Version 2026-10-23

Terms of Service and Custom Manufacturing Terms — kavtek.eu

23.10.2026

---

1. Seller

The operator of kavtek.eu and the seller under every contract concluded through it is:

KD18 holdings s.r.o.
Registered office: Růžová 972/1, Nové Město, 110 00 Praha 1, Czech Republic
IČO: 17745837 · DIČ: CZ17745837 (VAT payer in the Czech Republic)
Contact for orders, complaints and legal matters: **info@kavtek.eu**
Website: kavtek.eu

Referred to below as **Kavtek**, **we**, **us** or the **Seller**.

2. What these Terms cover, and who we serve

These Terms govern the use of kavtek.eu, quotations issued through it, and contracts for custom-manufactured parts concluded through it. The **Privacy Notice** explains how personal data is handled; reading it is not a contractual consent and it does not form part of these Terms.

Kavtek is a **custom manufacturing service**: we produce parts from the digital model files and specifications you supply — or, when we restore a part, from the physical part you send us (section 4) — using 3D printing (currently FDM, on Kavtek-operated equipment) and CNC machining. CNC machining may be performed by vetted manufacturing partners; **Kavtek remains your sole contractual counterparty and is responsible for the agreed result.**

Drops. On drop pages (kavtek.eu/…/drop/…) we also sell ready-made products of **our own design** — one product per page, 3D-printed to order after payment in the size, colour and quantity you choose there. Section 4a covers how such a purchase is made and section 9 how you may withdraw from it; the rest of these Terms applies to drops as well. Drop pages address buyers aged **16 and over**; a buyer under 18 may buy only what is appropriate to their age and maturity (§ 31 Civil Code), and we recommend agreeing a purchase with a parent.

Where we sell.

- **Consumers:** we accept consumer orders with delivery within the **European Union**.
- **Business customers:** we accept business orders with delivery within the **EU/EEA and the United Kingdom**.

A **Consumer** is a natural person acting outside their trade, business or profession (§ 419 Civil Code). A **Business Customer** is anyone acting within one, including a legal entity; by ordering for a business you confirm you are authorised to bind it. Supplying company details does not by itself deprive a person who is in fact a consumer of mandatory consumer rights.

3. Pre-contractual information (distance contracts)

As required by § 1811 and § 1820 of the Civil Code:

- **Goods:** parts manufactured to your specification, described in each Quote (technology, material, colour, finish, parameters, quantity); on a drop page, the product described there in the size, colour and quantity you choose.
- **Price:** stated in the Quote, itemised, in the currency shown; on a drop page, the price of each size including VAT, the delivery charge and the total shown before you order. For Consumers the total shown before acceptance includes VAT and any delivery charge that can be calculated in advance.
- **Payment:** bank transfer in advance, or card or PayPal in advance on the payment provider's page; see section 7.

- **Delivery:** by carrier to the address or PPL pickup point you supply; lead time stated in the Quote or on the drop page and measured from crediting of payment.
- **Cost of distance communication:** your ordinary internet charges only.
- **Duration:** one contract per order; no subscriptions, no automatic renewal.
- **Withdrawal:** see section 9 — the custom-made exception normally applies to parts made to your specification; a drop product may be withdrawn from within 14 days of receipt.
- **Defects:** see section 10. **Disputes and ADR:** see section 13.

4. How an order comes about

1. **Request.** You upload a model file, choose technology, material and parameters, and submit. A request binds neither side and creates no obligation to pay. Guest requests are confirmed by a single-use email link (valid 48 hours); unconfirmed requests and their files are deleted after 7 days. On the 3D tisk pages (kavtek.eu/cs/3d-tisk) you may give a link to the model in a public model library instead of a file; we download the model, check that its licence allows printing to order, and only then prepare the Quote.
2. **Review and Quote.** For FDM 3D printing, the Quote is normally produced automatically: the model file is checked and sliced by the same software and print profiles Kavtek's printers use, and the price, lead time and validity period are calculated from the resulting print time and material quantity. Where the automatic calculation cannot handle a request — including other technologies, and files or parameters outside what it covers — a Kavtek engineer reviews the request and prepares the Quote. In either case the review is a manufacturability review for the quoted process, not design validation or certification; an engineer checks every accepted order before production and may ask questions or propose changes. The Quote is an itemised offer: line items, price and currency, lead time, and a validity period. It may be accepted only within that period.
3. **Acceptance.** The contract is concluded when you accept the current Quote in your account, accept the version of these Terms identified there, and activate the final control, which for Consumers is labelled with wording equivalent to **"Accept quote and place order with obligation to pay."** At acceptance you supply the delivery address (with the phone number carriers require), a separate billing address if different, and — for businesses — company name, registration number and VAT ID.
4. **If acceptance changes the picture.** If information supplied at acceptance affects the tax treatment, delivery cost or total price (for example the destination country or a VAT ID), the Quote is reissued in a revised version and only the revised Quote can be accepted. An expired, withdrawn or superseded Quote cannot be accepted.
5. **Confirmation.** After acceptance we send an order confirmation by email identifying the accepted Quote, the applicable Terms version and the order number.
6. **Payment, production, delivery** — sections 7 and 8.

Restoring a part you send us. When we restore a broken part by 3D scanning there is no model file to upload. You describe the part and send photographs through the contact form or by email, and we reply by email with an offer: the work (scanning, modelling and printing), the material, the total price including VAT and delivery, the lead time, the offer's validity, a link to the version of these Terms that applies, and the notice that by accepting it you place an order with an obligation to pay. The contract is concluded when you accept that offer in writing within its validity — a reply by email accepting the offer and confirming the order with the obligation to pay is enough — and we confirm it by email, identifying the accepted offer and the applicable Terms version. Only then do you send the part, at your cost, to the address we give you. The lead time runs from the day the part has reached us and the payment has been credited, whichever is later.

- **The part in transit.** Until the part reaches us, you bear the risk of its loss or damage; the carrier you choose is liable for loss or damage in transit, and any claim for it is made against that carrier. We recommend insured shipping. If you are a Business Customer, you also bear the risk of the original on its way back to you from when we hand it to the carrier.
- **The part with us.** We handle it with due care. Shiny, dark or transparent surfaces may receive a temporary matting spray that disappears on its own. We are not liable where a part breaks or is damaged further because of its existing damage despite careful handling.

- **The model.** The model we create is made for your order; we use it for nothing else and, on request, give you the file for your own use.
- **The original.** If you want it back, we send it with the new part, or separately at your cost; otherwise we keep it for 30 days after the new part has been delivered, in case it is needed for a complaint, and then dispose of it. If the part turns out not to be restorable for a reason you did not cause, we refund anything paid and return the part at our cost.

4a. Buying on a drop page

1. **The offer.** A drop page shows the product and photos of our own prints, the sizes and colours on offer, the price of each size including VAT, the delivery charge, the total, and the number of working days within which we dispatch after payment.
2. **The order.** You choose the size, colour and quantity, give your email address and a delivery address or a PPL pickup point with the phone number carriers require (and a billing address if different), choose how to pay, accept these Terms, confirm you have read the Privacy Notice, and activate the final control, labelled with wording equivalent to **"Place order with obligation to pay."** The contract is concluded at that moment, on the terms shown on the page. No account or password is needed.
3. **Confirmation and the order's page.** We confirm the order by email with its number, the applicable Terms version and a link to the order's private page, where you can see its status, pay, download the pro forma and the invoice, and follow the delivery. Anyone holding that link can see the order and pay it — keep it to yourself. If your email address already belongs to a kavtek.eu account, the order also appears in that account.
4. **Payment and dispatch** follow section 7: payment is due within 48 hours, after which we may cancel the order; we print after the payment has been credited and dispatch within the working days stated on the page.
5. **The design.** The product's design is ours. Buying a print gives you the print — not its model file, and no right to reproduce the design.

5. Orders we decline

We may decline any request, in particular: weapons, their components and accessories; parts that evidently infringe third-party intellectual property; items whose manufacture, possession or use is unlawful or that evidently serve an unlawful purpose; and content that is hateful or gratuitously violent. We may also decline where the requested technology cannot achieve the required result or our capacity does not allow it. Declining before acceptance creates no liability; anything paid for undelivered work is refunded in full.

We do **not** accept safety-critical or regulated applications — medical devices or implants, personal protective equipment, pressure equipment, aerospace flight parts, load-bearing safety components, child-safety products — unless expressly accepted in writing after a separate review.

6. Your files, rights and confidentiality

You retain all rights in your model files and drawings. You grant Kavtek a non-exclusive, royalty-free licence — transferable only to authorised manufacturing partners — to copy, analyse, convert and use them solely to evaluate the request, quote, manufacture, inspect, deliver, support the order, comply with law and handle a claim.

We treat customer files and specifications as confidential. Manufacturing partners receive only the technical information reasonably needed to quote or produce, must protect it and use it for no other purpose. We never publish a customer's part, or use it in marketing or a case study, without separate express written permission.

By uploading a file — or sending us a part to restore (section 4) — you confirm that you own the necessary rights or hold a licence permitting third-party manufacture, that manufacture infringes no third party's rights to your knowledge, and that the part is not intended for an unlawful purpose.

A link to a model. Giving a link to a model in a public model library is the same confirmation for that model. We print only a model whose licence allows a third party to manufacture it to order; if it does not, we tell you and issue no Quote.

Business Customers only: to the extent permitted by law, a Business Customer will indemnify Kavtek against third-party claims and reasonable documented costs arising directly from a breach of the confirmations above, except to the extent caused by Kavtek's unauthorised use. No automatic indemnity is imposed on Consumers beyond liability arising under applicable law.

7. Prices, VAT, payment

The price is the one stated in the accepted Quote — or, for a drop, on the drop page when you ordered — in the currency shown.

Consumer tariff (3D tisk pages). A request sent from the kavtek.eu/cs/3d-tisk pages is priced as follows: for FDM printing in PLA or PETG the goods cost CZK 70 including VAT for every started hour of printing of the whole order, by the print time established by slicing (section 4, point 2), at least CZK 100, less CZK 1 (for example CZK 99, 139 or 209). Delivery by PPL costs the amount stated in the Quote and is free for goods of CZK 2,000 or more. Another material, technology or finish is priced by an engineer. The price stated in the Quote always prevails.

VAT. As a Czech VAT payer we apply: Czech VAT (currently 21 %) to supplies to Czech customers and to EU consumers within the applicable distance-sales rules; for a supply of goods to a Business Customer in another EU member state, the exempt intra-Community supply (0 %, "osvobozeno od daně podle § 64 zákona o DPH"; Article 138 of Directive 2006/112/EC) **only after the VAT ID has been verified against the EU VIES register** — verification is performed by our staff before the treatment is applied. If a supplied VAT ID is invalid or incomplete, the legally applicable VAT is charged.

Payment terms. On acceptance we issue a **pro forma payment request** — it is not a tax document. Payment is by bank transfer to the account stated on it, quoting the given reference, or by card or PayPal on the payment page of one of our payment providers, reached from the order page; the amount is the same either way and no card surcharge is added. A card payment counts as paid when the provider confirms it to us. **Payment is due within 48 hours of acceptance; within that period the accepted Quote's terms remain unchanged.** If payment is not credited in time, we may cancel the order, and a new or revised Quote may then be required.

Tax documents. The tax document (final invoice) is issued upon dispatch of the order or in 15 days from first transaction.

Production starts only after cleared payment; quoted lead times run from that moment. You bear charges imposed by your bank; we bear ours.

8. Delivery, risk, address

We deliver by established carriers to the address you supplied, with a tracking number where the carrier provides one. Lead times are good-faith estimates unless the Quote states a fixed date; we will tell you promptly of material delay. Consumers retain all statutory remedies for non-delivery.

You may correct the delivery address in your account **at any time before dispatch**; once the parcel has been booked with the carrier, contact us instead and we will correct it and book the parcel again. We record that the address was changed and when; the previous address is erased unless an invoice has already been issued to it, as the Privacy Notice explains. A change affecting the destination country, tax treatment or delivery charge requires a revised Quote. Once shipped, the recorded address is fixed.

For Consumers, risk passes when you (or a third party you designate, other than the carrier) take physical possession. For Business Customers, risk passes on delivery to the stated destination unless the Quote says otherwise. Visible transport damage should be recorded with the carrier at handover and reported to us promptly; failing to do so does not by itself remove mandatory consumer rights.

Administrative closure. If an order remains in "shipped" state without confirmation, we may administratively mark it as completed after 21 days from dispatch. **Administrative closure is a bookkeeping step: it does not constitute proof of delivery, does not shorten any claim period and does not limit any consumer right.**

9. Withdrawal and cancellation

Before acceptance you may withdraw a request or reject a Quote at any time, free of charge.

Consumers — statutory withdrawal. The 14-day withdrawal right for distance contracts **does not apply** to goods made to the consumer's specifications or clearly personalised (§ 1837(d) Civil Code). The exception applies to a genuinely customer-specific part made from, or materially defined by, your uploaded model, drawing or unique dimensions — which describes the parts we manufacture, including a part restored from the part you sent us. Where, exceptionally, the exception would not apply, the statutory withdrawal instructions and model form are available from us on request and mandatory law prevails.

Drop products — 14 days. A product bought on a drop page (section 4a) is not made to your specification, so as a Consumer you may withdraw from that contract without giving a reason within **14 days** of the day you — or a person you designate, other than the carrier — receive the goods (where an order arrives in several parcels, the last of them). To withdraw, tell us within that period by email to info@kavtek.eu, for example with the model form in the Appendix; sending it before the period ends is enough. Send the goods back to the address we give you within 14 days of withdrawing; **you bear the direct cost of returning them.** We refund the price and the delivery charge you paid (up to the cost of the cheapest standard delivery we offered) within 14 days of receiving your withdrawal, by the means you paid with — another only if you agree and it costs you nothing extra — and may hold the refund until we have the goods back or you show that you sent them. You are liable only for diminished value caused by handling the goods beyond what is necessary to establish their nature, characteristics and functioning.

Voluntary cancellation after payment. A custom order carries no automatic right of cancellation once the exception applies. You may nevertheless request cancellation; we may agree, refunding the amount paid less only **documented, non-recoverable** work and costs already performed or committed (material, production preparation, machine time, partner charges), up to the full price where production is complete. No deduction is made for work not performed.

Cancellation by Kavtek after contract formation only for legitimate reasons — non-payment, illegality, a substantiated IP or safety concern, technical impossibility not reasonably identifiable earlier, force majeure, or your failure to provide required information. If we cancel for a reason not caused by you, amounts paid for the unperformed portion are refunded without undue delay.

10. Quality, technological characteristics, defects

Conformity. A part conforms if it corresponds to your model and the parameters agreed in the Quote, within the tolerances stated there or, absent a statement, those customary for the chosen technology. Our published capability figures (e.g. CNC ±0.05 mm; Rz 12.5 as-machined; FDM ±0.2 mm or ±0.5 % whichever is greater) state what we undertake for work quoted against them.

A **drop product** conforms if it corresponds to its description and photos on the drop page, in the size and colour ordered, within the tolerances customary for FDM printing.

Not defects where the part otherwise conforms: layer lines, seam marks and anisotropy typical of additive manufacturing (printed parts are weaker across layers than along them); support-removal witness marks where supports are necessary; tool marks and minor surface variation customary for the selected finish; dimensional variation within tolerance; ordinary colour variation between material batches.

Design responsibility. We manufacture to your model and parameters; you are responsible for the design's fitness for your purpose. If we warn you of a manufacturability or suitability risk and you instruct us in writing to proceed, responsibility for the specifically warned consequence is allocated to you to the extent the law permits. A manufacturability review is not certification for any application. This paragraph does not apply to drop products, whose design is ours.

Consumers. You may assert a defect existing on delivery within **two years** of receipt; a defect appearing within one year is presumed to have existed at delivery. Complain to the contact in section 1 with a description and photographs where possible; we confirm receipt in writing and resolve the complaint, including removing the defect, **within 30 days** unless we agree a longer period with you. Remedies follow the Civil Code: repair or replacement first; price reduction or

withdrawal where those fail or are impossible.

Business Customers must inspect promptly and notify defects without undue delay after they could have been discovered.

Not covered: ordinary wear; misuse; loads or environments beyond the disclosed design basis or the material's properties; unauthorised modifications; damage after risk passed — except where mandatory law provides otherwise.

11. Liability

Nothing in these Terms limits liability that cannot lawfully be limited — including for intentional conduct, gross negligence, harm to natural rights, or non-excludable consumer rights. No contractual cap applies to Consumers where it would reduce mandatory rights.

Business Customers only: subject to the above, Kavtek's aggregate liability arising from an order is limited to the price paid for that order, and Kavtek is not liable for loss of profit, loss of production or indirect or consequential loss.

12. Accounts and acceptable use

Keep credentials confidential; actions under your account are attributed to you; notify us of suspected unauthorised access. You must not attempt to access others' data, bypass security, upload malicious files, submit automated bulk requests, or materially disrupt the service. We may suspend accounts where reasonably necessary.

13. Governing law, disputes, ADR

These Terms and every contract under them are governed by **Czech law**, excluding the UN Convention on Contracts for the International Sale of Goods. A Consumer retains the mandatory protections of the law of their habitual residence.

For Business Customers, disputes fall to the courts having jurisdiction over Kavtek's registered office unless agreed otherwise in writing; consumer jurisdiction follows mandatory law.

A Consumer dispute not resolved directly may be submitted for out-of-court resolution to:

Česká obchodní inspekce — oddělení ADR
Gorazdova 1969/24, 120 00 Praha 2, Czech Republic
Email: adr@coi.gov.cz · Web: coi.gov.cz

A Consumer living in another EU member state may also turn to the European Consumer Centre in their country (ECC-Net), which helps with cross-border disputes.

(The European Commission's ODR platform has been discontinued and is intentionally not referenced.)

Supervision of our trade is exercised by the competent trade licensing office; data-protection supervision by the Office for Personal Data Protection (see the Privacy Notice).

14. Amendments and final provisions

We may amend these Terms for future orders. **The version identified in your order confirmation governs that order.** The current version, with its identifier and date, is always published on kavtek.eu; acceptance records reference the exact version accepted. If any provision is invalid, the remainder stands; an invalid provision is not automatically rewritten against a Consumer.

These Terms exist in Czech, German, English, Russian and French versions. In the event of any discrepancy between them, the Czech version prevails. This does not deprive a Consumer of the protection afforded by mandatory provisions of the law applicable to them, nor of reliance on the language version in which these Terms were presented to them at the time of contracting.

Appendix — Model withdrawal form (drop products)

(Complete and return this form only if you wish to withdraw from a contract for a drop product —

section 9.)

To: KD18 holdings s.r.o., Růžová 972/1, Nové Město, 110 00 Praha 1, Czech Republic, info@kavtek.eu

I/We (*) hereby give notice that I/We (*) withdraw from my/our (*) contract of sale of the following goods:

- Order number:
- Ordered on (*) / received on (*):
- Name of consumer(s):
- Address of consumer(s):
- Signature of consumer(s) (only if this form is notified on paper):
- Date:

(*) Delete as appropriate.