

TERMS OF SERVICE

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1. General information

- a) The owner of the online store is ROLGUM s.c. with its registered office at: 61-312 Poznań, ul. Spławie 64.
- b) NIP 782-00-65-812, REGON 630188450, phone +48 515-859-012, e-mail: info@rolgum.com
- c) The Customer is obliged to read the content of these Terms of Service and is bound by their provisions from time to time.
- d) The Store reserves the right to introduce changes to the Store's Terms of Service. The Customer is subject to the Terms of Service which are valid at the time of purchase.
- e) The Store reserves the right to change prices of offered products and to introduce new products to the offer as well as withdraw products from the offer. The price given for each product is binding at the time of placing an order by the Customer.
- f) Producer and brand names are the property of their respective owners and are displayed on the store's pages for information purposes only.
- g) The photos are presented in the Store for illustrative purposes. The goods sold may slightly differ from the goods shown in the photos.

DEFINITIONS:

Customer – a consumer, entrepreneur with features of a consumer, entrepreneur – making purchases in the Store.

Consumer – a natural person making a purchase in the Store, which is not directly related to their economic or professional activity.

Entrepreneur with features of a consumer – a sole proprietor if a purchase in the Store is not of a professional nature.

Entrepreneur – a natural person, legal person and

organizational unit, conducting economic or professional activity in their own name.

2. Placing orders

- a) A necessary condition for order fulfilment is the provision of accurate personal (company) information and contact details enabling the order to be verified and confirmed.
- b) No registration is necessary to place orders in the Store.
- c) The Customer has the right to cancel the order before its dispatch by contacting the Store by phone or e-mail.
- d) The order is placed at the moment of its confirmation by the Seller.
- e) A proof of purchase for companies is a VAT invoice and for consumers – a receipt delivered with the goods. These documents are the basis for the return of the goods or complaint.

3. Execution of orders

- a) Fulfilment of an accepted order starts at the time of crediting funds in the Store's account
- b) If payment by bank transfer is chosen, the Buyer should pay for the order within 5 working days from the date of placing the order. After the expiry of this deadline, the Store's offer is not binding and the order will be cancelled.
- c) An order will only be fulfilled if the goods are available in stock at the time of placing the order. If the goods ordered are not available, the Customer will be notified about the status of the order. In such a situation, the Buyer has the possibility to decide on the method of order execution (partial execution, extension of waiting time, cancellation of the entire order). If the Customer has made a prepayment and the order has been cancelled or is to be partially executed, the Store will refund the amount due within 5 working days from the date of the decision.

4. Delivery

Preparation of the order takes up to 2 business days. The delivery time is 3-5 business days.

a) Shipping only to European Union countries. Deliveries are handled by courier companies: GLS, DPD, DHL and other.

b) The Store is not responsible for the extension of delivery time by a courier company.

c) The cost of shipment to EU countries is subject to individual pricing.

d) At the moment of receiving the parcel the Customer is obliged to check its content in the presence of the courier. If the parcel is damaged or incomplete, a handover report signed by the recipient and the courier delivering the parcel should be written. This document, together with the purchase invoice, will be the basis for a complaint.

e) Failure to collect the parcel results in charging the Customer with transport costs related to the delivery and return of the parcel.

f) If the delivery is not made due to an incorrect address, the Store shall not be liable. Such an order can be: cancelled (the Store will return the prepaid amount minus the delivery cost) or re-shipped (the Store will send the goods again after receiving payment for additional delivery cost).

5. Payment



On-line payments are handled by Przelewy24

All prices are quoted in PLN and include VAT.

The following payment methods are available:

- Payment card

- Bank transfer to indicated account

Transfer details:

ROLGUM s.c. ul. Spławie 64 61-312 Poznań

Bank: Pekao S.A. SWIFT: PKOPPLPPW

IBAN: PL 30 1240 1747 1111 0000 1845 8776

6. Warranty

- a) All the parts sold in the Store are new and have a 12-month manufacturer's warranty.
- b) The warranty rights can be exercised based on purchase invoice or fiscal receipt.
- c) When sending back the goods under complaint, a copy of the purchase document together with a description of the reasons for the complaint should be attached to the consignment.
- d) Complaints shall be processed within 14 days from the date of their receipt by the Seller.
- e) After accepting the complaint, the Store will send the goods of full value. If this is not possible, the Store will make a refund.
- f) The seller's liability under the warranty in relation to buyers who are entrepreneurs or entrepreneurs with features of a consumer is reduced to 1 year.

7. Return of goods

a) When purchasing online, a Buyer who is a consumer (within the meaning of the Civil Code) has the right to withdraw from a contract of sale of goods purchased in a store, without giving reasons and without incurring any costs (except for the costs of returning the shipment) in accordance with the Consumer Rights Act of 30 May 2014 (Dz.U. 2014r. poz. 827 with changes) within 14 calendar days from the date of delivery/receipt of goods.

The declaration of withdrawal from the contract should be made in writing (submitted by e-mail or letter) and contain the following information:

the Consumer's name and address

the Seller's name and address

the date of sale of the goods

the type and quantity of goods purchased

the date of receipt/collection of goods by the Buyer

the bank account to which the Store is to refund the money

8. Dispute settlement

The law applicable to the settlement of disputes between the

Seller and the Customer of the store is Polish law.

[WITHDRAWAL FORM](#) (.pdf)

b) In the event of withdrawal from the contract, the Consumer is obliged to return the goods at their own expense, within a period no longer than 14 days from the date of withdrawal from the contract.

c) The condition for accepting the return is to return the goods to the Seller without any traces of use together with a set of documents, i.e. a copy of the purchase invoice or a fiscal receipt (ORIGINAL) and a declaration of withdrawal from the contract.

d) The amount due for the returned goods shall be returned within 14 days from the date of receipt of goods by the Seller to the bank account indicated by the Buyer. The amount will be reduced by transport costs.