

1. DEFINITIONS

1. **Purchasing Platform Operator** – FDCM E-COMMERCE S.A., registered office address: ul. Krzysztofa Komedy 2/3, 02-517 Warsaw, entered into entrepreneurs' register of the National Court Register conducted by District Court for capital city Warsaw in Warsaw, 13th Commercial Division of the National Court Register, under KRS number: 0001147589, NIP: 5214100463, share capital: 100,000.00 PLN, capital paid in full, e-mail: contact@fdcm.eu, phone: +48 577 124 466.
2. **Seller** - any entity (including a natural person, legal person, or an organizational unit without legal personality, to which the law grants legal capacity) that offers Goods for sale to Buyers on the Purchasing Platform;
3. **Buyer** – (i) a natural person with full legal capacity, including a natural person concluding a contract directly related to his/her business activity, when it results from the content of this contract that it is not of a professional nature for this person, or (ii) any entrepreneur within the meaning of Article 43¹ of the Civil Code, including legal person, organizational unit not having legal personality, which separate regulations grant legal capacity, or a natural person conducting business activity, concluding a contract as part of the business activity conducted, which is of a professional nature for him/her;
4. **Party/Parties** - Buyer or Seller/Buyer and Seller;
5. **Purchasing Platform** – The website fdcm.eu, operated by the Operator of the Purchasing Platform, within which the Operator of the Purchasing Platform provides, among others, the following services: (a) presentation of the Goods offered by the Seller, (b) the possibility to place an Order and conclude a Sales Agreement, (c) the possibility of settlement between the Seller and the Buyer, (d) the possibility to choose the method of delivery of the Goods, (e) use of other functionalities, such as the Account or the Newsletter;
6. **Account** – a separate space on the Purchasing Platform, where the Buyer can provide their data, choose payment methods and track the history of placed Orders. The Account is identified by means of an individual login (which is the Buyer's e-mail) and password, assigned by the Buyer during registration;
7. **Newsletter** – a service provided by the Purchasing Platform Operator and/or the seller, enabling the Buyer to receive, with his prior consent and until its revocation, materials relating to the Purchasing Platform, Goods and the activities of the Purchasing Platform Operator and/or the Seller;
8. **Order** – a declaration of the Buyer regarding the intention to purchase Goods, submitted by the Buyer to the Seller via the Purchasing Platform, resulting directly in the conclusion of a Sales Agreement between the Buyer and the Seller;
9. **Goods** – specified movable items available on the Purchasing Platform, being the subject of the Sales Agreement. The Seller bears sole responsibility for the information concerning the Goods, including their features and properties, which is published by the Seller. The Operator of the Purchasing Platform requires the Seller to exercise due diligence in order to present the features and properties of the Goods as accurately as possible and

to provide the Buyer with the information required by law. The Buyer is obliged to familiarize themselves with the information concerning the Goods before placing an Order;

10. **Sample of Goods** – Goods in the amount of 400g, representing their type and properties, having no commercial value, used to assess the properties of the Goods in order for the Seller to obtain orders for the Goods;
11. **Minimum Order** – the quantity of Goods expressed in units of measurement (e.g. kg, liter, MT), below which it is not possible to place an Order;
12. **Sales Agreement** – an agreement concluded between the Buyer and the Seller, specifying in particular the name of the Goods and their description (specification), quantity, price, on the basis of which the Seller sells the Goods to the Buyer, and the Buyer undertakes to pay the price for the Goods and collect them. The Sales Agreement is concluded as a conditional agreement with a resolutive condition, in the event that within 3 business days after placing the Order and paying the Price, the Seller informs the Buyer that the stock of the Goods covered by the Sales Agreement is insufficient to fulfill the Sales Agreement. To meet the aforementioned deadline, it is sufficient for the Seller to send an email message containing information about the fulfillment of the resolutive condition to the email address provided by the Buyer when placing the Order. In the event that the Seller applies general terms and conditions of sale (or other similar contractual templates), they shall apply to the Sales Agreement provided that they have been made available by the Seller when presenting the Goods or the Seller's details on the Purchasing Platform.
13. **Unit Price** – the value of the Goods expressed in Polish currency (PLN) or in European currency (EUR) per unit of measurement (e.g. kilogram, ton, liter). The Unit Price is a net price, not taking into account any liabilities resulting from the provisions of public law, in particular taxes and other fees and charges, to which the Buyer is separately obliged to bear;
14. **Price** – the value of the Goods expressed in Polish currency (PLN) or in European currency (EUR), resulting from the multiplication of the Unit Price and the quantity of the Goods, increased by public law liabilities, in particular taxes. The Price is a gross price;
15. **Privacy Policy** – document available at the internet address https://fdcm.eu/wp-content/uploads/2025/01/Privacy_policy.pdf;
16. **Regulations** – this document specifying the rules for providing electronic services by the Purchasing Platform Operator, placing by the Buyer and fulfilling by the Seller Orders for Goods placed on the Purchasing Platform. The Regulations are subject to Polish law.

2. ELECTRONIC SERVICES PROVIDED BY THE PURCHASING PLATFORM OPERATOR

1. Through the Purchasing Platform, the Purchasing Platform Operator provides the following services:
 - Account,
 - Newsletter,
 - possibility of placing an Order,
 - possibility of ordering Sample of Goods.
2. In order to set up an Account, the Buyer should provide their e-mail address (where the Buyer is aware that this should be a real address belonging to the Buyer) and set an individual password (where the Buyer is aware that they should not share the password

with third parties and keep it confidential). The Buyer will receive a registration link to the e-mail address provided during registration, clicking on which will enable the activation of the Account.

3. A necessary condition for creating an Account is for the Buyer to submit, by checking the appropriate boxes, declarations of having read and accepted the Regulations and of consent to the processing of personal data (processing is carried out in accordance with the Privacy Policy). The Buyer also has the option of expressing consent to receive the Newsletter, but this is not a necessary condition for creating an Account.
4. When completing the Account with data, the Buyer is obligated to provide true data that belongs to him.
5. Having an Account on the Purchasing Platform is not a necessary condition for placing an Order.
6. The provision of the Newsletter service begins when the Buyer selects consent to receive promotional materials at the email address provided by them. Consent can be selected when creating an Account, placing an Order or directly on the main page of the Purchasing Platform.
7. The services provided on the Purchasing Platform are provided by the Purchasing Platform Operator free of charge for an indefinite period of time, but no later than the date of resigning from the Account service by the Buyer or unsubscribing from the Newsletter.
8. The Buyer's resignation from the Account service takes place by deleting the Account by the Buyer. The Account deletion by the Buyer occurs by selecting the appropriate checkbox and then clicking the link sent to the Buyer's email address used as the Account login.
9. The Buyer's cancellation of the Newsletter subscription occurs by clicking the unsubscribe link contained in the Newsletter sent to the Buyer or by sending an email to the Newsletter provider containing a statement of cancellation, or by sending a written statement of cancellation to the Newsletter provider's address.
10. The buyer's resigning from the Account or Newsletter service is tantamount to the termination of the agreement for the provision of these services.
11. Termination of the service agreement by the Operator of the Purchasing Platform is permitted only in the event of the Buyer's breach of the provisions of these Terms and Conditions, as specified in points 2.2, 2.4, 8.4, and 8.5. Termination shall take effect with a 7-day notice period and shall be made by sending the relevant statement from the Operator of the Purchasing Platform to the Buyer's provided email address or in writing to the Buyer's address.
12. If the agreement has been terminated by the Purchasing Platform Operator, the Buyer's subsequent use of the services provided via the Purchasing Platform requires prior approval by the Purchasing Platform Operator.

3. COMPLAINTS REGARDING ELECTRONIC SERVICES

1. Complaints related to the services provided by the Purchasing Platform Operator should be submitted electronically to the e-mail address: contact@fdcm.eu or in writing to the address of the registered office of the Purchasing Platform Operator.
2. The complaint should include the data of the person submitting the complaint (in particular contact details enabling a response to the complaint), the nature of the complaint and the proposed method of resolving the complaint.
3. The Operator of the Purchasing Platform will consider the complaint and inform about its result in the manner indicated by the complainant (and if the complainant has not indicated the manner of response, the response will be provided in the same manner in which the complaint was submitted) within 14 days from the date of receipt of the complaint (to meet the deadline, it is sufficient to send a response to the complainant).

4. PLACING ORDERS AND CONCLUSION OF A SALES AGREEMENT

1. Before placing an Order, the Buyer has the opportunity to review the Seller's details, which are indicated on the Goods page, as well as the general terms and conditions of sale applied by the Seller—if the Seller uses such a document.
2. The Buyer places an Order by completing the following steps:
 - entry to the Purchasing Platform,
 - selection of the Goods, their quantity (not less than the Minimum Order), place of loading, delivery method and category (depending on the Goods, the selection options may vary) and acceptance of the selections by clicking the "Add to cart" field,
 - after the information containing a summary of the Goods in the "cart" appears, click on the "Proceed to payment" button,
 - indicating the Buyer's data (including name, registered office address, tax identification number, e-mail address and telephone number) or logging into the Buyer's Account (if the Buyer has previously registered a Buyer's Account) and selecting the delivery and payment method. In this step, the Buyer, if he has not done so before, may also register a Buyer's Account by checking the "Create an account" box,
 - submitting a declaration of having read and accepted the Regulations by checking the appropriate box (a necessary condition for placing an Order),
 - submitting a declaration of consent to the processing of personal data (processing takes place in accordance with the Privacy Policy), by checking the appropriate box (a necessary condition for placing an Order),
 - submitting a declaration of having read and accepted the sanctions declaration available at https://fdcm.eu/wp-content/uploads/2025/01/Sanction_Statement.pdf (a necessary condition for placing an Order),
 - submitting a declaration of having the status of an entrepreneur within the meaning of Article 43 ¹ of the Civil Code (a legal person, an organizational unit without legal personality, or a natural person conducting business activity, concluding a contract within the scope of their business activity which has a professional character for them) / acknowledging the terms of withdrawal from a distance contract by a natural person not conducting business activity or concluding a contract directly related to business activity, where from the content of this contract it follows that it does not have a professional character for that person, available at: <https://fdcm.eu/wp-content/uploads/2025/01/Withdrawal.pdf> (a necessary condition for placing an Order),
 - clicking on the "Order" field.
3. During the Order placement, the Buyer also has the option to consent to receiving marketing materials by selecting the appropriate checkbox (selecting the checkbox is not a condition for placing the Order).
4. During the Order placement, the Buyer also has the option to use a discount coupon by entering the appropriate code in the designated field. The Buyer may receive the discount coupon from the Seller, provided that the Seller allows such an option.

5. Upon placing the Order, a Sales Agreement is concluded between the Seller and the Buyer regarding the Goods selected by the Buyer.
6. A confirmation of the Order placement and confirmation of the terms of the Sales Agreement are sent to the email address provided by the Buyer during the Order placement.
7. In the event that the resolutive condition is met, the Sales Agreement shall be terminated in whole or in part, covering the specific Goods included in the Order, if the resolutive condition concerns only some of the Goods covered by the Order.
8. If the Buyer paid the Price before the termination of the Sales Agreement, the entire Price for the Goods to which the resolutive condition applies shall be refunded by the Seller within 5 business days from the date of termination of the Sales Agreement, using the payment method chosen by the Buyer for the Price payment.

5. ORDERING SAMPLE OF GOODS

1. Ordering a Sample of Goods is done by completing the following steps:
 - entry to the Purchasing Platform,
 - selection of the Goods and clicking the "Order Sample" button,
 - correctly completing the steps required to place the Order.
2. A confirmation of the order of Sample of Goods is sent to the e-mail address provided during the Sample order proces

6. DELIVERY

1. In the event of conclusion of the Sales Agreement, delivery of the Goods will take place in the manner chosen by the Buyer, unless the resolutive condition is previously fulfilled and the Buyer has paid the Price.
2. In the event that the Buyer chooses personal pickup, provided that such delivery method is made available by the Seller, within 5 business days from the date of payment of the Price, a message containing information about the Goods pickup address shall be sent to the email address provided by the Buyer during the Order placement. Within the same period, the Seller shall provide the Buyer—with the phone number indicated by the Buyer during the Order placement—a unique code, which must be presented at the pickup location as a condition for collecting the Goods. The Buyer is obliged to collect the Goods from the designated place within 3 business days after receiving both of the aforementioned pieces of information.
3. In the event of the Buyer choosing delivery of the Goods by courier, delivery will take place by the courier chosen by the Buyer, after paying its costs in the amount indicated when placing the Order. The Seller shall dispatch the shipment containing the Goods subject to the Sales Agreement no later than within 5 business days after the payment of the Price. The total delivery time of the Goods depends on the time required for the courier company to deliver the shipment.
4. In the case of ordering a Sample of the Goods, delivery is made by the courier shipment selected by the orderer, after prior payment of the shipping costs in the amount specified during the Sample order process. The Seller shall dispatch the shipment containing the Sample of the Goods no later than within 5 business days after payment of the shipping costs. The total delivery time of the Sample of the Goods depends on the time required for the courier company to deliver the shipment.

7. INVOICE AND PAYMENTS

1. The following payment methods are available on the Purchasing Platform:
 - bank transfer,
 - payment via online payment service,
 - card payment.
2. In case of choosing payment by bank transfer, the Buyer is obliged to pay the Price within one business day from the date of conclusion of the Sales Agreement, indicating the Order number in the transfer title. The date of posting the Price to the Seller's bank account is decisive.
3. If payment is made using an online payment service, it requires familiarization and acceptance of the rules of such payments, specified by the operators providing these services.
4. The Buyer consents to the Seller issuing invoices in electronic form and sending them to the e-mail address indicated in the Order.
5. The invoice for the Order will be sent by the Seller within 3 business days after receipt of the Goods by the Buyer if the Buyer has chosen personal collection of the Goods or after delivery of the Goods via courier if such a delivery method has been selected.

8. MISCELLANEOUS PROVISIONS

1. These Regulations are available free of charge at: https://fdcm.eu/wp-content/uploads/2025/01/Regulamin_platformy_ENG.pdf.
2. Purchasing Platform Operator reserves the right to modify the Regulations at any time, however, the modification does not apply to services provided and Orders placed before the date of modification or Sales Agreements concluded before that date. The provisions of the Regulations in force on the date of placing the Order by the Buyer shall apply to specific Orders and Sales Agreements.
3. The Regulations are modified by placing them on the Purchasing Platform at least 14 days before the modification comes into effect. In addition, within the specified period, Buyers using the Account and Newsletter services will be informed about the modification by e-mail, in a way that allows them to familiarize themselves with the content of the modification and to terminate the contract for the provision of services in the event of non-acceptance of the modification.
4. Each person using the Purchasing Platform is obliged to do so in a manner consistent with the law and good customs, in particular by respecting personal rights and copyrights and intellectual property rights made available by the Purchasing Platform Operator on the Purchasing Platform and the rights of third parties. It is prohibited to place illegal content on the Purchasing Platform.
5. Any copying or modification of the Purchasing Platform, in whole or in part, and regardless of the purpose of such activities, is prohibited.
6. All rights to the Purchasing Platform, including the text and its graphic elements, IT mechanisms, layout and other elements, are reserved.
7. In matters not regulated by these Regulations, the relevant provisions of Polish law shall apply, in particular the Act of 18 July 2002 on the provision of services by electronic means.