

General commercial terms of this website:

We are a Value Added Distributor specialized in Audiovisual and IT products. We are offering room booking system, home, office and building automation, projectors, audio systems and many more additional products and accessories.

Using this website you do agree to make the payment of your proforma invoice or commercial invoice via credit/debit card instead of regular wire transfer. To be able to proceed with the payment it is necessary to make an authorized purchase order directly with your sales manager or if you do not have any direct contact, please get in touch with us at: [info@silvergate.cz](mailto:info@silvergate.cz). Once the official purchase order is done you will receive information how to proceed with your payment.

The payment can be made in USD, EUR or CZK.

In case of returning of the goods the paid amount will be returned via wire transfer to the customer's account. We can also return the payment to the customer's credit/debit card if necessary.

The products will be delivered as agreed in the proforma invoice. Products can be delivered ExWorks warehouse via your own transport agency, local pickup or by transport offered by Silvergate.

The products are shipped once the payment is reflected on the account and once the products are ready to be shipped and once the customer or Silvergate schedule the transport.

We do not store any information of the credit/debit cards that are used for the payments. All the payments are done by the payment gateway provided by bank CSOB and all the information is encrypted by SSL.

Our directions and customer service:

Silvergate, s.r.o.

Vojkovická 600/9

182 00 Praha, Czech Republic

e-mail: [info@silvergate.cz](mailto:info@silvergate.cz)

phone: +420 777 909 971

Our directions and customer service:

Silvergate Latam s.r.o.

Vojkovická 600/9

182 00 Praha, Czech Republic

e-mail: [info@silvergate.cz](mailto:info@silvergate.cz)

phone: +420 777 909 971

Any customer using this payment option should have updated computer with latest software updates. We are not responsible for using this payment gateway when the customer's computer is not protected and/or contain virus, malware or any other software which can help to leak any of the protected information connected with the purchase and payment.

All purchases are governed by the law of Czech Republic.

All rights reserved. These conditions above are valid only for credit/debit card payments. We are not responsible for any misunderstanding of any of the paragraphs above. If anything is not clear enough please contact us at: [info@silvergate.cz](mailto:info@silvergate.cz) or call us at +420 777 909 971 to get more information.