. The User may request that the defect be remedied, unless this is impossible or unreasonably costly. A defect may also be remedied by providing instructions on how to fix it.

P1.7. The Operator handles the complaint without undue delay, no later than 30 days from its lodging, unless a longer period is agreed with the User, and issues a confirmation of the date and method of resolution or a justification of rejection.

P1.8. The User may request a reasonable discount or withdraw from the Contract to the extent of the defective performance if:

- the Operator has not remedied the defect, or it is evident that it will not remedy it within a reasonable time or without considerable inconvenience to the User;
- the defect appears again after it has been remedied; or
- the defect constitutes a material breach of the Contract.

P1.9. It is not possible to withdraw from the Contract if the defect is insignificant; a defect is presumed not to be insignificant. The discount is determined as the difference between the value of the Service without the defect and with the defect, taking into account the duration of the defect.

P1.10. The Operator refunds sums of money arising from defective performance within 14 days of the exercise of the right, in the same way in which it received them, unless otherwise agreed with the User.

P1.11. The User has no rights arising from a defect that arose solely as a result of a mandatory update not being installed (Article 7.2), a defect of the Lock, a defect of the User's mobile device or insufficient mobile network coverage or GPS signal.

P1.12. To verify a defect, the User provides cooperation to the extent that can reasonably be required. In the case of a justified complaint, the User is entitled to reimbursement of reasonably incurred costs.

ANNEX 2: MODEL WITHDRAWAL FORM

Fill in and send this form only if you wish to withdraw from the Subscription contract. You can also withdraw using the "Withdraw from the contract" button in the App under Account → Payment management.

To: Codethica s.r.o., Company ID 23365340, Pitterova 2855/7, Žižkov, 130 00 Prague 3, e-mail info@pealock.com

I hereby give notice that I withdraw from the contract for the Subscription to the Pealock service:

Item	Fill in
First name and surname	
User Account e-mail	
Address	
Date of conclusion of the Subscription (payment)	
Subscription variant or confirmation number	
Date	
Signature (paper form only)	