

Terms of the Juster Service – for Users

The operator of the Juster service is Známý právník s.r.o., ID No. (IČO) 23588021, with its registered office at Střížkovská 717/30, Prague 8, 180 00, e-mail: tady@juster.cz, registered in the Commercial Register maintained by the Municipal Court in Prague under file no. C 429712 (hereinafter referred to as "Juster" or the "Operator").

1. What This Service Is About

1. 1 Juster is an online platform that helps people find a suitable attorney based on their legal problem. Juster itself does not provide legal services; it merely connects users who need legal assistance with attorneys who offer it.

1. 2 In addition to connecting users with suitable attorneys, Juster also introduces the public to the world of legal services and helps people navigate them better.

2. How It Works – Ordering the Service

2. 1 After you fill out the order form and pay the price, we will send you an order confirmation to your email address and begin working on providing the service. The result of the service is finding one or more attorneys who specialize in the area of your legal problem, also considering the location, and providing their contact details.

2. 2 The search for an attorney/attorneys and the provision of contact details will take place within the timeframe, scope, and for the price according to the type of chosen service (package) stated on our website.

2. 3 When selecting attorneys, we draw from either our internal database of registered attorneys or publicly available sources.

2. 4 By submitting the order and paying the price, a contract for the provision of the selected service (package) is concluded.

2. 5 The selection and contacting of the attorney/attorneys whose contact details we have provided is entirely up to you. If you decide to cooperate with any of the found attorneys, all legal services are then provided directly by the attorney – not by Juster. The legal relationship thus arises only between you and the attorney. The conditions, remuneration, and course of the service are purely based on your mutual agreement. The Juster service does not actively intervene in the relationship between you and the attorney and is thus not a

mediator of legal services. Juster only provides the contact for the attorney(s) matching the specified criteria. The decision on whether to establish cooperation with a specific attorney is exclusively yours.

2. 6 Juster also cannot guarantee whether the found attorney will accept your potential offer or not. An exception is the Premium Package service – Verification of Attorney Availability, where Juster simultaneously verifies the availability of the found attorney and their willingness to take on the case.

3. Price and Content of the Service (Packages)

3. 1 The Juster service is charged according to the current Price List, which is always available on the website www.juster.cz and forms an integral part of these terms.

3. 2 The service may have several variants (packages):

Start Package – Basic Attorney Search

After submitting the order and paying the price, Juster processes your query and finds suitable attorneys specialized in the given area of law. This package includes a basic evaluation and sharing of attorney contacts based on the internal database and public sources.

We may offer the Start Package to users free of charge as part of introductory and discount promotions. For free services, we try to find a suitable attorney as soon as possible; however, the exact timeframe depends on the capacities of our service and the scope and complexity of your request. Although we do our best for quick processing, there is no legal entitlement to the execution of a free service.

Premium Package – Verification of Attorney Availability

Within this package, Juster not only finds suitable attorneys but also actively verifies their availability and willingness to take on the case. It also includes communication with the attorney, confirmation of interest, and passing on the contact only to attorneys who agree to handle your case.

3. 3 For each paid service, it will be clearly stated in advance what it includes, its price, and the deadlines for handing over the contact or verifying the attorney's availability.

3. 4 Payment is made cashless via a payment gateway or bank transfer. We will send you the proof of payment electronically.

3. 5 In the event that a suitable attorney cannot be found or their availability cannot be confirmed, your payment will be refunded in full.

4. Liability

4. 1 Juster bears no liability for the quality, scope, or outcome of the legal services provided by the attorney.

4. 2 The attorney is exclusively responsible for the performance of legal services according to the Legal Profession Act, the Code of Ethics of the Czech Bar Association, and other legal and professional regulations.

4. 3 It is not always possible to find a suitable specialist. Therefore, Juster is not liable for any damage or other claims arising from the failure to provide a contact according to your specifications. By accepting these terms, the user explicitly acknowledges that Juster is not liable for damages resulting from the inability to provide an attorney's contact.

4. 4 Although Juster bears no legal liability for the activities of attorneys, we care about the quality of the attorney search and strive to connect users only with attorneys who have verified experience, positive references, or long-term practice in the given legal specialization.

4. 5 Juster is not responsible for the accuracy, timeliness, or completeness of the information provided on the website (in articles, templates, etc.).

5. Handling of Your Data

5. 1 We process your personal data only for the purposes of finding a suitable attorney and communicating with you, or for the purpose of forwarding the contact directly to the found attorney.

5. 2 The rules for processing your personal data can be found here.

5. 3 We do not pass your data on to anyone else, nor do we use it for marketing purposes without your consent.

6. Conduct on Juster

6.1 The following is prohibited on Juster:

- Providing false or misleading information.
 - Uploading offensive or illegal content.
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- Misusing attorneys' contacts for purposes other than resolving legal matter.

6. 2 If the service is used inappropriately, we are entitled not to process the order or to temporarily restrict access without further notice.

7. Withdrawal from the Contract, Complaints, Rights from Defective Performance, and Dispute Resolution

7.1 Withdrawal from the Contract

If the contract is concluded with a consumer, the consumer has the right to withdraw from the contract without giving any reason within 14 days from the date of the conclusion of the contract.

7.2 Commencing Service Provision Before Deadline Expiration

By submitting the order, the consumer explicitly requests the service operator to begin providing the ordered service before the expiration of the withdrawal period.

The consumer acknowledges that:

- If they withdraw from the contract after the provision of the service has begun, they are obliged to pay a proportionate part of the price corresponding to the extent of the performance already provided up to the moment of withdrawal.
- The right of withdrawal expires at the moment of the complete provision of the service, provided that the performance took place based on their explicit request and after proper instruction.

7.3 Loss of the Right of Withdrawal

The consumer acknowledges that they have no right to withdraw from the contract if the service has been fully provided, at their explicit request, before the expiration of the withdrawal period, and the consumer was explicitly instructed before the conclusion of the contract that they lose the right of withdrawal by this action.

7.4 Withdrawal Form

A sample withdrawal form is provided to the consumer as an attachment to the order confirmation sent by e-mail or is available for download on the operator's website.

7. 5 Complaints and Rights from Defective Performance

If the user finds that the service was not provided in accordance with these terms (e.g., was not implemented according to the scope of the ordered package), they can submit a complaint to the e-mail tady@juster.cz.

We process complaints without undue delay, no later than 30 days from delivery. In the case of a justified complaint, the service will either be provided again, or the paid amount will be refunded.

7.6 Free Service

The rights from defective performance do not apply to services provided free of charge.

7.7 Dispute Resolution

Pro řešení problémů se službou nám napište na tady@juster.cz.

To resolve issues with the service, write to us at tady@juster.cz. In the event that a consumer dispute arises between us and the consumer regarding the provision of the Juster service, which cannot be resolved by mutual agreement, the consumer may submit a proposal for the out-of-court settlement of such a dispute to the designated entity for the out-of-court settlement of consumer disputes, which is:

*Česká obchodní inspekce (Czech Trade Inspection Authority)
Central Inspectorate – ADR Department
Gorazdova 1969/24, 120 00 Prague 2
Email: adr@coi.gov.cz
Web: adr.coi.gov.cz, www.coi.cz*

8. Service Availability

8.1 We strive for maximum availability and functionality of the website, yet we cannot guarantee uninterrupted operation or the complete faultlessness of the system. During technical maintenance, access to certain parts of the website may be temporarily restricted.

9. Website Content and Educational Features

9.1 Articles, news, and document templates on Juster have an informational and popularizing character – they help people understand legal issues and navigate the system of legal assistance. They do not constitute legal advice or instructions for a specific situation.

10. Conclusion

10.1 Juster is here as a guide through the legal world – helping you find an attorney, explaining the practice of providing legal services, and bringing these services closer to the public.

10.2 However, the final decision and responsibility for the selection and cooperation with an attorney always remain with you.

10. 3 By confirming these terms, you confirm that you have read and agree to them.

10. 4 Juster may modify these terms – the current version published on www.juster.cz is always the valid one.

10. 5 These terms come into effect on January 1, 2026, and replace all previous versions.