

## Regulations of the NAVPOL.COM online store

### I. General Provisions

1. The following Regulations define the rules for making transactions via the NAVPOL.COM online store operating at the address: [www.navpol.com/sklep](http://www.navpol.com/sklep), which is run by the Seller - NAV- POL Szymon Czerep Gorzesław 55A 56-420 Bierutów.

2. Whenever the Regulations refer to:

a) **Price** - it should be understood as the gross price of the Goods placed next to the Goods/in the information about the Goods. The prices given in this way do not include the costs of delivery of the Goods. The prices of the Goods in the Store are given in Polish zlotys including VAT,

b) **Suppliers** - it should be understood as a courier company, another forwarding company and Poczta Polska or another public operator cooperating with the Seller,

c) **Customer** - it means a natural person with full legal capacity and over 18 years of age, as well as a legal person or an organizational unit without legal personality, with legal capacity,

d) **Store** - it means an online store run by the Seller at: [navpol.com/sklep](http://navpol.com/sklep)

e) **Seller** - means a natural person conducting business activity under the name and address: NAV-POL Szymon Czerep Gorzesław 55A, 56-420 Bierutów, NIP: 9111851622, REGON: 363516834

f) **Costs of delivery of the Goods** - it is understood as charges for the delivery of the Goods directly to the Customer,

g) **Goods or Goods** - it means goods offered by the Seller available in the Store,

h) **Order** - it is understood as an order for Goods or Goods placed in accordance with the instruction by the Customer in the Store.

3. The information provided on the Store's website does not constitute an offer within the meaning of the provisions of the Civil Code. They are an invitation to submit offers by customers.

4. The availability of goods is updated from Monday to Friday during standard business hours.

5. The Seller reserves the right to limit the number of Goods offered through the Store.

## **II. Registration and conditions for placing Orders**

1. Customers entitled to place Orders via the Store are Customers:

- a) having the status of a registered user of the Store (registration on the website),
- b) not having the status of a registered user of the Store, who will make purchases using the "purchase as a Guest" option.

2. The status of a registered user of the Store is obtained after performing the following steps:

- a) correctly completing the registration form on the website (in particular, providing the following data: name and surname, correspondence address, telephone number and e-mail address, as well as setting an individual login and access password by the Customer),
- b) activating the account by entering the link sent to the Customer's e-mail address.

Registration activities related to setting up a store account are made once. With each subsequent Order, the Customer uses the previously established login and access password

3. A customer with the status of a registered user of the Store places an order after logging into the Store by adding the Goods to the Basket and confirming the order by clicking the "Confirm Purchase" button.

4. A customer who does not have the status of a registered user of the Store places an order by adding the Good(s) to the Basket; confirmation of the placed Order by clicking the "Confirm purchase" button and providing the data necessary for execution order in accordance with the form provided.

5. After placing the Order, the Customer receives an e-mail with a summary and confirmation of acceptance of the placed Order.

## **III. Conclusion of a sales contract and execution of Orders**

1. Upon confirmation of the acceptance of the Order by the Seller, a contract for the sale of Goods/Products is concluded. The confirmation referred to above takes place by sending information to the Customer in which the Seller confirms the acceptance of the Order placed by the Customer for execution.

2. The Seller reserves the right to additional verification of the Customer's data, e.g. by additional telephone or e-mail contact.

3. The Seller has the right to refuse to execute Orders, in particular:

- a) submitted on an incorrectly completed Order form,

b) indicating the purchase of Goods for resale,

c) submitted in violation of these Regulations.

**4.** Placing Orders in the Store is possible 24/7 all days of the year.

**5.** The goods covered by the confirmed Order are delivered to the Customer by the Seller via a courier company or other selected postal operator.

**6.** Orders concluded via the Store are stored by the Seller's IT system for a period of at least 6 months from the date of order completion. Details of these are made available only to the parties to the contract or at the request of authorized bodies. In addition, each registered Customer has, after logging into his account in the "Customer Zone", access to all his sales contracts concluded via the Store.

**7.** The terms of the contract for the sale of Goods are specified in these Regulations, applicable law and in the course of individual arrangements between the Seller and the Customer.

**8.** The Seller issues and sends to the Customer sales documents, including a VAT invoice and any corrections in electronic form, on request in paper form.

#### **IV. Payment Policy**

**1.** We accept the following forms of payment for purchased by the Customer

Commodity:

a) prepayment in the form of a transfer or payment to the Seller's bank account,

b) by payment card - using the online payment system on the Store's website

c) through the fast online payment system via Przelewy24

**2.** In the case of payment by bank transfer or in the form of a payment to the Seller's bank account, the title of the transfer should include:

- name and surname of the client or company name,

- Order number (sent in a message from the Seller).

**3.** Payments in the form of prepayment should be made to the Seller's individual bank account number, which will be sent each time to the e-mail address provided by the Customer in the confirmation of the placed Order.

## **V. Delivery of the ordered Goods**

- 1.** The Seller executes Orders via the Supplier in the form of a courier shipment, a shipment sent via the postal operator, and also, only after prior arrangement of the rules with the Buyer, in the form of personal collection.
- 2.** Personal collection of the Order may be made by the Customer or a person authorized by him (required written form and prior telephone or e-mail notification).
- 3.** Shipping via the Supplier is carried out up to a maximum of 7 business days (or from the moment the Customer places the Order (in cash on delivery) or from the moment the payment is credited to the Seller's account in the case of prepayment).
- 4.** In exceptional cases (e.g. when it is necessary to import some parts from countries outside the EEA) specified in point 2 time is subject to change.
- 5.** When paying by card, the order fulfillment time must be indicated from the moment of obtaining positive authorization
- 6.** The total costs related to the delivery of the Goods, which, in addition to the price of the Goods, are borne by the Customer, are updated on an ongoing basis and provided on the Store's website [navpol.com/sklep](http://navpol.com/sklep) when placing the Order.

## **VI. Return of purchased Goods**

- 1.** In accordance with applicable regulations, the Customer may return the Goods purchased in the Store without giving a reason. For this purpose, a statement of withdrawal from the contract of sale of the Goods should be made, referring to art. 27 of the Act of May 30, 2014 on consumer rights. Such a statement may be submitted within 14 days (in the case of shipment, the date of the postmark counts) from the date of receipt / collection of the Goods from the Supplier. In the event of withdrawal from the contract for the sale of the Goods in the above-mentioned mode, the Customer is obliged to return the Goods to the Seller within 14 days of submitting a declaration of withdrawal from the contract of sale of the Goods.
- 2.** In the case mentioned in point 1 of the procedure for withdrawing from the sales contract, the contract for the sale of Goods/Goods is deemed not to have been concluded.
- 3.** The returned goods must be factory-packaged and intact, the product packaging and its contents must not bear traces of use (scratches and damage). Direct costs related to the return of the Goods are borne by the Customer.

**4.** The consumer is not entitled to withdraw from the contract in certain situations. They are described in detail in Art. 38 sec. 1 of the Act of 30 May 2014 on consumer rights and concern, among others:

a) contracts related to the provision of services in a situation where the entrepreneur has performed the service in its entirety with the express consent of the consumer, who, prior to the commencement of the service, was informed that after the entrepreneur has completed the service, he will lose the right to withdraw from the contract;

b) a contract the subject of which is an item manufactured according to the consumer's specifications or serving to satisfy his individual needs;

c) a contract the subject of which are items that, after delivery to the Customer, due to their specificity, are inseparably connected with other items.

d) a contract where the subject of the service is an item delivered in a sealed package, and after opening this package, it cannot be returned due to health protection or hygiene reasons, if the package was opened by the Customer after delivery of the product.

**5.** The Seller returns to the Customer the amount due for the returned Goods within 14 days, counting from the date of delivery to the Seller by the Customer of the declaration of withdrawal from the contract for the sale of Goods and receipt of the returned Goods.

**6.** In the event of a need to return funds for a transaction made by the customer with a card seller made a refund to the bank account assigned to the Ordering Party's payment card.

**7.** It may not be possible to return goods ordered at the Customer's special request.

**8.** Withdrawal from the contract of sale of the Goods may be made by completing the withdrawal form from the contract of sale of the Goods available on the website [www.navpol.com/sklep](http://www.navpol.com/sklep)

For each return, a withdrawal form must be completed - in paper form or as an electronic form. No refund will be sent until receipt of the form.

**9.** The correcting invoice will be sent only at the customer's request and only by electronic means

## **VII. Goods complaint**

**1.** Complaints are submitted by completing the complaint form available on the Store's website: [www.navpol.com/sklep](http://www.navpol.com/sklep)

2. Complaints about the Goods will be considered within 14 days from the date of submission of the relevant documents. The customer will be notified about the method of considering the complaint by e-mail or telephone.
3. We provide a 2-year warranty for the goods.

## **VIII. Personal data protection**

1. The Customer's personal data registered in the Store are processed by the Seller as the administrator of personal data on the basis of the Act of May 10, 2018 (Journal of Laws of 2018, item 1000) and Regulation of the European Parliament and of the Council (EU) 2016/679 of April 27, 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation) of April 27, 2016 for the purposes of handling transactions carried out via the Store; arising from legitimate interests pursued by the Seller, and also - based on a separate consent of the Customer - for marketing purposes.
2. Detailed information on the methods and purposes of personal data processing, rights and the period of data storage can be found in the Privacy Policy Information: [www.navpol.com](http://www.navpol.com)
3. In matters related to your personal data, please contact [biuro@navpol.com](mailto:biuro@navpol.com), tel 578597552

## **IX. Contact details**

In all matters related to the goods offered in the Store and the handling of transactions concluded via the Store, the Customer may contact the Seller in the following way:

- a) By post at the following address: NAV-POL Szymon Czerep, Gorzesław 55A,  
56-420 Bierutów
- b) by phone at the telephone number: +48 578597552
- d) via e-mail: [biuro@navpol.com](mailto:biuro@navpol.com)

## **X. Final Provisions**

1. In all matters not covered by these Regulations, the provisions of the Act of 30 May 2014 on consumer rights shall apply.
2. The Regulations enter into force upon its announcement on the Store's website.