

# Terms and Conditions

of the website [www.slovenskznamka.sk](http://www.slovenskznamka.sk)

## Article I

### General provisions

1. These Terms and Conditions (hereinafter referred to as the "Terms and Conditions") regulate the rights and obligations of the contracting parties arising from the conclusion of a distance contract for the provision of services between the provider and the customer, the subject matter of which is the provision of services relating to arranging the purchase of an electronic highway vignette for the Slovak Republic for the customer, on the terms and conditions set out in these Terms and Conditions (hereinafter referred to as the "Contract").
2. These Terms and Conditions form an integral part of the contract specified in Article 1, Paragraph 1 of these Terms and Conditions (hereinafter referred to as the "contract"). If the provider and the customer conclude a written contract that stipulates terms different from the general terms and conditions, the provisions of the contract shall take precedence over the general terms and conditions.
3. These Terms and Conditions are drawn up in accordance with:
  - Act No. 40/1964 Coll., the Civil Code, as amended,
  - Act No. 513/1991 Coll., the Commercial Code, as amended,
  - Act No. 108/2024 Coll. on Consumer Protection, as amended,
  - Act No. 22/2004 Coll. on Electronic Commerce and on the amendment of Act No. 128/2002 Coll. on State Control of the Internal Market in Consumer Protection Matters, as amended by Act No. 284/2002 Coll., as amended,
  - Act No. 452/2021 Coll. on Electronic Communications, as amended,
  - Act No. 391/2015 Coll. on Alternative Dispute Resolution for Consumer Disputes, as amended,
  - Act No. 351/2022 Coll. on Accessibility of goods and services for people with disabilities
  - Act No. 488/2013 Coll. on the highway vignette and on amendments to certain acts;
  - Act No. 639/2004 Coll. on National Highway Company and on amendments to Act No. 135/1961 Coll. on Roads (the "Roads Act"), as amended.and other relevant legal regulations.
4. Legal relationships between the provider and the customer that are not explicitly regulated by these Terms and Conditions shall be governed by the relevant provisions of the aforementioned legal regulations. Legal relationships between the provider and the customer - consumer shall be governed by the Civil Code and the Consumer Protection Act, while legal relationships between the provider and the customer - business entity shall be governed by the Commercial Code.
5. These Terms and Conditions are drafted in the English language. The contract may be concluded in English language.
6. The seller has not adopted any specific code of conduct.
7. By submitting an order, the buyer confirms that they have thoroughly reviewed, understood, and agree to the Terms and Conditions.

## Article II

### Definitions

- The Provider** is any person who, in connection with the Contract, any obligation arising from it, or in the course of a commercial practice, acts within the scope of their business activity or profession. The Provider operates the website available at the domain [www.slovenskaznamka.sk](http://www.slovenskaznamka.sk):  
Business name: Supanext s. r. o.  
Registration: in the Commercial Register of Trnava District Court, Section: Sro, File No. 59638/T  
Registered office: Ulica Jozefa Adamca 9983/24, Trnava 917 01  
Reg. No.: 56 974 485  
Tax No.: 2122519377  
VAT No.: SK2122519377  
Email address: [info@slovenskaznamka.sk](mailto:info@slovenskaznamka.sk)  
The Provider is a business providing services related to arranging the purchase of an electronic highway vignette for the Slovak Republic for the customer from NDS. The Provider is not an official seller of highway vignettes, nor the authority responsible for collecting highway vignette charges. The authority responsible for collecting highway vignette charges is NDS.
- The customer** is a person who has entered a contract with the provider for the provision of services relating to arranging the purchase of an electronic highway vignette for the Slovak Republic on the agreed terms, whether as a consumer or a business customer.
- A consumer** is a natural person who, in connection with a consumer contract, the obligations arising from it, or in the course of a commercial practice, does not act within the scope of their business activity or profession.
- Business entity** for the purposes of this Return and Claim Policy is an entrepreneur, organisation or other legal entity other than a consumer, acting in the course of its business, similar activity or profession.
- The highway vignette** represents payment of a time-based fee for the use of specified sections of highways in accordance with the law and is available exclusively in electronic form.
- NDS** means Národná diaľničná spoločnosť, a.s., (National Highway Company) established in accordance with Act No. 639/2004 Coll. on the National Highway Company and on amendments to Act No. 135/1961 Coll. on Roads (as amended), which, pursuant to Act No. 488/2013 Coll. on the highway vignette, is the authority responsible for collecting highway vignette charges.
- Services** are all services provided by the provider to the customer in accordance with the terms and conditions set out in the terms and conditions, which consist of securing the purchase of a highway vignette for the customer from NDS and related activities.
- Vehicle** means, for the purposes of these Terms and Conditions, a two-track motor vehicle or a vehicle combination with a maximum permitted weight of up to 3.5 tonnes.
- Trailer** means, for the purposes of these Terms and Conditions, a towed vehicle where the maximum permitted weight of the vehicle combination exceeds 3.5 tonnes.
- Vehicle operator** means, for the purposes of these Terms and Conditions, the operator of a Vehicle or vehicle combination recorded in the motor vehicle registration certificate (Part I and Part II) as the certificate holder, or a person recorded as such in a foreign motor vehicle registration certificate.

11. **Country of registration** means, for the purposes of these Terms and Conditions, the state in which the vehicle is registered in accordance with the laws of that state and in which the vehicle has been assigned a registration number.
12. **Registration plate number** means the vehicle registration number assigned by the competent public authority in the country of registration, shown in the vehicle registration documents and used to uniquely identify the vehicle in road traffic.
13. **Highway vignette validity** means the period for which the highway vignette charge has been paid, as stated in the confirmation of conclusion of the Contract.
14. **The website** is the provider's website operated at the domain [www.slovenskaznamka.sk](http://www.slovenskaznamka.sk).
15. **The supervisory authority** is:  
Slovak Trade Inspection (SOI)  
SOI Inspectorate for the Trnava Region  
Pekárska 23  
917 01 Trnava 1  
Supervision department  
Phone number: 033/321 25 27  
033/321 25 21.

### **Article III**

#### **Characteristics of the website**

1. [www.slovenskaznamka.sk](http://www.slovenskaznamka.sk) is a website through which the customer can order services related to the purchase of a highway vignette for the territory of the Slovak Republic. Based on the order, the provider will arrange for the customer to purchase a digital Slovak highway vignette from NDS as the administrator of highway vignette payments and other related services.
2. The provider's services are charged according to the payment terms specified in Article VII of these Terms and Conditions. The service fee is charged by the provider for services related to the purchase of a digital highway vignette, which consist mainly in providing this website for easy order placement and payment, accepting payment, purchasing the vignette, and notifying the customer of its activation and approaching expiration date.
3. The purpose of this website is to simplify the entire process of purchasing a highway vignette for the customer.

### **Article IV**

#### **Order**

1. The provider publishes an offer of highway vignettes that can be purchased on its website. If the customer is interested in concluding a contract with the provider, they must send an order via the website.
2. When placing an order, the customer selects the type of highway vignette, then whether it is for a vehicle or trailer, and fills in the necessary information consisting of the country of registration, the registration plate number, and the desired start date of validity of the electronic vignette. By clicking on the "Continue" button, the customer will be taken to the "Summary and payment" subpage, where they will fill in their billing information and express their agreement with these Terms and Conditions. Before submitting the order, the customer has the opportunity to check and change the information provided in the order. The customer sends the completed order by clicking on the "Send with payment obligation" button, after which they will be redirected to the payment page.

3. The customer is obliged to provide all the information required in the order, completely and truthfully. The customer is responsible for the truthfulness and accuracy of the information provided in the order. If the customer provides false or incorrect information in the order, the vignette may not be validly purchased. The provider is not liable for any defects or damage resulting from incorrect information provided by the customer.
4. By sending the order, the customer gives the provider an order to purchase the selected highway vignette on behalf of the customer and undertakes to pay the price for the highway vignette and the service fee.
5. The customer also confirms that they are the driver, vehicle operator, or a person otherwise authorized to drive the vehicle for which they are ordering the highway vignette.
6. Upon receiving a binding order, the provider shall confirm the conclusion of the contract via email sent to the email address provided in the order. The email will include the Terms and Conditions. The contract is considered concluded upon the delivery of the confirmation email. Once concluded, the contract is binding and can only be modified or cancelled by mutual agreement of both parties or for reasons specified in these Terms and Conditions or applicable legal regulations.
7. The contract is archived by the provider for the necessary period of time for the purpose of proving its conclusion and performance and is not provided to third parties.
8. The buyer agrees to the use of remote communication methods without the physical presence of the provider and the customer, particularly through the website, email, phone, and similar means, for the conclusion of the contract. Any costs incurred by the customer for the use of remote communication methods in connection with the contract conclusion shall be borne by the customer. These costs do not differ from the standard rates.

## **Article V**

### **Rights and obligations of contracting parties**

1. The subject matter of the contract is the rights and obligations of the contracting parties.
2. Based on a validly concluded contract, the provider is obliged to provide the customer with services consisting of the purchase of the selected highway vignette on behalf of the customer. The provider shall duly provide the service by purchasing the selected highway vignette on behalf of the customer and sending the Confirmation of highway vignette activation to the customer's email address specified in the order.
3. The customer acknowledges that the rights and obligations relating to the highway vignette itself are governed by the NDS terms and conditions, which are published at this link: <https://eznamka.sk/sk/zakaznicke-sluzby/vseobecne-podmienky-uhrady/>
4. The provider is not liable for any technical problems or system failures operated by NDS.
5. The provider is entitled to payment from the customer for the price of the ordered highway vignette and the service fee in accordance with the payment terms specified in Article VII of these Terms and Conditions.

## **Article VI**

### **Highway vignettes**

1. The customer acknowledges that the designated sections of highways, marked with the relevant traffic signs, a list of which is available on the NDS website, may only be used after payment of the highway toll.
2. The customer acknowledges that the amount of payment for the highway vignette is set by Regulation No. 410/2014 Coll. of the Government of the Slovak Republic, which establishes the amount of payment for the highway vignette for the use of specified sections of highways and expressways.
3. The price of the highway vignette is determined by the maximum permissible total weight of the motor vehicle and trailer. Payment is made depending on the highway vignette validity, not on the number of journeys made, and the following validity periods are available:
  - a) a highway vignette with a 365-day validity period, which is valid for 365 days, including the day specified by the customer;
  - b) a highway vignette with a 30-day validity period, which is valid for 30 days, including the day specified by the customer;
  - c) a 10-day highway vignette, valid for 10 days including the date specified by the customer;
  - d) a 1-day highway vignette, valid until 23:59:59 on the date specified by the customer.
4. The customer acknowledges that when purchasing a highway vignette with a 365-day validity period, they may specify the start of the highway vignette's validity period as no more than 60 days from the date of payment.

## **Article VII**

### **Price and payment terms**

1. The customer is obliged to pay the price stated in the order. The price consists of:
  - a) the price of the vignette and
  - b) the service fee for mediation and related services provided by the provider.
2. The price of the vignette is charged including value added tax (hereinafter referred to as "VAT") at the statutory rate valid in the Slovak Republic.
3. VAT is charged for the service fee according to the status of the customer as follows:
  - a) if the customer is a natural person or legal entity with a registered office or residence in the Slovak Republic, the service fee is charged with VAT at the statutory rate;
  - b) if the customer is a natural person or legal entity without a valid VAT registration established in another member state of the European Union, the service fee is charged with VAT at the statutory rate;
  - c) if the customer is a taxable person established in another member state of the European Union with a valid VAT identification number verified in the VIES system, the service fee is charged without VAT in the reverse charge regime; the tax is obliged to declare and pay the customer.
  - d) if the customer is a natural person established outside the European Union, the service fee is charged with VAT at the statutory rate;
  - e) if the customer is a legal person established outside the European Union, the service fee is charged without VAT pursuant to Section 15(1) of Act No. 222/2004 Coll. on Value Added Tax.
4. The provider is entitled to request from the customer the data necessary to determine the correct VAT regime and to verify the customer's VAT identification number in the relevant registers. If the customer does not provide this data or it

cannot be verified, the provider is entitled to apply VAT at the domestic rate. The price is based on the information provided on the website.

5. Prices are valid for the period of publication on the website and are payable in euros.
6. Prices are not personalised for the customer based on automated decision-making.
7. The provider reserves the right to set the price for services differently for individual countries, taking into account costs and his pricing policy in individual countries.
8. The customer can pay the price in the following ways:  
**ONLINE BY CREDIT CARD**  
The customer shall pay the price online by credit card via the Stripe payment gateway.  
**ONLINE VIA GOOGLE PAY OR APPLE PAY**  
The customer shall pay the price online via Google Pay or Apple Pay via the Stripe payment gateway.
9. Proof of sale, including the price of the highway vignette, is the invoice (tax document), which is sent to the customer by email after payment has been made.

#### **Article VIII** **Shipping terms**

1. The provider is obliged to process the order and purchase the highway vignette for the customer without undue delay, at the latest on the day of receipt of the order and payment. The price shall be deemed paid when it is credited to the provider's bank account or, as applicable, to the account of the payment intermediary processing the payment. The provider is not obliged to provide services before the customer pays the agreed price.
2. The provider shall not be liable for the inability to perform the contract for reasons attributable to NDS, in particular system malfunction or other technical problems.
3. The provider bears the burden of proof that it has provided services to the consumer.
4. The highway vignette is considered delivered at the moment when the customer receives the Confirmation of highway vignette activation at the email address specified in the order. The customer is responsible for the availability and accuracy of the email address specified in the order.
5. The customer is entitled to use the specified sections of highways only after receiving Confirmation of highway vignette activation. Otherwise, they risk committing an offense and being fined by the relevant authorities.
6. The consumer may withdraw from the contract even without granting the provider an additional reasonable period for delivery if
  - a) the provider declares or it is clear from the circumstances that the service will not be delivered, or
  - b) it follows from the contract or the circumstances of the conclusion of the contract that timely delivery was important to the consumer.
7. After withdrawing from the contract pursuant to paragraph 4 of this article, the provider shall return to the customer without undue delay everything that it received from the customer under the contract.

#### **Article IX** **Change of the highway vignette**

1. The customer acknowledges that they bear full responsibility for the accuracy of the information provided in the order, and in the event of an error, the provider is not obliged to provide any services aimed at rectifying it.
2. In the event of an error in the order, the customer may request a change of data within 24 hours at the latest, except in cases where the provider has already purchased the highway vignette from NDS. The customer is not entitled to request a change of data due to errors on their part if the provider has already purchased the highway vignette based on the data specified in the order.
3. Any change to the details recorded in the highway vignette payment register is governed by Article VI of NDS's General Terms and Conditions for highway vignette payments, as published at:  
<https://eznamka.sk/sk/zakaznicke-sluzby/vseobecne-podmienky-uhrady/>
4. The provider may, at the request of the customer, provide services related to changing data in the highway vignette payment records in cases specified in the general terms and conditions of NDS. These services are charged according to the current price list, which will be provided to the customer upon request. However, the provider is not obliged to provide these services.

## **Article X**

### **Withdrawal from the contract**

#### **When the consumer has the right to withdraw from the contract**

1. Withdrawal from the contract by a customer who is a consumer is governed by the relevant provisions of the Consumer Protection Act. Withdrawal from the contract by a customer who is a business entity is governed by the relevant provisions of the Commercial Code, and the provisions of this article do not apply to them.
2. In general, the consumer has the right to withdraw from a remotely concluded contract or a contract concluded outside the provider's premises without giving any reason within 14 days from the date of conclusion of the contract.

#### **When the consumer does not have the right to withdraw from the contract**

3. The consumer acknowledges that they do not have the right to withdraw from the contract without giving a reason within 14 days if the subject of the contract is the provision of a service and
  - i. the service has been provided in full and
  - ii. the provision of the service began before the expiry of the withdrawal period with the express consent of the consumer and the consumer declared that they had been duly informed that by expressing their consent, they would lose their right to withdraw from the contract after the service had been fully provided, if the consumer is obliged to pay the price under the contract.

#### **Instruction on granting consent**

4. By sending an order, the consumer grants the provider consent to commence provision of the service. By granting this consent, the consumer loses the right to withdraw from the contract after the service has been provided in full.

#### **How the consumer can exercise the right to withdraw from the contract**

5. If the consumer retains the right to withdraw from the contract, they may exercise this right in one of the following ways:
  - a) in writing by sending a notice to the provider's registered office,
  - b) by email, sending a notice to [info@slovenskaznamka.sk](mailto:info@slovenskaznamka.sk).

6. The Customer may use the model form Withdrawal from the Contract.
7. For timely withdrawal from the contract, the consumer must send a notice of withdrawal from the contract no later than the last day of the period.
8. The consumer may withdraw only in relation to the service provided by the provider. If the consumer has given their express consent to the provision of the service before the start of the service, they are obliged to pay the provider the price for the service provided.

#### **Article XI**

##### **Obligations of the provider upon withdrawal from the contract**

1. If the contract has been validly withdrawn from, the provider is obliged to return to the consumer all payments received from him in connection with the contract within 14 days of receiving the notice of withdrawal from the contract, or part thereof if the consumer has not withdrawn from the entire contract. The provider's claim to the price for the performance provided pursuant to Art. X (8) remains unaffected.
2. The provider shall refund the consumer in the same manner as the consumer used to make the payment, unless otherwise agreed.

#### **Article XII**

##### **Withdrawal from the contract by the provider**

1. The provider has the right to withdraw from the contract if it is unable to deliver the service to the customer properly and on time, especially for technical reasons. The customer will be informed of the cancellation of the order by telephone or e-mail, and in the event of payment of the price or part thereof, the funds will be refunded within 14 days to the account specified by the customer, unless otherwise agreed with the provider.

#### **Article XIII**

##### **Dispute resolution**

1. The legal relationships arising between the provider and the customer in connection with the use of the website and the conclusion of a contractual relationship shall be governed by the legal order of the Slovak Republic.
2. The parties to this legal relationship have agreed that, in the event of a dispute, jurisdiction is granted to the courts of the Slovak Republic.
3. In the event of a dispute between the provider and the consumer, the consumer is entitled to contact the provider with a request for remedy if they are not satisfied with the way the complaint was handled or if they believe the provider has violated their rights. The request for remedy can be sent by electronic mail to [info@slovenskaznamka.sk](mailto:info@slovenskaznamka.sk) by mail to the provider's address. If the provider responds negatively to the request or does not respond within 30 days from the date of its submission, the consumer has the right to submit a proposal for the initiation of alternative dispute resolution to one of the entities for alternative dispute resolution.
4. The consumer may submit a proposal for the initiation of alternative dispute resolution to the relevant body for alternative dispute resolution, which is the Slovak Trade Inspection ([www.soi.sk](http://www.soi.sk)).
5. The consumer may also submit a complaint through the EU's Online Dispute Resolution (ODR) platform. The complaint can be filed by completing the online form [https://consumer-redress.ec.europa.eu/dispute-resolution-bodies\\_en?prefLang=s](https://consumer-redress.ec.europa.eu/dispute-resolution-bodies_en?prefLang=s) at

- k. The consumer has the right to choose from among the available alternative dispute resolution bodies.
6. Only the consumer may seek dispute resolution through one of the alternative dispute resolution bodies, and it applies only to disputes arising from consumer contracts concluded remotely.

#### **Article XIV**

##### **Liability for defects and complains**

1. The provider's liability for defects and the conditions for submitting and handling complaints are governed by the relevant provisions of the Return and Claim Policy adopted by the operator and published on the website [www.slovenskaznamka.sk](http://www.slovenskaznamka.sk).

#### **Article XV**

##### **Validity of the contract**

1. The contract is concluded for a definite period, namely until the proper fulfilment of the obligations of both contracting parties arising from the contract and these Terms and Conditions, which form an integral part of it.

#### **Article XVI**

##### **Personal data protection**

1. The personal data of buyers is processed by the provider in accordance with Regulation (EU) 2016/679 of the European Parliament and of the Council on the protection of natural persons with regard to the processing of personal data and on the free movement of such data (hereinafter referred to as 'GDPR') and Act No. 18/2018 Coll. on the Protection of Personal Data (hereinafter referred to as the 'Data Protection Act').
2. The conditions for the processing of personal data by the operator are specified on the website [www.slovenskaznamka.sk](http://www.slovenskaznamka.sk) in the "Personal data protection" section.

#### **Article XVII**

##### **Copyright**

1. The provider is the owner of the website and all content, including all texts, images, videos, recordings, etc. (hereinafter referred to as "content") found on it. This content is protected under Act No. 185/2015 Coll. Copyright Act (hereinafter referred to as the "Copyright Act").
2. Any use of the content, in particular the creation of copies, its public distribution, processing, translation and adaptation, public display, performance or transmission, is prohibited without the prior consent of the provider as the author.

#### **Article XVIII**

##### **Final provisions**

1. These Terms and Conditions are valid in the wording stated on the [www.slovenskaznamka.sk](http://www.slovenskaznamka.sk) website on the day of the sending of the buyer's order, unless contracting parties agree otherwise.
2. The provider reserves the right to amend these Terms and Conditions anytime if it is required by a change in business policy or applicable legislation.
5. These Terms and Conditions have been prepared by [Lanikova Group, s. r. o. law firm](#) for the provider, while they are protected by the Copyright Act. It is prohibited, without the author's consent, to use this author's work in any way, particularly, but

not limited to, copying, publishing, amending, modifying, disseminating and misusing it otherwise.

6. These Terms and Conditions shall come into force and effect on **10.2.2026**.