

TERMS AND CONDITIONS FOR WITHDRAWAL FROM A CONTRACT CONCLUDED AT A DISTANCE

In accordance with the Act of 30 May 2014 on Consumer Rights (Journal of Laws 2014, item 827), a consumer who has concluded a distance contract has the right to withdraw from it under the conditions specified below.

1. Right of Withdrawal from the Sales Agreement

The consumer has the right to withdraw from the Sales Agreement concluded at a distance within 14 calendar days from the day on which they received the Goods (or, in the case of a Sales Agreement concerning multiple goods – from the day on which they received the last Goods). The consumer may withdraw from the Sales Agreement without giving any reason and without incurring any costs, except for the costs specified below.

2. Deadline for Withdrawal from the Sales Agreement

To meet the deadline for withdrawal from the Sales Agreement, the consumer must send a clear and unequivocal statement of withdrawal to the Seller before the expiration of the 14-day period. The statement should be expressed clearly and precisely.

3. Procedure for Submitting a Withdrawal Notice

The withdrawal statement from the Sales Agreement may be submitted in written or electronic form to the Seller's contact details provided to the consumer during the Order process. The Seller is obliged to promptly confirm receipt of the statement, no later than within 14 calendar days from receiving it, via electronic means (e-mail).

4. Start of the Deadline Period

The withdrawal period from the Sales Agreement begins:

- on the day the consumer or a third party indicated by the consumer, other than the carrier, takes possession of the Goods.
- In the case of a Sales Agreement covering multiple goods delivered separately, in batches, or in parts – on the day the consumer or a third party indicated by the consumer, other than the carrier, takes possession of the last Goods, batch, or part.

5. Effect of Withdrawal from the Sales Agreement

Upon withdrawal from the Sales Agreement, the contract is considered null and void. The Consumer and the Seller are obligated to mutually return the performances received.

6. Refund by the Seller

The Seller is obliged to refund the consumer all payments made by them, including delivery costs, within 14 calendar days from the date of receiving the consumer's withdrawal statement from the Sales Agreement. The refund shall be made using the same payment method that the consumer used when placing the Order, unless the consumer agrees to a different refund method that does not incur any additional costs for the consumer.

If the Seller has not offered to collect the Goods from the consumer, they may withhold the refund until they have received the Goods back or the consumer has provided proof of returning the Goods, whichever occurs first.

7. Return of the Goods by the Consumer

The consumer is obliged to immediately, no later than within 14 calendar days from withdrawal from the Sales Agreement, return the Goods to the Seller or hand them over to a person authorized by the Seller to receive the Goods. The cost of returning the Goods shall be borne by the consumer.

The Goods should be returned to the address individually agreed upon by email, by contacting the Seller at the address provided during the Order.

Attaching the completed withdrawal form will facilitate and speed up the procedure of returning the Goods and the funds. The withdrawal form is an attachment to this document.

8. Consumer's Liability for the Goods

The consumer is liable for any diminished value of the Goods resulting from use beyond what is necessary to establish the nature, characteristics, and functioning of the Goods.

9. Costs Incurred by the Consumer

The consumer bears the cost of returning the Goods. These costs include, among others, packaging, securing, and shipping the Goods to the Seller.

Additionally, if the consumer chose a delivery method other than the least expensive standard delivery option available on the Purchasing Platform, the Seller is not obliged to refund the additional delivery costs incurred by the consumer.

These terms of withdrawal from the Sales Agreement comply with the provisions of the Consumer Rights Act and are intended to provide consumers with protection when entering into distance contracts.

Appendix no. 1:

Template

Place, date

Full name of the seller

Registered office address of the seller

Customer's full name

Customer's address

Statement of Withdrawal
from a Distance Contract or a Contract concluded Outside the Business Premises

Pursuant to Act of 30 May 2014 on Consumer Rights (Article 27), I hereby withdraw from the contract concluded on at a distance*/outside the business premises* without giving any reason.

I will return the goods in accordance with the terms of the contract.

Please refund the price of the goods to the bank account*..... / in the same way as the payment for the goods was made.*

.....

Consumer's Signature

* Cross out where not applicable

Attachment: proof of purchase*/ *contract* * (recommended)