**REGULATIONS OF STOLARNIA ŁOBZÓW**

**OPERATED BY ENTREPRENEUR KRZYSZTOF CIEPAŁ TRADING UNDER THE NAME: STOLARNIA ŁOBZÓW KRZYSZTOF CIEPAŁ**

This regulation specifies the rules for making purchases at the Seller's brick-and-mortar store located in Łobzów (Łobzów 22, 32-340 Wolbrom), at the online store operated by the Seller at www.stolarnialobzow.pl, and in online auctions conducted through the Allegro.pl portal (user: Kris\_C-83).

The Seller is **Krzysztof Ciepał, conducting a sole proprietorship under the name: STOLARNIA ŁOBZÓW Krzysztof Ciepał** (address: Łobzów 22, 32-340 Wolbrom), registered in the Central Register and Information on Economic Activity (NIP: 6371988351, Regon: 122212207), hereinafter referred to as "**the Seller**" in the following part of this Regulation.

Contact with the Seller can be made:

* Using the following phone numbers:

Mobile: 784 357 427

Mobile: 660 611 853

Landline: 32 664 23 54

* Through the email address: biuro@stolarnialobzow.pl

Via the form available on the Allegro.pl auction portal (user Kris\_C-83)

* Through the website at www.stolarnialobzow.pl using the "FORM" tab.

**§ 1. Definitions**

1. **Regulations** - these Regulations, specifying the general terms and conditions of goods sales and their subject matter, as well as the rules for providing electronic services by Krzysztof Ciepał, conducting a sole proprietorship under the name: STOLARNIA ŁOBZÓW Krzysztof Ciepał in Łobzów (Łobzów 22, 32-340 Wolbrom), through the brick-and-mortar store located in Łobzów (Łobzów 22, 32-340 Wolbrom), and through the website at www.stolarnialobzow.pl, as well as online auctions on the Allegro.pl portal (user: Kris\_C-83), referred to in Art. 8(1)(1) of the Act of 18 July 2002 on the provision of electronic services (consolidated text, Journal of Laws of 2013, item 1422).
2. **Seller** - Krzysztof Ciepał conducting a sole proprietorship under the name: STOLARNIA ŁOBZÓW Krzysztof Ciepał in Łobzów (Łobzów 22, 32-340 Wolbrom), registered in the Central Register and Information on Economic Activity (NIP: 6371988351, Regon: 122212207), operating a brick-and-mortar store in Łobzów (address: Łobzów 22, 32-340 Wolbrom), an online store located at the website www.stolarnialobzow.pl, and conducting online auctions through the Allegro.pl auction portal (user: Kris\_C-83).
3. **Buyer** - a ~~natural~~ person who has reached at least 13 years of age, and in the case of being under 18 years of age, requires consent from their legal representative. It also includes legal persons and organizational units without legal personality but granted legal capacity under specific regulations. The Buyer has registered their order, made a payment as specified in the price list, and provided consent in accordance with the Act on the Protection of Personal Data (consolidated text, Journal of Laws of 2016, item 922, as amended) for the processing of their personal data contained in the order form for the purpose of using the Stolarnia Łobzów e-shop and potentially for marketing purposes related to its functioning.
4. **Consumer** - a ~~natural~~ person who enters into a legal transaction with the entrepreneur not directly related to their economic or professional activity.
5. **Online Store** - a store located at www.stolarnialobzow.pl and on auctions on the allegro.pl portal conducted by the user Kris\_C-83, hereinafter referred to as the e-shop, enabling purchases through the Internet.
6. **Goods** - movable property covered by the Sales Agreement.
7. **Additional Service** - a service provided by the Seller to the Buyer outside the brick-and-mortar store in Wolbrom, Łobzów 22, related to the nature of the sold Goods.
8. **Sales Agreement** - a sales agreement of Products within the meaning of the Civil Code, concluded between the Seller and the Buyer, using means of distance communication (including telephone).
9. **Product** - goods and additional services presented in the Seller's offer.
10. **Parties** - the Seller and the Buyer (each of them individually - **Party**).
11. **Online Store Website** - any page or subpage located at www.stolarnialobzow.pl.
12. **Public Holidays** - public holidays according to Art. 1 of the Act of 18 January 1951 on public holidays (Journal of Laws of 2015, item 90).
13. **Order** - the Buyer's declaration of will unambiguously specifying the type and quantity of Products, which simultaneously constitutes the conclusion of the Sales Agreement in the entrepreneur's premises or remotely through the Online Store.

**§ 2**

**General Rules**

1. The condition for placing an order by the Buyer at the Brick-and-mortar Store or the Online Store is to familiarize themselves with these Regulations and accept its provisions during the order process. In case of any doubts, the Seller declares that the Regulations do not exclude any rights of the Consumer resulting from mandatory provisions of the law.
2. The Brick-and-mortar Store and the Online Store conduct retail sales at the premises located in Łobzów (Łobzów 22, 32-340 Wolbrom) and through the Internet.
3. All products offered in the Online Store are brand new, made to the individual order of the Buyer, originally packaged, free from physical and legal defects. The Seller declares that they have been introduced to the Polish market in a legally permissible manner.
4. The Seller offers the goods presented in Stolarnia Łobzów online store at specified prices according to the price list and based on the following principles.
5. The Seller makes every effort to ensure that the goods listed and described on the website and the auction portal allegro.pl are continuously updated. In case any of the ordered goods are unavailable, the Seller will promptly inform the Buyer via telephone or email using the contact information provided by the Buyer.
6. The Seller declares that they conduct their business in accordance with good practices and in a manner that does not distort or may distort the average consumer's market behavior before, during, or after the conclusion of the contract concerning the product.
7. Sales to EU countries:
8. The Seller declares that they are an active VAT taxpayer.
9. The Seller allows mail order sales to other EU countries. In such cases, the Seller will issue a VAT invoice to the Buyer, regardless of their status as a natural or legal person.
10. In the case of international sales, the Buyer has the same rights and obligations as a Buyer from Poland – including the right to receive information before the conclusion of the contract, receipt of written confirmation of the transaction, withdrawal from the contract, payment obligations, etc. - in accordance with the Regulations.
11. For international sales, the Seller will inform the Buyer about the cost of product delivery and the delivery time. In case of any delays, the Seller will inform the Buyer.
12. This Regulation does not exclude any rights of the Buyer resulting from mandatory provisions of the law. If any provision applied by the entrepreneur conflicts with the law of a specific country, the provisions of that specific law will take precedence in transactions with the Consumer.

**§ 3. Conclusion of the Agreement, Placing Orders**

1. In order to place an order, the Buyer may either submit the order directly or register as a user of Stolarnia Łobzów online store. This registration is free of charge. The Seller undertakes to protect personal data in accordance with the Act of August 29, 1997, on the Protection of Personal Data, consolidated text (Journal of Laws of 2002, No. 101, item 926, as amended). The Buyer has the right at any time to access their own user account data, including personal information, to make corrections, and to request the cessation of their use and deletion.
2. Orders can be placed 24 hours a day, all year round, through the purchasing system that is an integral part of Stolarnia Łobzów online store and through the auction system on the allegro.pl portal, following the separate rules of the portal provided on the allegro.pl website. Orders can also be placed via email and telephone. Placing orders at the Brick-and-mortar Store is only possible from Monday to Friday during the opening hours of the store.
3. An agreement concluded by telephone requires confirmation of its content on paper or another durable medium. The consumer's statement regarding the conclusion of the agreement is effective if it has been recorded on paper or another durable medium after receiving confirmation from the Seller.
4. Orders placed on weekdays after 2:00 PM, on Saturdays, Sundays, and holidays will be processed on the next working day.
5. The Seller shall provide the Buyer, who is a consumer, with a document of the agreement concluded outside the business premises or a confirmation of its conclusion, recorded on paper or, with the consent of the consumer, on another durable medium.
6. The essential condition for concluding an agreement and fulfilling an order is to provide all the necessary data required in the order form. The order is effective if the Buyer correctly specifies the type and quantity of the purchased Goods, provides their contact information, including the precise delivery address, telephone number, and email address.
7. In connection with the placed order, the Seller may contact the Buyer, especially to verify the order. This verification will take place before order fulfillment. It may involve telephone calls or email correspondence with the Buyer to confirm the accuracy of the order. The contact is at the expense of the Seller. The need for order verification may affect the processing time of the order.
8. It is noted that in the event of inaccuracies in the order necessary for its fulfillment (especially concerning incorrect presentation of personal or delivery data), the Seller may:
* Contact the Buyer to make corrections; or
* Cancel the order (especially in the case of unsuccessful attempts to contact the Buyer), in which case the reservation for shipments paid by bank transfer requires a prior full refund of the payment made to the Buyer's account and at the expense of the Seller from the account from which the transfer was made.
1. Before sending the order, the Seller will provide the Buyer with information regarding the specification of the ordered Goods.
2. The Buyer consents to receiving and sending electronically, to the email address specified by them, electronic images of settlement documents, in particular: invoices with attachments, corrective invoices with attachments, and forms. The Buyer agrees to receive and send invoices electronically by the Seller in accordance with the regulation of the Minister of Finance of December 17, 2010, on the transmission of invoices in electronic form, rules for their storage, and the method of making them available to the tax authority or tax inspection authority.

**§ 4. Price and Payment Terms**

1. The price of the goods is determined by the offer of Stolarnia Łobzów online store and the content of the order placed by the Buyer, in accordance with the current price list in the online store. In the case of individualized orders prepared according to the dimensions provided by the Buyer, the price will be determined individually within 3 days from the date of placing the order and communicated to the Buyer in the same manner. In this case, order fulfillment will commence after the Seller receives confirmation of the order at the specified price within 3 days.
2. The price of the goods includes all charges related to the Goods, meaning that the offered price is the gross price of the goods, including the applicable VAT rate. The price is expressed in PLN, and in the case of international sales, it is possible to indicate the price in another currency. The stated prices do not include the costs of delivering the Products (delivery costs are specified in the subsequent part of the Regulations).
3. A receipt is a standard document confirming the purchase.
4. A VAT invoice is issued at the Buyer's request for both companies and private individuals. A VAT invoice is also issued for each international sale.
5. Placing an order entails an obligation to make payment. Payment includes the price of the goods and delivery costs. Delivery costs are specified in the transportation price list or determined individually, especially for international deliveries and non-standard sizes. The amount of fees depends on the type of transportation and the place of delivery.
6. The Buyer has the option to pay for the purchased goods through bank transfer - prepayment, debit/credit card, PayU, or cash on delivery.
7. The Seller ceases to be bound by the Buyer's order placed under the prepayment system if the payment (transfer or card payment) is not received in the specified account within 14 days from the date of sending the order confirmation email.
8. When making a bank transfer, it is essential to include the order number provided in the confirmation email in the transfer title. This is a necessary condition for order fulfillment. If this condition is not met, the Seller will attempt to obtain the order number from the Buyer. If the payment cannot be identified, its amount will be refunded to the Buyer's account within 7 (seven) days, and the related order will be considered invalid and canceled.
9. Bank account number for making payments in Polish currency: 30114020040000370274011288, ~~held at~~ - mBank.

**§ 5. Order Fulfillment and Delivery Time**

1. For orders paid by bank transfer, debit/credit card, or e-payment system, the Seller will commence order fulfillment promptly after receiving payment for the order (the date the bank account is credited). For cash on delivery payments, order fulfillment will begin immediately after receiving the order.
2. The fulfillment time is specified in weeks and may vary by +/- 7 days, depending on the order. The parties have the option of individually agreeing on the fulfillment time after prior contact by phone or email, subject to the Seller's acceptance.
3. If the end of the fulfillment time falls on a statutory public holiday, the deadline expires on the next working day.
4. The fulfillment time does not include statutory public holidays and long weekends (e.g., May weekend, etc.). In these cases, the order fulfillment time will be proportionally extended.
5. For deliveries other than personal collection by the Buyer, the delivery will be carried out by a courier company. The delivery will be made in accordance with the fulfillment time specified by the courier company.
6. The purchased goods will be sent to the address provided by the Buyer in the order form, via email, or over the phone (place of performance).
7. Deliveries are carried out both within the territory of the Republic of Poland and in other EU countries, with the costs and delivery time being determined individually in the latter case.
8. The Seller will provide the Consumer with a confirmation of the distance contract on a durable medium in a reasonable time after its conclusion, no later than at the time of delivery of the goods.
9. The package is sealed with tape, which also serves as a seal, and its damage is equivalent to tampering with the shipment. Before accepting the package from the courier, the Buyer should check if the packaging has been damaged during transport. In particular, attention should be paid to the condition of the tapes or seals attached to the package. If the packaging shows signs of damage or the seals (tapes) are broken, the Buyer has the right to refuse acceptance of the shipment and in the presence of the courier, draw up a damage report, and promptly contact the Seller to clarify the matter. Failure to detect any irregularities in the damage report prepared in the presence of the courier may have a negative impact on the outcome of any claims made by the Buyer due to shipment damage or theft during transport.
10. In the event of the Buyer's failure to accept the shipment (goods) without any observed irregularities in delivery, the Seller may:
11. Demand proper performance of the sales contract by the Buyer; or

Claim compensation for the incurred damages (including the cost of product production, order fulfillment, labor, and shipping costs). For this purpose, the Seller will grant the Buyer an additional 14-day period.

1. In the event of an unsuccessful expiry of the term and non-performance of the Contract by the Buyer, the Seller may declare the withdrawal from the Contract. At the same time, the Seller may additionally demand from the Buyer to remedy the damages resulting from non-performance of obligations (including shipping costs, other costs related to non-performance of obligations by the Buyer), or improper performance of obligations.

**§ 6. Delivery Cost**

1. The delivery cost will be provided to the Buyer for acceptance during the ordering process.
2. The determination of the delivery cost will depend on the weight and dimensions of the shipment, payment method, and place of performance. The exact amount of the fee within the territory of Poland will be made available to the Buyer before confirming the order.
3. The delivery cost outside the territory of Poland will be determined individually by the customer service of Stolarnia Łobzów e-store.
4. The fee associated with the delivery of the shipment and payment processing, as specified in the order, is covered by the Buyer, unless the Seller decides, based on a promotional offer, to exempt the Buyer from the obligation to pay such fee in whole or in part – information about the promotional offer will be provided to the Buyer before confirming the order.
5. The delivery cost will be listed as a separate item on the order and the settlement document (invoice or receipt) issued by the Seller to the Buyer, and will constitute a part of the total order value.

**§ 7. Additional Information**

1. The photos of stain colors presented in the Online Store may differ from the actual colors.
2. It is possible to order sample swatches of any colors to compare and choose the most suitable one for the Buyer. The first three (3) sample swatches are provided free of charge, but only if the Buyer places an order for the respective Product. The cost of producing each additional sample swatch is 5 PLN per piece. In the case of placing an Order for a specific Product (e.g., stairs, windowsills, etc.), the samples are sent at the Seller's expense; otherwise, the shipping cost is borne by the Buyer. The final product will match the color of the sample swatch by 70%.
3. The Buyer who orders a demonstration sample, subject to paragraph 2, is obligated to pay for each produced sample and cover the costs of courier delivery. These costs are determined individually depending on the quantity of ordered samples. The Buyer is required to pay for all ordered samples, but in the event of a subsequent successful placement of an Order for the Product, the Seller will refund or deduct the amount paid for the production of 3 (three) samples (as 3 samples are free when placing the order).
4. All Products presented by the Seller are one-sided clean, which means they are sanded only on one side from the front. After consultation with the Buyer, the left or right side can be sanded (applies to concrete steps). On the left side, there may be cracks, knots, or imperfections. Upon request, the Buyer may order double-sided clean products, for example, steps for a metal construction.
5. For double-sided clean Products, i.e., sanded from both the top and bottom, and standard finish on the front, back, left, and right sides (applies to steps for metal or wooden construction), an additional fee is added, which is calculated individually for each specific Order.
6. Podiums that require assembly with foreign pen must be lacquered after assembly.
7. The podium sent to the Customer is lacquered 1-2 times.
8. The Seller's products are made from material with appropriate moisture content (8-12%), which is suitable for interior use in insulated buildings.
9. It is not recommended:
10. to store steps and windowsills in very humid rooms before installation,
11. to install the Product in uninhabited/unutilized buildings (to be inhabited/used in a few years).
12. Stairs and windowsills should be stored/used in rooms with a regular temperature between 15-25°C; different temperatures may cause color changes depending on sunlight exposure.
13. Stairs should be protected with lacquer before installation to limit moisture absorption.
14. If steps and windowsills, painted by the Seller, are later cut by the Buyer, the cut areas should be protected with lacquer.
15. The Seller reserves the right to use photos sent by the Buyer, showing the execution of the Order by the Seller, for marketing purposes. Sending the aforementioned photos by the Buyer also constitutes their consent for processing and using them by the Seller.
16. Other rules regarding storage, usage, and protection can be found in the instruction manual attached to the Product.

**§ 8. Warranty**

1. The Sales Agreement covers new Products. The Seller is obliged to deliver to the Customer goods free from defects. The Seller is liable to the Customer if the Products have a physical or legal defect (warranty). The warranty applies throughout the entire EU.
2. In the event of a defect in the purchased goods from the Seller, the Customer has the right to file a complaint based on the provisions concerning warranty in the Civil Code and the relevant European law.
3. If the Customer is a Business, the parties exclude liability under the warranty.
4. Complaints should be reported in writing or electronically to the addresses provided by the Seller in this Regulation.
5. It is recommended to include in the complaint a concise description of the defect, circumstances (including the date) of its occurrence, the Customer's data submitting the complaint, and the Customer's request regarding the defect of the goods, in accordance with the provisions of the law.
6. The Seller will respond to the complaint request promptly, and if the Customer is a Consumer, no later than within 14 days. If the Customer is a Consumer, and the Seller does not respond to the complaint request within 14 days, it is considered that the Customer's request has been deemed justified.
7. Goods returned as part of the complaint procedure should be sent to the address provided in this Regulation. In the case of a Customer being a Consumer, the cost of delivery will be covered by the Seller.
8. If the Product has a defect, the Customer may:
9. submit a statement about a price reduction or withdrawal from the Sales Agreement unless the Seller promptly and without undue inconvenience for the Customer replaces the defective Product with one free from defects or removes the defect. This limitation does not apply if the Product has already been replaced or repaired by the Seller or if the Seller has not fulfilled the obligation to replace the defective Product with one free from defects or to remove the defect. The Customer may demand the replacement of the defective Product with one free from defects or the removal of the defect instead of the remedy proposed by the Seller unless bringing the Product into conformity with the Sales Agreement in a manner chosen by the Customer is impossible or would require excessive costs compared to the method proposed by the Seller. When assessing the excessive costs, the value of the Product free from defects, the type and significance of the detected defect, and the inconvenience to which the Customer would be exposed by another method of satisfaction are taken into account.
10. demand the replacement of the defective Product with one free from defects or the removal of the defect. The Seller is obliged to replace the defective Product with one free from defects or remove the defect in a reasonable time without undue inconvenience for the Customer. The Seller may refuse to comply with the Customer's request if bringing the defective Product into conformity with the Sales Agreement in a manner chosen by the Customer is impossible or, compared to the second possible method of bringing the defective Product into conformity with the Sales Agreement, would require excessive costs. The costs of repair or replacement shall be borne by the Seller.
11. The rights related to quality defects expire within two years from the date of the product's delivery to the buyer. Claims related to quantity defects should be reported immediately after receiving the shipment, no later than within 7 days.
12. The following are not considered as product defects:
13. differences in the structure and color of wood – wood is a natural material, and its differences in color and grain are not considered defects;
14. changes occurring naturally in the appearance of furniture, window sills, and stairs during normal use – wood is a living material, constantly reacting to changes in humidity, which may cause it to shrink or expand, resulting in surface irregularities in furniture, window sills, and stairs;
15. minor cracks and deformations caused by the natural behavior of wood;
16. allowable warping of the tabletop from 1 to 5 mm in width from 80 to 100 cm;

up to 20% of healthy sapwood in the products.

In the case of minor cracks, the Seller provides a repair kit for the Customer to self-repair the crack.

**§ 9. Warranty**

1. The Products sold by the Seller may be additionally covered by a warranty provided by the manufacturer or distributor.
2. In the case of Goods covered by a warranty, information regarding the existence and content of the warranty is always presented on the Website of the Store or on the Product.

**§ 10. Out-of-Court Dispute Resolution**

Detailed information regarding the possibility for the Consumer to use out-of-court methods for handling complaints and pursuing claims, as well as the rules of access to these procedures, is available at the offices and on the websites of district (city) consumer ombudsmen, social organizations whose statutory tasks include consumer protection, Regional Inspectorates of the Trade Inspection, and at the following internet addresses of the Office of Competition and Consumer Protection:

http://www.uokik.gov.pl/spory\_konsumenckie.php; http://www.uokik.gov.pl/sprawy\_indywidualne.php; <http://www.uokik.gov.pl/wazne_adresy.php>.

**§ 11. Buyer's Rights - Consumer: Withdrawal from the Contract and Return of Goods**

1. The right to withdraw from the Contract is granted exclusively to the Buyer who is a Consumer.
2. In accordance with the Act of May 30, 2014, on consumer rights (consolidated text, Journal of Laws of 2017, item 683), the Consumer may withdraw from the contract concluded with the Seller without stating any reasons within 14 (fourteen) days from the date of receiving the shipment and without incurring any costs, except for the costs specified in Article 33, Article 34(2), and Article 35 of this Act. To meet the deadline, it is sufficient to send the statement before its expiration. The template of the statement on withdrawal from the contract constitutes an attachment to the Regulations.
3. The returned Goods should be sent back in a complete condition, with the product itself and accessories undamaged.
4. In the event of exercising the right to withdraw from the contract, the Buyer shall return the goods at their own cost to the Seller's registered office address. The Consumer is liable for any decrease in the value of the goods resulting from using them in a way that goes beyond what is necessary to ascertain the nature, characteristics, and functioning of the goods.
5. The Consumer has an obligation to return the item to the Seller or hand it over to a person authorized by Stolarnia Łobzów e-shop for collection immediately, but no later than 14 days from the day on which the Consumer withdrew from the contract. To meet the deadline, it is sufficient to return the item before its expiration.
6. Within 7 working days of receiving the Goods, the Seller will conduct an inspection of the Product. If the goods meet the requirements specified in paragraph 3, a corrective invoice will be issued. The original and a copy of the invoice will be sent to the Buyer by priority mail. The Buyer is obliged to return the signed copy of the corrective invoice. The Seller will make the refund no later than 14 days from the date of the Goods being returned or upon receipt by the consumer of proof of its return, whichever occurs earlier.
7. The Entrepreneur will make the refund using the same means of payment as used by the consumer, unless the consumer has expressly agreed to a different method of refund that is not associated with any costs for them. (In the case of payment by payment card, the refund will be made to the account of the payment card used for the payment).
8. The consumer bears the direct costs of returning the goods. If the Consumer has chosen a method of delivery other than the cheapest standard method offered by the entrepreneur, the entrepreneur is not obliged to refund the additional costs incurred by the consumer. Due to the size and weight of the goods, in the case of withdrawal from the contract, returning the goods may be associated with higher costs than regular postal shipment.
9. The right of withdrawal from a contract concluded outside the business premises or at a distance does not apply to the Consumer in relation to contracts:
10. for the provision of services if the entrepreneur has fully performed the service with the express consent of the consumer, who was informed before the performance began that after the service is fully performed, they will lose the right of withdrawal from the contract;
11. in which the price or remuneration depends on fluctuations in the financial market over which the entrepreneur has no control and which may occur before the expiration of the withdrawal period;
12. in which the subject of the service is a non-prefabricated item, manufactured according to the consumer's specifications or serving to satisfy their individual needs;
13. in which the subject of the service is goods that, after delivery, due to their nature, are inseparably connected with other things;
14. in which the consumer has expressly requested that the entrepreneur visit them for urgent repair or maintenance; if the entrepreneur provides additional services other than those requested by the consumer or supplies goods other than spare parts necessary for the repair or maintenance, the right of withdrawal from the contract applies to the additional services or goods.
15. The Buyer is obliged to secure the returned goods in a way that prevents their damage.
16. Shipments sent to the Seller's address with cash on delivery will not be accepted.

**§ 12. Privacy Policy and Personal Data Protection**

1. The Seller is the Administrator of personal databases provided by Buyers in connection with their orders.
2. The Seller undertakes to protect the entrusted personal data in accordance with the Act of 29 August 1997 on the protection of personal data (consolidated text: Journal of Laws of 2016, item 922, as amended).
3. In accordance with this Act, the Buyer has the right to access, correct, and request the cessation and deletion of their data at any time. The Buyer provides the data voluntarily.
4. Personal data is used for the purpose of fulfilling the Agreements, which means that they may be transferred to entities responsible for delivering the purchased goods to the Buyer.

**§ 13. Intellectual Property Rights**

1. All content on the websites of Stolarnia Łobzów e-shop (illustrations, text, names, trademarks, photos, videos) is the property of the Seller. Any partial or complete reproduction of the content, in any manner and on any medium, requires prior written consent from the Seller.
2. All information and content, including software, is protected by intellectual property rights and copyright. The Seller may grant rights for copying, displaying, or distributing the entire content of the website. Any unauthorized use of this content by third parties may be subject to legal proceedings as provided by the law.

**§ 14. Final Provisions**

1. The Seller reserves the right to change prices and the quantity of goods offered in the Stolarnia Łobzów e-shop throughout the day, withdraw specific products from the offer, and introduce new Goods. Changes in prices, parameters, delivery conditions, etc., do not apply to orders that have been placed and confirmed.
2. The Seller reserves the right to make changes to this Regulation. The provisions applicable at the time of placing an order by the Buyer shall apply to Agreements concluded before the change of the Regulation. Changes to the Regulation will be announced on the Seller's website. The changes in the Regulation shall not reduce the scope of consumer protection in relation to the generally applicable laws.
3. The parties may assert their claims in court proceedings, mediation proceedings, or before an arbitrator agreed upon jointly by the parties. The jurisdiction of the court shall be determined in accordance with the provisions of the Code of Civil Procedure.
4. Matters not regulated in this Regulation shall be governed by the provisions of the Act of 30 May 2014 on consumer rights and the Civil Code.

Attachments are an integral part of the Regulation:

1. Attachment no. 1 - Instructions for the use and maintenance of Products,
2. Attachment no. 2 - Template statement of withdrawal from the contract;
3. Attachment no. 3 - Information regarding the use of the right of withdrawal from the contract.
4. This Regulation comes into force on the date of publication on the website of the Internet Shop.