

General Terms and Conditions

Conditions of use of the VEXiON cards service

These General Terms and Conditions govern the contractual relationship between customers and MAMA media s.r.o. regarding the use of the digital loyalty-card service VEXiON cards. The authoritative version is the Slovak version available at </sk/terms>.

1. Introductory provisions

These terms govern the relationship between customers and MAMA media s.r.o., registered office Na Hrebienku 1, 811 02 Bratislava, Company ID 36 767 549 (the Provider).

By accepting these conditions, the customer confirms that it is a business entity, not a consumer, and agrees to the processing of personal data as outlined in the privacy policy.

Legal relationships not covered by these terms are governed by Slovak law.

2. Definitions

The following terms are used throughout this document:

- Service – digital loyalty platform enabling creation, management and distribution of digital loyalty cards via monthly, 6-month, 12-month or Enterprise subscription.
- Scanner – device for scanning customer digital loyalty cards.
- Order – proposal to subscribe to the service, submitted electronically or via other contact methods.
- Customer – business entity or authorised representative entering into a contract.
- Contract – electronic agreement incorporating these terms, the complaint procedure and the privacy policy.

3. Order and contract formation

Customers order via the website, phone (+421 948 777 490) or email. Orders must contain complete business information including company name, responsible person's details, tax IDs, billing and delivery addresses.

A contract is formed when the Provider confirms receipt of the order by email. The customer may cancel before receiving confirmation. Once confirmed, access credentials are sent to the registered email, typically within two days of successful payment.

The Provider reserves the right to cancel orders if services are discontinued or if pricing contains a system error, with refunds processed within 14 days.

4. Subscription plans and payment terms

Plan types: Monthly (billed monthly), 6-month (discounted), 12-month (most discounted), Enterprise (custom pricing on request).

Payments are processed through the Stripe gateway, accepting payment cards, Apple Pay, Google Pay, Bancontact, iDEAL, Klarna and SEPA transfers. Bank transfers are not currently supported.

The customer authorises automatic recurring payments without individual authorisation for each transaction. Subscriptions continue indefinitely until cancelled via the customer dashboard at www.vexioncards.one before the scheduled payment date.

The Provider does not store card numbers; all transactions occur through secure third-party payment systems. Plan changes take effect in the following billing period on request by email or phone.

Price increases require 30 days' notice (7 days for automatic payments); the customer may cancel before changes take effect.

5. Service delivery and conditions

Services are provided virtually through customer accounts; access credentials and manuals are sent within two days of payment confirmation. Physical scanners are delivered within 7 working days.

The Provider may suspend services if they are used in violation of these terms or the platform is abused. The customer forfeits compensation for unused service periods during suspension.

Login credentials must be protected and not shared with unauthorised parties. All services operate through remote server access via the website and customer account using a standard internet browser.

Upon receipt, the customer must verify scanner condition and completeness. Any damage must be documented with the carrier immediately; claims without a damage report are rejected.

6. Contract termination

Contracts may terminate by:

- (a) Provider withdrawal under Article 8;
- (b) Customer withdrawal if terms change and the customer objects within 5 days of notice;
- (c) Provider termination for customer violations, without compensation for unused periods.

In cases (a) or (b), the customer receives a pro-rata refund for unused months within 14 days. Unused periods are calculated from the month following the delivery of the termination notice.

Termination notices must be delivered in writing or email within the specified timeframes.

7. Intellectual property rights

The website and services contain materials protected under Slovak intellectual-property and copyright law, including databases, data, functionality, graphics, user interfaces, text, logos and designs.

Customers may use protected materials only to access services under these terms and may not copy, reproduce, modify, distribute, download or create derivative works. Unauthorised access, automated downloading and network overloading are prohibited.

Customers acquire no licensing rights or intellectual-property rights in the website or services. Customers are prohibited from damaging website operations through security circumvention, malware uploads, unauthorised account access or unlawful activity.

The Provider may terminate the contract if the customer violates these restrictions.

8. Scanner warranty and complaints

Scanners are provided free as part of subscription plans and are not separately charged. Warranty: 6 months from receipt; repairs or replacements are provided for valid claims.

Damage outside the warranty period or from improper use requires purchasing a new scanner at 39.99€, which includes a 12-month warranty.

Complaints may be submitted in writing to the Provider's address or by email. The customer must include the scanner and a detailed malfunction description.

9. Liability disclaimer

The Provider maintains high security and availability standards but cannot be held responsible for unavoidable technical obstacles or uncontrollable circumstances preventing service delivery. The Provider is not liable for damages caused by service interruption or termination.

All paid services are provided; however, the company reserves the right to discontinue operations or services. All server data is backed up for customer security.

10. Communication and notices

Parties communicate primarily via email or the service web interface. Notices are considered delivered the day after email transmission. Communications are sent to the registered email address.

11. Dispute resolution

Parties first attempt to resolve disputes through negotiation. If unsuccessful, disputes are resolved through Slovak courts under the Civil Procedure Code (Act 160/2015 Coll.) based on applicable jurisdiction.

Customer complaints are received at the Provider's address or via the email contact provided.

12. Contact information

Provider: MAMA media s.r.o.

- Address: Na Hrebienku 1, 811 02 Bratislava
- Email: info@vexioncards.one
- Phone: +421 948 777 490
- Supervisory authority: Slovak Trade Inspection (SOI) for the Bratislava Region, Enforcement Department, Prievozská 32, P.O. Box 5, 820 07 Bratislava 27

13. Final provisions

These terms are effective from 5 November 2024 and supersede previous versions. The Provider may modify terms during the contract; customers have 5 days to object from notice.

All contractual relationships are governed by these terms unless separately agreed in writing. If provisions become invalid, the remaining provisions continue in effect and invalid provisions are replaced with valid equivalents preserving the original economic and legal purpose.

Customers cannot transfer rights without Provider approval. Individual contracts take precedence over these terms in case of conflict.

Last updated: 5 November 2024. For questions please [contact us](#).

