

TERMS AND CONDITIONS OF THE ONLINE STORE THE DOTS COSMETICS

§ 1. Definitions

For the purposes of the Terms and Conditions, the following meanings of the following terms are used:

1. Price - value expressed in monetary units, which the Buyer is obliged to pay to the Seller for the Goods;
2. Buyer - a natural person, legal person or organizational unit with legal capacity, in particular, a Consumer;
3. Consumer - a natural person concluding an Agreement with the Seller not directly related to its business or professional activity or a natural person concluding an Agreement with the Seller directly related to its business activity, when the content of the Agreement shows that it does not have a professional nature for that person, resulting in particular from the subject of its business activity;
4. Pre-sale - the process of collecting orders by the Seller for Goods that will be available for sale from a certain date, and concluding Agreements before the planned date of introducing the Goods for sale;
5. Terms and Conditions - Terms and Conditions of The Dots Cosmetics online store, available at www.thedotscosmetics.com;
6. Store - an online store operating at www.thedotscosmetics.com and its subdomains;
7. Seller - The Dots Cosmetics – Agata Głaba-Buzalska, 49A/22 Niepołomicka Street, 80-180 Gdańsk, Poland, Tax Identification Number (NIP): PL6891230011;
8. Goods - all movable items offered by the Seller as part of the Store;
9. Outlet Goods - Goods for which the Buyer has been clearly informed that a specific feature of the Goods differs from the typical requirements of compliance with the Agreement, e.g. in terms of completeness, quality, functionality, etc.;
10. Agreement - an agreement concluded between the Seller and the Buyer, the subject of which is the sale of Goods to the Buyer;
11. Digital Services - services allowing the Buyer to:
 - generation, processing, storage or access to data in digital form;
 - joint use of data in digital form that has been sent or generated by the Buyer or other users of the Digital Service;
 - other forms of interaction with digital data;
12. Electronic Services - all electronic services provided by the Seller to the Buyer via the Store. Digital Services are a type of Electronic Services.

§ 2. Preliminary provisions

1. The Seller, through the Store, conducts retail sales of Goods, while also providing Electronic Services to the Buyer. The Buyer may purchase the Goods indicated on the Store's website or specified as part of the Pre-Order.
2. The Terms and Conditions define the terms and conditions of using the Store, as well as the rights and obligations of the Seller and Buyers.
3. To use the Store, including in particular to place an order, it is not necessary to meet specific technical conditions by the Buyer's computer hardware or software. Sufficient are:
 - Internet access,
 - standard, up-to-date operating system,

- a standard, up-to-date web browser with cookies enabled,
 - having an active e-mail address.
4. In the event that it is necessary to meet additional technical conditions to use the Goods, other than those indicated in paragraph 3, the Seller will inform the Buyer about it before placing the order, e.g. by including technical requirements in the description of the Goods.
 5. The conclusion of the Agreement for the sale of Goods may not be made anonymously or under a pseudonym. The Buyer should indicate true and complete personal data in order to be able to conclude such an agreement.
 6. It is forbidden to provide unlawful content when using the Store, particularly by sending such content via the forms available in the Store.
 7. For the avoidance of doubt, the Seller indicates that:
 - a. Agreements that concern the sale of Goods are agreements obliging to transfer the ownership of the Goods, to which the provisions of Polish law apply (chapter 5a of the Act of 30 May 2014 on consumer rights);
 - b. Agreements that relate to Electronic Services may (but do not have to) be agreements for the supply of digital content or digital services, to which the provisions of Polish law apply (Chapter 5b of the Act of 30 May 2014 on consumer rights).
 8. The product may differ from the illustrative one, both in size and in the location of the prints, which may change. The goods are manufactured in a manufactory, they may have slight imperfections related to the production process, which in no way affect their usability.

§ 3. Electronic Services for the Store

1. The Seller provides Electronic Services to the Buyer.
2. The basic Electronic Service provided to the Buyer by the Seller is to enable the Buyer to place an order in the Store, which leads to the conclusion of a Sales Agreement with the Seller. Placing an order is possible without having an account in the Store.
3. If the Buyer decides to set up an account in the Store, the Seller also provides the Buyer with an Electronic Service to set up and maintain an account in the Store. The account stores the Buyer's data and the history of orders placed by him in the Store. The Buyer logs in to the Account using his e-mail address and a password defined by him. The Buyer is obliged to secure access to his User account against access by unauthorized parties and is also obliged not to disclose the login and password to any third parties.
4. If the Buyer decides to subscribe to the newsletter, the Seller provides the Buyer with an Electronic Service consisting of sending the Buyer e-mails containing information about news, promotions, products, or services of the Seller. Subscription to the newsletter is done by completing and sending the subscription form to the newsletter, or by checking the appropriate checkbox when placing the order. The buyer may unsubscribe from the newsletter at any time by clicking the unsubscribe button that is included in each message sent as part of the newsletter. The Buyer may also send an e-mail to the Seller with a request to unsubscribe from the newsletter database.
5. Electronic Services are provided to the Buyer free of charge. However, Contracts for the sale of Goods concluded via the Store are payable.
6. In order to ensure the safety of the Buyer and the transfer of data in connection with the use of the Store, the Seller takes technical and organizational measures appropriate to the degree of threat to the security of the Electronic Services provided, in particular measures to prevent the acquisition and modification of personal data by unauthorized persons.

7. The Seller takes steps to ensure the proper functioning of the Store. The Buyer should inform the Seller about any irregularities or interruptions in the functioning of the Store.
8. Due to the fact that the Store is an ICT system managed by the Seller, the Seller may carry out technical and IT works aimed at developing the Store and providing Electronic Services at the highest level.
9. As part of the development of the Store, the Seller may in particular:
 - add new functionalities and change or remove existing functionalities within the Store;
 - introduce the Store to other types of devices, e.g. mobile devices;
 - share an application related to the Store.

§ 4. Placing an order

1. The buyer can place an order as a registered customer or as a guest.
2. A registered customer is a Buyer who has an account in the Store.
3. If the Buyer has an account in the Store, he should log in to it before placing an order. Logging in is also possible when placing an order.
4. All descriptions of the Goods available on the Store's website do not constitute an offer within the meaning of the relevant provisions of civil law, but an invitation to conclude an Agreement.
5. Placing an order is done by adding the Goods that the Buyer is interested in into the basket, and then completing the order form. In the form, it is necessary to provide the data necessary to complete the order. At the stage of placing the order, the method of delivery of the ordered Goods and the method of payment for the order is also selected. The condition for placing an order is acceptance of the Terms and Conditions, which the Buyer should read beforehand. In case of any doubts regarding the Terms and Conditions, the Buyer may contact the Seller.
6. In the case of Goods that are Outlet Goods, an additional condition for placing an order is to mark the checkbox that the Buyer agrees to purchase defective Goods.
7. In the order form, the Buyer must provide true personal data. The buyer is responsible for providing false personal data. The Seller reserves the right to suspend the execution of the order in a situation where the Buyer has provided false data or when the data raises the Seller's reasonable doubts as to their correctness. In this case, the Buyer will be informed by phone or e-mail about the Seller's doubts. In such a situation, the Buyer has the right to explain all circumstances related to the verification of the accuracy of the provided data. In the absence of data allowing the Seller to contact the Buyer, the Seller will provide any explanations after the Buyer makes contact.
8. The Buyer declares that all data provided by him in the order form are true, while the Seller is not obliged to verify their truthfulness and correctness, although he has such a right in accordance with section 7.
9. The ordering process is completed by clicking the order finalizing button. By clicking the button that finalizes the order, the Buyer submits an offer to purchase selected Goods from the Seller, under the conditions specified in the order form.
10. After receiving the order, the Seller, at the latest within 3 (three) business days from the date of receipt of the order, may:
 - accept the offer submitted by the Buyer by accepting the order for execution - in this case, the Agreement for the sale of Goods is concluded upon delivery to the Buyer of a message confirming the acceptance of the order for execution,

- may not accept the Buyer's offer and cancel the order - in this case, the Goods Sale Agreement is not concluded, and all payments are returned to the Buyer, provided that the Buyer made them at the stage of placing the order.

§ 5. Presale

1. The Seller, in relation to certain types of Goods, may but does not have to, organize a Presale.
2. Pre-Order Goods are clearly marked within the Store as Pre-Order Goods. On the website of such Goods, the Seller provides information from what date the Goods will most likely be available and from what date the Goods will most likely be shipped.
3. For the purposes of concluding Agreements as part of the Presale, the provisions of § 4 shall apply accordingly.
4. The Seller reserves the right to change the date referred to in paragraph 2, especially as a result of delays in the delivery of Goods by third parties (e.g. producers). The Seller will inform the Buyers about any changes to the dates related to the Presale by posting information in the Store and sending an e-mail to the address provided by the Buyer.
5. In the event that the sale of the Goods is not possible under the conditions provided for in the Presale (e.g. suppliers fail to provide the appropriate quantity or types of materials, the price of materials will increase, etc.), the Seller shall inform the Buyer of these circumstances.
6. If the Buyer who is a Consumer does not agree to extend the date of delivery of the Goods or change the terms of sale of the Goods, he may resign from purchasing the Goods, and the Seller returns to such a Buyer all payments made as part of the Presale.

§ 6. Delivery

1. The delivery methods available to choose from are described on the Store's website and presented to the Buyer at the stage of placing the order. The cost of delivery of the order is borne by the Buyer unless the Seller indicates otherwise on the Store's website. The Seller has the right to decide to divide the order into several separate shipments without incurring additional costs from the Buyer.
2. For all orders over 100 PLN, shipping via InPost within Poland is free.
3. In the event of failure to collect the Goods or the Buyer's refusal to collect the Goods and their possible return to the Seller, the Buyer may be obliged to compensate the Seller for the damage suffered by the Seller as a result of not collecting the Goods, e.g. in the form of shipping costs covered by the Seller.
4. Please note: Orders in the UK are delivered to a UPS Access Point instead of directly to your home. Please take this into consideration when placing your order.

§ 7. Price and payments

1. The available payment methods for the order are described on the Store's website and presented to the Buyer at the stage of placing the order.
2. If the Buyer chose online payment when placing the order, after clicking the button finalizing the order, he will be redirected to the payment gateway operated by an external payment operator in order to make the payment for the order. If the Buyer has chosen payment by bank transfer, after clicking the button finalizing the order, he will be redirected to the Store's website with an order confirmation and payment

instructions. Payment for the order should be made within 3 days of placing the order. After this period, the Seller may assume that the Buyer has resigned from purchasing the Goods and cancel the order.

3. Electronic payments, including card payments, are handled by Tpay National Payment Integrator s.a.,
Plac Andersa 3, 61-894 Poznań,
KRS 0000412357,
NIP PL7773061579,
REGON 300878437,
share capital PLN 5,494,980.00 – paid in full.
4. If the Buyer asks for an invoice, it is delivered to the Buyer electronically, to the e-mail address provided in the order form.
5. All prices given on the Store's website are gross prices.
6. International shipping and customs taxes are not included in the price of our products. The customer is responsible for paying all shipping and customs tax fees associated with their order. The shipping fee will be calculated and displayed during the checkout process. The customer is responsible for ensuring the accuracy of their shipping address, and any additional fees that may be incurred due to incorrect or incomplete information will be the responsibility of the customer.
7. The Seller is entitled to provide the Buyers with discounts, discounts or other preferences related to the price of their own choice, in particular as part of an organized promotional campaign. The details of promotional campaigns are specified in separate terms and conditions of promotional campaigns. The buyer is not entitled to demand rebates, reductions or other preferences that do not result from the promotional campaign.
8. In each case of informing about the reduction of the Price of the Goods, the Seller, next to the information about the reduced-Price, also publishes information about the lowest Price of this Good, which was in force during the period of 30 days before the introduction of the reduction. If a given Good is offered for sale in a period shorter than 30 days, next to the information on the reduced-Price, the Seller also includes information on the lowest Price of this Good, which was in force in the period from the day the Good was offered for sale until the date of introduction of the reduction.

§ 8. Order fulfilment

1. The execution of the order consists in completing the ordered Goods, packing them for delivery to the Buyer and sending the shipment to the Buyer in accordance with the form of order delivery chosen by the Buyer.
2. The order is considered completed when the shipment is sent to the Buyer (entrusting the shipment to the carrier engaged in the transport). In the case of delivery via a carrier, the Seller will inform the Buyer about the preparation of the Goods for shipment and handing over the shipment to the carrier. The exact date of delivery of the Goods is determined by the carrier unless the carrier allows the Buyer to specify the exact date and time of delivery. If the carrier provides such functionality, the Seller will provide the Buyer with the data needed to monitor the transport of the Goods, in particular a link to the carrier's website or to the carrier's application.
3. The buyer is obliged to examine the shipment in time and in the manner accepted for such shipments. If the Buyer found that the Goods were lost or damaged during transport, he is obliged to take all actions necessary to determine the carrier's liability, e.g. in the form of writing a damage report.

4. The order completion time is 5 business days unless a longer period has been clearly indicated by the Seller in the description of the Goods. In such a situation, by placing an order, the Buyer agrees to a longer order completion date resulting from the description of the Goods.
5. The ordered Goods should be released to the Consumer within 30 days unless a longer period has been clearly indicated by the Seller in the description of the Goods. In such a situation, by placing an order, the Buyer agrees to a longer order completion date resulting from the description of the Goods.
6. If the Buyer orders Goods with different delivery times, the binding deadline for the Seller to complete the entire order is the longest of all the Goods included in the order, whereby the Seller may propose to divide the order into several independent shipments in order to speed up the delivery time in relation to some of the Goods.

§ 9. Withdrawal from the Consumer Agreement without giving a reason

1. The Consumer has the right to withdraw from the Goods Sale Agreement, which was concluded via the Store, without giving any reason within 14 days from the date of taking possession of the Goods by the Consumer, or a third party indicated by the Consumer, other than the carrier. If the Agreement covers many Goods that are delivered separately, in batches or in parts, the deadline for withdrawing from the Agreement is counted from taking possession of the last Good, its lot or part.
2. The right to withdraw from the Agreement does not apply to the Agreement:
 - in which the subject of the service is a non-prefabricated Good, manufactured according to the Consumer's specification or serving to satisfy his individual needs;
 - in which the subject of the service is Goods that deteriorate quickly or have a short shelf life;
 - in which the subject of the service is Goods delivered in a sealed package, which cannot be returned after opening the package due to health protection or hygiene reasons if the package was opened after delivery;
 - in which the subject of the service are Goods which, due to their nature, are inseparably connected with other items after delivery;
 - in which the subject of the service is sound or visual recordings or computer programs delivered in a sealed package, if the package was opened after delivery.
3. To withdraw from the Agreement, the Consumer must inform the Seller of his decision to withdraw from the Agreement by an unequivocal statement - for example, by letter sent by post or e-mail.
4. The consumer may use the model withdrawal form available at <https://thedotscosmetics.com/wp-content/uploads/2023/01/03.-Formularz-odstaczenia-od-umowy.pdf>, but it is not mandatory.
5. In order to keep the deadline to withdraw from the Agreement, it is enough for the Consumer to send information regarding the exercise of the Consumer's right to withdraw from the Agreement before the deadline for withdrawing from the Agreement.
6. The Consumer is obliged to return the Goods to the Seller or hand them over to the person authorized by the Seller to collect them immediately, but not later than 14 days from the date on which he withdrew from the Agreement unless the Seller proposed that he would collect the Goods himself. To meet the deadline, it is enough to send back the Goods before its expiry.
7. The consumer bears the direct costs of returning the Goods.

8. In the event of withdrawal from the Agreement, the Seller returns to the Consumer all payments received from the Consumer, including the costs of delivering the Goods (except for additional costs resulting from the method of delivery chosen by the Consumer other than the cheapest usual method of delivery offered when placing the order), immediately, and in any case not later than 14 days from the date on which the Seller was informed about the decision to exercise the right to withdraw from the Agreement.
9. The refund is made using the same payment methods that were used in the original transaction unless the Consumer expressly agreed to a different solution. In any case, the Consumer does not incur any fees in connection with this return.
10. Suppose the Seller has not offered to collect the Goods from the Consumer himself. In that case, he may withhold the reimbursement of payments received from the Consumer until he receives the Goods back or the Consumer provides proof of its return, depending on which event occurs first.
11. The consumer is responsible for the decrease in the value of the Goods as a result of using them in a way that goes beyond what is necessary to establish the nature, characteristics and functioning of the Goods. The Seller has the right to set off its claims against the Buyer on this account in accordance with art. 498 k.c. and next.

§ 10. Warranty for defects and responsibility for the compliance of the Goods with the Agreement

1. The warranty for defects in the Goods referred to in the provisions of the Civil Code is excluded in the case of Contracts for the sale of Goods, which are concluded by Buyers other than the Consumer.
2. The provisions on liability for the compliance of the Goods with the Agreement, which is contained in the Polish law (the Act on consumer rights), including the provisions of the Terms and Conditions, apply to the Agreements for the sale of Goods concluded by the Consumer. If the Electronic Services provided by the Seller are also Digital Services, the Seller shall be liable for the compliance of the Digital Services with the Agreement on the terms provided for in Polish law (chapter 5b of the Act on consumer rights).
3. The Seller is responsible to the Consumer for the compliance of the Goods with the Agreement. The conformity of the Goods with the Agreement is assessed in accordance with the provisions of Polish law (the Act on consumer rights).
4. The Seller is liable for the lack of conformity of the Goods with the Agreement existing at the time of its delivery and revealed within two years from that moment, unless:
 - the expiry date of the Goods specified by the Seller, his legal predecessors or persons acting on their behalf is longer;
 - The Agreement applies to Outlet Goods, where the Buyer has expressly consented to the purchase of Outlet Goods.

§ 11. Replacement or repair of Goods inconsistent with the Agreement

1. If the Goods are inconsistent with the Agreement, the Consumer may demand its repair or replacement.
2. The seller may:
 - make a replacement when the Consumer requests repair, or
 - make repairs when the Consumer requests a replacement if bringing the Goods to compliance with the Agreement in a manner chosen by the Consumer is impossible or would require excessive costs for the Seller.

3. If repair and replacement are impossible or would require excessive costs for the Seller, he may refuse to replace or repair in order to bring the Goods into compliance with the Agreement.
4. The Consumer provides the Seller with the Goods subject to repair or replacement, and the Seller collects it at his own expense. The costs of repair or replacement, including, in particular, the costs of postage, transport, labour and materials, shall be borne by the Seller.
5. The Seller shall repair or replace it within a reasonable time, not longer than 21 days, from the moment the Seller was informed by the Consumer about the non-compliance of the Goods with the Agreement, and without undue inconvenience to the Consumer, taking into account the specificity of the Goods and the purpose in which by which the Consumer purchased it.

§ 12. Reduction of the Price or withdrawal from the Agreement in the case of Goods not in accordance with the Agreement

1. If the Goods are inconsistent with the Agreement, the Consumer may submit a statement on reducing the Price or withdrawing from the Agreement when:
 - The Seller refused to repair or replace the Goods in accordance with § 11 para. 3;
 - the Seller has not brought the Goods into compliance with the Agreement;
 - the non-compliance of the Goods with the Agreement continues, even though the Seller has tried to bring the Goods into conformity with the Agreement;
 - the lack of conformity of the Goods with the Agreement is significant enough to justify a reduction in the Price or withdrawal from the Agreement without prior use of the measures referred to in § 11 section 1;
 - it is clear from the Seller's statement or circumstances that he will not bring the Goods into compliance with the Agreement within a reasonable time or without undue inconvenience to the Consumer.
2. The reduced-Price must be in such proportion to the Price resulting from the Agreement, which the value of the Goods inconsistent with the Agreement remains, to the value of the Goods in accordance with the Agreement.
3. The Seller returns to the Consumer the amounts due as a result of exercising the right to reduce the Price immediately, not later than within 14 days from the date of receipt of the Consumer's statement on the Price reduction.
4. The Consumer may not withdraw from the Agreement if the lack of compliance of the Goods with the Agreement is immaterial. It is presumed that the lack of conformity of the Goods with the Agreement is significant.
5. If the lack of conformity with the Agreement concerns only some of the Goods delivered under the Agreement, the Consumer may withdraw from the Agreement only in relation to these Goods, as well as in relation to other Goods purchased by the Consumer together with non-conforming Goods if it is impossible to reasonably expect the Consumer to agree to retain only Goods that comply with the Agreement.
6. In the event of withdrawal from the Agreement, the Consumer immediately returns the Goods to the Seller at his expense. The Seller returns the Price to the Consumer immediately, no later than within 14 days from the date of receipt of the Goods or proof of their return.
7. The Seller shall refund the Price using the same method of payment as used by the Consumer unless the Consumer expressly agreed to a different method of return, which does not involve any costs for him.

§ 13. Personal data and cookies

1. The administrator of the Buyer's personal data is the Seller.
2. The store uses cookies technology.
3. Details related to personal data and cookies are described in the privacy policy available at <https://thedotscosmetics.com/polityka-prezentnosci-i-plikow-cookies/>.

§ 14. Intellectual property rights

1. The Seller instructs the Buyer that the content available on the Store's website and elements of physical products (e.g. graphic designs) may constitute works under the Polish law (the Act of February 4, 1994 on copyright and related rights), to which the Seller or other authorized entities are entitled to copyright as well as databases protected under the provisions on the protection of databases.
2. The Seller instructs the Buyer that the use of content covered by copyright or the use of databases by the Buyer without the consent of the Seller or another authorized entity, except for use within the framework of fair use, constitutes a violation of intellectual property rights and may result in civil or criminal liability.
3. The Seller may conclude a separate license agreement with the Buyer related to the Buyer's use of content or databases belonging to the Seller (e.g. by using product photographs, using product descriptions, etc.). In order to conclude such an agreement, the Buyer should contact the Seller with a proposal to conclude a license agreement, informing the Seller in particular about the purposes for which it intends to use the content or databases belonging to the Seller, and about the assumed duration of use. Upon receipt of such a proposal, the Seller will submit an offer in accordance with its own licensing policy.

§ 15. Opinions

1. The Seller may provide Buyers with the opportunity to post opinions about the Store, Seller or Goods - as part of the Store or external websites belonging to third parties. In such a case, the provisions of this paragraph shall apply to posting opinions.
2. Posting an opinion is possible after using the Store, in particular after concluding the Agreement, and posting an opinion is possible at any time.
3. The buyer should formulate opinions in a reliable, honest and substantive manner, linguistically correct as far as possible and without using profanity or other words commonly considered offensive.
4. It is forbidden to post reviews:
 - without using the Store first;
 - on Goods that the Buyer has not used or purchased,
 - fulfilling the characteristics of an act of unfair competition within the meaning of Art. 3 of the Act of 16 April 1993 on combating unfair competition of the Polish law;
 - infringing the personal rights of the Seller or a third party;
 - by paid users, in particular in order to artificially increase the rating of the Goods.
5. The Seller may at any time verify whether the opinions posted are compliant with the Terms and Conditions, and in particular, whether they come from Buyers who actually used the Goods or purchased the Goods. In addition, in the event of any doubts of the

Buyer regarding the posted opinions, the Buyer may submit the opinion to the Seller for verification. After receiving the notification from the Buyer, the Seller will take actions appropriate to its capabilities, which will be aimed at verifying the opinion posted.

6. In the event of posting an opinion that does not meet the requirements provided for in the Terms and Conditions, the Seller may refuse to publish the opinion or remove it.

§ 16. Out-of-court methods of dealing with complaints and pursuing claims

1. The consumer has the option of using out-of-court methods of dealing with complaints and pursuing claims. The consumer has, among other things, the possibility to:
 - apply to a permanent amicable consumer court with a request to settle a dispute arising from the concluded Agreement,
 - apply to the voivodeship inspector of the Trade Inspection with a request to initiate mediation proceedings regarding the amicable settlement of the dispute between the Buyer and the Seller,
 - use the assistance of a poviast (municipal) consumer ombudsman or a social organization whose statutory tasks include consumer protection.
2. More detailed information on out-of-court methods of dealing with complaints and pursuing claims can be found on the website <http://polubowne.uokik.gov.pl>.
3. The consumer may also use the ODR platform, which is available at <http://ec.europa.eu/consumers/odr>. The platform is used to resolve disputes between consumers and entrepreneurs seeking out-of-court settlement of a dispute regarding contractual obligations arising from an online sales contract or service contract.

§ 17. Complaints

1. Each Buyer has the right to submit a complaint in matters related to the functioning of the Store or the performance of the Agreement. In order to make it easier for the Consumer to exercise the rights related to the Seller's liability for the compliance of the Goods with the Agreement, the Seller has prepared a model complaint form that the Consumer can use. The template is available at <https://thedotscosmetics.com/wp-content/uploads/2023/01/04.-Formularz-reklamacyjny.pdf>.
2. Complaints should be submitted to the Seller by e-mail to reklamacje@thedotscosmetics.com or by traditional mail to the following address: 49A/22 Niepołomicka Street, 80-180 Gdańsk, Poland.
3. Complaints of the Buyers will be considered on an ongoing basis, but not later than within 14 days from the date of receipt of the complaint by the Seller.
4. The response to the complaint will be sent to the Buyer to the contact provided by the Buyer when submitting the complaint.

§ 18. Final Provisions

1. The Seller reserves the right to introduce and cancel offers, promotions and to change the Prices of Goods in the Store without prejudice to the rights acquired by the Buyer, including in particular the terms of Agreements concluded before the change.
2. The Seller reserves the right to make changes to the Terms and Conditions for important reasons, such as changes in the law, technological changes, or business changes - without prejudice to the rights acquired by the Buyer under the Agreements

concluded before the amendment to the Terms and Conditions. Buyers who have a registered account in the Store will be informed of any change to the Terms and Conditions by sending a message to the e-mail address assigned to the user's account. In the event of non-acceptance of the new Terms and Conditions, the Buyer may delete his user account free of charge.

3. Any disputes related to contracts concluded through the Store will be considered by the Polish common court competent for the place of permanent business activity by the Seller. This provision does not apply to Consumer, in the case of which the jurisdiction of the court is determined on general terms.
4. These Terms and Conditions are valid from 07/08/2024.
5. All archival versions of the Terms and Conditions are available for download in .pdf format - links are below the Terms and Conditions.