

PFLEIDERER POLSKA ONLINE STORE REGULATIONS

("Regulations")

ARTICLE 1 [TERMS AND DEFINITIONS]

The terms and definitions used in these Regulations shall be understood as follows:

- 1) **Delivery** – transport, delivery and release of Goods by the supplier, based on the delivery method chosen by the Customer.
- 2) **Order Form** – an interactive service available on the Store's website, used by a Customer or a Foreign Customer holding a user account (Customer Account) to purchase Goods.
- 3) **Registration Form** – an interactive form available on the website of the Pfleiderer Online Store, allowing to create a Customer Account.
- 4) **Customer** – a natural person who is at least 13 years old, provided that when such a person is less than 18, the consent of their statutory representative is required. The Customer may also be a legal person or an organizational unit without legal personality capable of concluding legal transactions pursuant to specific regulations, having its place of residence or registered office in the European Union, placing or intending to place an order or taking advantage of the Store's other services.
- 5) **Foreign Customer** – a natural person, a legal person or an organizational unit without legal personality capable of concluding legal transactions pursuant to specific regulations, having its place of residence or registered office abroad, placing or intending to place an order or taking advantage of the Store's other services as part of its registered business activity.
- 6) **Customer Account** – a Store account held by a Customer or a Foreign Customer containing the data provided by the Customer or the Foreign Customer, as well as containing information about Orders placed by the Customer.
- 7) **Consumer** – a natural person within the meaning of Article 22¹ of the Civil Code Act of 23 April 1964, i.e. concluding a legal transaction (a sales agreement via the Store) that is not directly related to their business or professional activity.
- 8) **Newsletter** - information, including commercial information within the meaning of the Act of 18 July 2002 on the provision of services by electronic means, originating from the Seller and sent to the Customer or the Foreign Customer by electronic means, by or on behalf of the Seller.
- 9) **Entrepreneur** – a Customer or a Foreign Customer being a natural person, a legal person or an organizational unit without legal personality, capable of concluding legal transactions pursuant to a separate legal act and performing business activity.
- 10) **Regulations** – these Pfleiderer Polska Online Store Regulations setting forth the terms and conditions based on which the Seller renders electronic services.
- 11) **Seller** – Pfleiderer Polska Spółka z ograniczoną odpowiedzialnością with its registered office in Wrocław, ul. Strzegomska 42AB, 53-611 Wrocław, entered into the Register of Entrepreneurs of the National Court Register by the District Court for Wrocław - Fabryczna in Wrocław, 6th Commercial Division of the National Court Register, under the number: 0000247423, share

capital: PLN 929,005,000.00 fully paid, NIP (Tax Identification Number): 719-150-39-73, REGON (National Business Registry Number): 200052769.

- 12) **Pfleiderer Online Store (Store)** - a website owned by the Seller, available at **www.moodstories-eshop.pl**, used by Customers or Foreign Customers to purchase Goods from the Seller.
- 13) **IT system** - computer hardware and software allowing to process, store, as well as send and receive data via telecommunication networks using an end device that is suitable for a given type of the network, within the meaning of the Act of 16 July 2004 - Telecommunications Law.
- 14) **Provision of electronic services** - the performance of a service that is rendered without concurrent presence of the parties involved (distance service), by transferring data upon an individual request of the service recipient, with the said data sent and received by means of electronic data processing and storage devices capable of compressing digital information, with such data being fully sent, received or transmitted by means of a telecommunications network within the meaning of the Act of 16 July 2004 - Telecommunications Law.
- 15) **Means of electronic communication** - technical solutions, including IT devices and software tools cooperating therewith, enabling distance communication based on the transmission of data between IT systems, and in particular by e-mail.
- 16) **Goods** – a movable item presented in the Store, capable of being the subject of a sales agreement, as specified in detail in the order.
- 17) **Durable medium** - a material or a tool enabling the Consumer or an entrepreneur to store information addressed personally thereto, in a manner that allows access to information in the future, over a period of time that is appropriate for the purposes of such information, and allowing to reproduce the information stored in an unmodified form.
- 18) **Distance sales agreement** - an agreement concluded by the Seller with the consumer by relying on distance means of communication, without the concurrent physical presence of the parties involved, by relying solely, until the conclusion of the agreement, on the means of distance communication, i.e. on the Internet.

ARTICLE 2 [GENERAL PROVISIONS]

1. These Regulations set forth the terms and conditions pursuant to which the Seller and the Customer or a Foreign Customer enter into a Goods sale agreement, using means of distance communication, with the Customer or Foreign Customer using the Store available at **www.moodstories-eshop.pl**.
2. As regards services provided electronically, these Regulations are the regulations referred to in Article 9 of the Act of 18 July 2002 on the provision of services by electronic means (Journal of Laws of 2002, No. 144, item 1204, as amended).
3. These Regulations shall be binding upon **Customers (Consumers and Entrepreneurs)** and **Foreign Customers (Entrepreneurs only)** purchasing Goods in the Seller's Online Store.
4. The Customer (Foreign Customer) shall be obliged to comply with all provisions of the Regulations.
5. The sale shall take place pursuant to the version of these Regulations in force at the time of placing the order.
6. The sales agreement shall be concluded between the Customer (Foreign Customer) and the Seller, i.e. Pfleiderer Polska Spółka z ograniczoną odpowiedzialnością with its registered office in Wrocław, ul. Strzegomska 42 AB, 53-611 Wrocław. The material provisions of the agreement concluded shall be recorded, secured and made available by printing (durable medium) and providing the Customer (Foreign Customer) with documents confirming the purchase of the Goods.

7. Any and all information available at the Store's website and related to products (including prices) shall not be deemed to constitute a trade offer within the meaning of Article 66 of the Civil Code, but an invitation to conclude an agreement, as specified in Article 71 of the Civil Code.
8. The Seller shall, via the Store:
 - a) conclude agreements for the sale of Goods with Customers (Foreign Customers),
 - b) render, for the benefit the Customer (Foreign Customer), an electronic service consisting in creating and maintaining, free of charge, the Customer Account allowing for the use of the Store's functionalities offered by the Seller, ensures that the status of the Order placed may be verified and that the Customer (Foreign Customer) is capable of storing and accessing information concerning the sales agreements concluded and the Orders executed,
 - c) render, for the benefit of the Customer (Foreign Customer), an electronic service consisting in sending, free of charge, commercial information within the meaning of the Act on the provision of services by electronic means (Newsletter),
 - d) enable the Customer (Foreign Customer) to view, free of charge, the Goods available in the Store, without the need to create and maintain the Customer Account.
9. Store users are required to operate a device with Internet access and an Internet browser enabling to display websites. they also need to provide an e-mail address to which information on the performance of the order may be sent.
10. The Seller shall ensure that the Store is operated in an uninterrupted manner. Should it become necessary to maintain the Seller's IT system, to inspect it or to eliminate defects affecting the operation of the Store, temporary difficulties in accessing the Store or in using some of its functionalities may be experienced.
11. The Seller shall not be liable for any disruptions, including interruptions in the operation of the Store caused by events of force majeure, unlawful activities of third parties or incompatibility of the Online Store with the Customer's (Foreign Customer's) technical infrastructure.
12. Persons using the Store (including Customers and Foreign Customers) shall be prohibited from publishing illegal content on the Store's website.

ARTICLE 3 [SETTING UP AN ACCOUNT]

1. In order to establish a Customer Account, the Form made available on the Store's website must be filled out. The Customer (Foreign Customer) shall be required to provide the following details related to the Customer (Foreign Customer):
 - a) first and last name (company name),
 - b) address (registered office),
 - c) place of delivery,
 - d) Tax identification number and number of the Register of Entrepreneurs entry,
 - e) telephone number,
 - f) e-mail address,
 - g) business sector,
 - h) other data, as required.
2. Creation of the Customer Account is free of charge and is not obligatory. No fees shall be charged by the Seller for the creation of a Customer Account.
3. The Customer Account shall be logged in to by providing the username and the password entered in the Form. The login has the form of the e-mail address of the Customer (Foreign Customer), whereas the password is provided by the Customer (Foreign Customer). The Customer may change the password at any time, after logging in to the Customer Account.
4. The Customer shall have the right to delete the Customer Account at any time, without providing any reasons and without incurring any fees, by sending a relevant request to the Seller, in particular by e-mail or in writing to the addresses specified in Article 1(b) of these Regulations.
5. Access to the Customer Account shall be granted to the Customer (Foreign Customer) upon effective registration, verification and approval of the Customer (Foreign Customer) by the Seller. In order to complete the registration process, the Customer (Foreign Customer) shall be required to

become acquainted with these Regulations and accept their provisions. They shall be also required to confirm that fact by ticking a relevant field in the registration form.

6. Once access to the Customer Account has been granted, an agreement for the provision of services by electronic means, concerning the maintenance of the Customer Account shall be concluded between the Seller and the Customer (Foreign Customer) for an indefinite period of time. The Consumer may withdraw from such an agreement in accordance with the terms and conditions set forth in the subsequent provisions of these Regulations.

ARTICLE 4 [ACCEPTANCE AND EXECUTION OF ORDERS]

1. The Store's services may be taken advantage of only upon having read and accepted these Regulations. By placing an order, the Customer (Foreign Customer) accepts the wording of the Regulations.
2. Additionally, the Customer (Foreign Customer) shall be obliged to:
 - a) provide true and up-to-date details when creating the Customer Account, in the Registration Forms and when placing Orders,
 - b) immediately update the details provided to the Seller in connection with placing an Order or concluding a service agreement,
 - c) make timely payments of the prices for the Goods ordered and delivered, as well as settle the delivery costs.
3. Orders from Customers (Foreign Customers) shall be accepted by **www.moodstories-eshop.pl** 7 days a week, 24 hours a day, 365 days a year. After placing an order, the Customer (Foreign Customer) receives a confirmation by e-mail.
4. In order to place an Order, one should:
 - a) select the Goods ordered, specify the quantity of Goods ordered and then click the [*"add to basket"*] button located next to the description and the price of each item,
 - b) log in or use the option of placing an Order without creating a Customer Account - if such an option is available in the Store,
 - c) click the [*"Order and pay"*] button,
 - d) select one of the available means of payment and pay for the order and for the delivery.
5. By clicking the [*"Order and pay"*] button, the Customer (Foreign Customer) confirms the fact that the order has been placed, and the Store confirms the acceptance of the Order for execution, by means of an e-mail sent to the e-mail address of the Customer (Foreign Customer) provided while creating the Customer Account.
6. Once the confirmation of acceptance of the order is received by the Customer (Foreign Customer), the process of executing the Order by the Seller begins, whereas:
 - a) in the case of orders paid for with the use of quick online payments or BLIK - the process of executing the Order shall commence no later than on the first business day following the date on which the Seller's account is credited with the amount due,
 - b) in the case of orders paid for with the use of a traditional wire transfer (available, in the Store, as the "Transfer from another bank" option) - the process of executing the Order shall commence after the Seller's bank account has been credited with the payment for the order placed,
 - c) in the case of orders paid for with the use of a bank card (credit card) – the process of executing the order shall commence after the payment has been authorized and after the Seller's bank account has been credited with the payment for the order placed.
7. Orders placed at the Store shall be executed during the business hours of the Seller's warehouse (on business days, Monday to Friday, between 7:00 a.m. and 3:00 p.m.).
8. A VAT invoice shall be issued for each order. At the request of the Customer (Foreign Customer), the Seller may also issue a duplicate invoice or an adjustment invoice for the Customer.
9. The following means of communication shall be relied upon for communication between the Customer (Foreign Customer) and the Store:
 - a) E-mail address – **sklep@pfleiderer.com**,

b) Mailing address – Pfeiderer Wieruszów Sp. z o.o. (marketing warehouse),
ul. Bolesławiecka 10, 98-400 Wieruszów.

10. The price specified in the order shall be the total price which the Customer will be obliged to pay, including any taxes and delivery costs due (gross price).
11. Where the Consumer is obliged to make a payment surpassing the agreed price, covering the elements specified in paragraph 10 above, the Store shall inform the Consumer of that fact. The additional costs shall be charged to the Consumer only after the Consumer's explicit consent has been obtained.

ARTICLE 5 [DELIVERY COST AND TIME]

1. The orders placed with the Store shall be dispatched via:
 - a) DHL Parcel,
 - b) DHL Express,
 - c) GlobKurier Standard (road shipment),
 - d) GlobKurier Express (air mail).
2. Goods are delivered to Poland, the European Union and countries outside the European Union.
3. Goods shall be delivered to Customers (Foreign Customers) against a fee, unless the sales agreement provides otherwise. The cost of delivering the Goods (including costs transport, delivery and postal services, as well as customs costs – if applicable) is indicated to the Customer (Foreign Customer) while placing the order, including when the Customer (Foreign Customer) expresses their intention to become bound by the terms of the sales agreement.
4. The delivery fee (prices in Polish zlotys for Customers or in euros for Foreign Customers) shall be clearly indicated when placing the order and shall depend on the choice of the carrier, as well as on the size and weight of the parcel.
5. Orders placed with the Store shall be executed on business days only. Orders placed on Saturdays, Sundays and public holidays shall be executed on the first business day thereafter.
6. The delivery time varies between 3 and 5 business days. It may be extended, however, depending on the delivery method and location (the expected delivery time will be indicated when placing the order). The waiting time shall comprise the following: time required to execute the order (picking Goods for shipment) and the expected delivery time (from 24 hours in the case of deliveries within Poland).

ARTICLE 6 [FORMS OF PAYMENT]

1. The following means of payment are accepted by the Store:
 - 1.1. For purchases made by **Customers**:
 - a) Quick online payments, including online transfers with the ability to select the bank, as well as BLIK payments;
 - b) Traditional wire transfers (available, on the Store's website, as the "Transfer from another bank" option).
 - 1.2. For purchases made by **Foreign Customers**:
 - a) Payment by card (credit card):
 - o Visa,
 - o Visa Electron,
 - o MasterCard,
 - o MasterCard Electronic,
 - o Maestro

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MEDIA**



2. Customers who have opted for the wire transfer option shall be obliged to pay for the order placed within 10 (ten) business days from the date of placing the order. In the case of a traditional wire transfer (“Transfer from another bank”), the Customer shall be obliged to fill out the necessary data provided by the online payment operator, to be transferred to the e-mail address. Otherwise, the Seller's offer shall not be binding and the order shall be deleted from the system. The payment deadline may be extended provided that an applicable request is submitted to the Store staff by an e-mail message sent to: sklep@pfleiderer.com
3. The online payment service shall be rendered by Blue Media Spółka Akcyjna with its registered office in Sopot, at: 81-718 Sopot, ul. Powstańców Warszawy 6, entered into National Court Registered by the District Court for Gdańsk-Północ in Gdańsk, 8th Commercial Division of the National Court Register, under the number KRS 0000320590, with the share capital of PLN 2,000,000.00 , NIP (Tax Identification Number): 5851351185, REGON (National Business Registry Number): 191781561, supervised by the Polish Financial Supervision Authority and entered in the register of national payment institutions under the number IP17/2013.

ARTICLE 7 [COMPLAINTS]

1. The Seller shall be obliged to deliver the Goods to Customers (Foreign Customers) free of any physical and legal defects. The Seller shall be liable under extended warranty for physical and legal defects of the Goods to the extent specified in Article 556 et seq. of the Act of 23 April 1964 - Civil Code.
2. A physical defect of the Goods consists in non-conformance of the item sold with the agreement. So, if the Goods are not characterized by the properties required in connection with the purpose of the agreement defined by the applicable circumstances or the intended use, if they are not characterized by the properties the Customer (Foreign Customer) was ensured of by the Seller, are not fit for the purpose that the Customer (Foreign Customer) was informed of by the Seller upon conclusion of the Agreement, and the Seller has failed to raise any objections related to such intended use, the Goods shall be deemed to have been released to the Customer in an incomplete condition.
3. A legal defect of the Goods is deemed to have been experienced with the Goods are owned by a third party or are encumbered with third party rights, or where any restrictions concerning the use or the disposal of the Goods stem from a decision or ruling of a competent authority.
4. In dealings with Consumers, public assurances of the manufacturer or the entity which places the Goods on the market as part of its business activity, or an entity that introduces itself as the manufacturer, shall be deemed to be of equal significance as assurances of the Seller. However, the Seller shall not be liable where those assurances were not known or could not have been known to the Seller, or where those assurances could not affect the Consumer's decision to conclude the sales agreement, and where the wording of those assurances was rectified prior to the conclusion of the sales agreement.
5. The Seller shall be liable under extended warranty if a physical defect is discovered within two years from the date of handing the item over to the Customer.
6. In dealings with a Consumer, where a physical defect was discovered before the expiry of a period of one year from the date of releasing the Goods, it shall be presumed that the defect or its cause existed at the time of the release of the Goods.

7. The Seller shall be liable under extended warranty for physical defects of the Goods which existed at the moment of transferring the risk to the Customer or which resulted from a reason attributable to the item, existing at the same time.
8. If the Goods are defective, the Customer may submit a statement on price reduction or on withdrawal from the agreement, unless the Seller immediately replaces the defective Goods with defect-free Goods or eliminates the defect. The restriction referred to above shall not apply if the Goods have already been replaced or repaired by the Seller or the Seller has failed to meet the obligation to replace the Goods with defect-free Goods or to eliminate the defect.
9. If the Goods are defective, the Customer (Foreign Customer) may also demand the replacement of the Goods for defect-free Goods or to have the defect eliminated.
10. Instead of the elimination of the defect proposed by the Seller, the Consumer may demand the replacement of the Goods with defect-free Goods or may demand the elimination of the defect instead of the replacement of the Goods, unless the Goods cannot be rendered compliant with the agreement in the manner chosen by the Consumer, or where the achievement of such a result would require that excessive costs be incurred compared to the manner of solving the problem proposed by the Seller.
11. The Customer (Foreign Customer) must not withdraw from the agreement if the defect is insignificant.
12. The Seller undertakes to respond to the complaint within 14 business days of its receipt.
13. If the complaint is justified, the Seller undertakes to replace the defective Goods with defect-free Goods or to eliminate the defect within 14 business days from the date of submission of the complaint by the Customer.
14. In the event of effective withdrawal from the agreement, the Seller undertakes to refund the payment within 14 business days from the date of receipt of the notice of withdrawal from the agreement, under reserve that the payment shall not be refunded until the Goods are received back or the Consumer provides proof of shipping the Goods back.
15. A limitation period concerning claims related to the elimination of a defect or the replacement of the Goods with defect-free Goods shall expire one year from discovering the defect in question. In dealings with a Consumer, the limitation period must not expire earlier than after two years.
16. A Customer (Foreign Customer) exercising rights under the extended warranty scheme shall deliver the defective Goods, at the Seller's expense, to the address of the Marketing Warehouse indicated in these Regulations.
17. Should it become necessary to refund amounts paid for a transaction concluded by the Customer (Foreign Customer) with the use of a payment card, the Seller shall make the refund to the bank account assigned to the Customer's payment card.

ARTICLE 8 [RIGHT OF WITHDRAWAL]

1. Pursuant to the Act of 30 May 2014 on Consumer Rights, the Consumer may withdraw from the agreement for the sale of Goods purchased in the Store without providing a reason, by submitting a relevant written statement within 14 days from the date of release of the Goods (i.e. from the day of receipt of the Goods by the Consumer). The deadline shall be deemed kept if the statement is sent prior to its expiry.
2. The Consumer may withdraw from the agreement by providing the Seller with a statement of withdrawal from the agreement. A template of the statement is presented in the Appendix to these Regulations.
3. The statement of withdrawal from the agreement should be sent to: sklep@pfleiderer.com
4. The Consumer shall return the Goods to the Seller within 14 business days from the date on which the Consumer withdrew from the agreement. The deadline shall be deemed kept if the Goods are sent prior to its expiry.
5. The Goods returned shall be marked with an inscription saying "Marketing Warehouse" and shall be sent to the following address:
Pfleiderer Wieruszów Sp. z o.o., ul. Bolesławecka 10, 98-400 Wieruszów

6. Within 14 business days from the date of receipt of the statement of withdrawal from the agreement, the Seller shall reimburse the Consumer for all payments made by the Consumer, including the cost of delivery of the Goods, and the reimbursement shall not take place until the Goods are received back or until the Consumer provides proof of their return.
7. The Seller shall refund the payment to the bank account specified by the Consumer.
8. The costs of returning the Goods to the Seller shall be borne by the Consumer.

ARTICLE 9 [PERSONAL DATA PROTECTION]

1. The personal data of the Customers (Foreign Customers) shall be controlled by Pfeiderer Polska Spółka z ograniczoną odpowiedzialnością with its registered office in Wrocław, ul. Strzegomska 42AB, 53-611 Wrocław, entered into the Register of Entrepreneurs of the National Court Register by the District Court for Wrocław - Fabryczna in Wrocław, 6th Commercial Division of the National Court Register, under the number: 0000247423, share capital: PLN 929,005,000.00 fully paid, NIP (Tax Identification Number): 719-150-39-73, REGON (National Business Registry Number): 200052769, hereinafter referred to as the “**Data Controller**”.
2. The rules for the processing, by the Seller, of the Customer’s (Foreign Customer’s) personal data are set out in a separate document – Privacy Policy that is also available on the Store’s website at: **www.moodstories-eshop.pl**

ARTICLE 10 [COOKIE POLICY]

1. In order to make sure that the process of selling the individual Goods is adjusted to the needs and preferences of our Customers (Foreign Customers), information is collected in the form of the so-called cookie files (cookies). Cookies contain pieces of information, including text files, are stored on the Customer’s (Foreign Customer’s) end device and are intended to facilitate the process of using the Seller’s Store.
2. Cookies are used to identify the software relied upon by the Customer (Foreign Customer) of the online store, to optimize the service and to increase the level of its security. Cookies contain information about the domain they originate from, specify the period of time over which they are to be stored on the user’s computer, and have a unique number assigned to them.
3. It is the Seller who places and accesses cookies on the Customer’s end device.
4. Two types of cookies are used on the Seller’s website:
 - a) session cookies – temporary files stored on the Customer’s (Foreign Customer’s) end device until logging out or leaving the website,
 - b) permanent cookies – stored on the Customer’s (Foreign Customer’s) end device for the time period specified in the parameters applicable to cookie files or until their removal by the Customer (Foreign Customer).
5. Detailed information on the methods relied upon to handle cookies and on the applicable mechanisms embedded in the Customer’s (Foreign Customer’s) software is available in the web browser settings.
6. The Customer may restrict the use of cookies. However, such a restriction may affect the operation and availability of specific Store functionalities.

ARTICLE 11 [FINAL PROVISIONS]

1. The Regulations set out the terms and conditions pursuant to which agreements for the sale of Goods offered on the Store’s website are concluded and performed.
2. The Regulations shall not exclude or limit any rights of Customers being Consumers which are vested in them under the mandatory provisions of law. In the event of a conflict between the provisions of these Regulations and the mandatory provisions of law pursuant to which specific rights are vested in consumers, such mandatory provisions of law shall prevail.

3. These Regulations are available on the Store's website (www.moodstories-eshop.pl) under the "Store Regulations" tab, in Polish, English and Russian, in a form that makes it possible for the Regulations to be downloaded, reproduced and recorded with the help of the IT system used by the Customer (Foreign Customer).
4. The Seller reserves the right to amend these Regulations, in particular due to at least one of the following reasons:
 - a) change in the wording of generally applicable laws regulating the electronic sale of goods or the provision of services by the Seller, affecting the mutual rights and obligations of the parties specified in the sales agreement or in the service agreement concluded by the Customer (Foreign Customer) and the Seller,
 - b) the need for the Seller to comply with orders, rulings, provisions or guidelines affecting the rights and obligations set out in the sales agreement or the service agreement concluded by the Customer (Foreign Customer) and the Seller, resulting from:
 - a final and binding decision of a public administration authority competent for the type of business activity conducted by the Seller,
 - a final and binding court ruling applicable to the type of business activity conducted by the Seller.
 - c) changes in technical conditions applicable to the provision of services by the Seller, resulting solely from updating technical requirements.
5. The Customer (Foreign Customer) shall each time be informed about an amendment to the Regulations and their wording by making information on the amendment of these Regulations on the Store's website, with the changes being specified accordingly.
6. Customers or Foreign Customers who have created a Customer Account or for the benefit of whom the Newsletter service is rendered in accordance with the principles set forth in the Regulations, shall be additionally notified of any amendments to these Regulations by an e-mail message sent to the address provided by them in the course of the Customer Account establishment procedure or in the course of the procedure concerned with receiving the Newsletter. The applicable amendments shall also be identified in such a message. The information referred to in the preceding sentence and concerning the amendment to these Regulations shall be communicated to the Customer (Foreign Customer) no later than 14 calendar days prior to the date of entry of such amendments into force.
7. Amendments to these Regulations shall enter into force on the date specified by the Seller in with information about the amendment itself, but in no case earlier than 14 calendar days after the provisions of information about the amendment to these Regulations.
8. Any other amendments to these Regulations shall not apply to agreements concluded and Orders placed prior to the date of entry into force of such an amendment, unless the generally applicable laws provide otherwise.
9. These Regulations and any documents referred to therein shall be governed by and construed in accordance with the laws of Poland.
10. In matters not regulated herein, the provisions of Polish law, in particular the Civil Code, the Act on the provision of services by electronic means, and in the case of Customers who are Consumers, the provisions of the Act on consumer rights shall apply.
11. Appendices constituting an integral part of the Regulations *[for Consumers]*:
 - a) Appendix 1 – Information concerning the right to withdraw from the agreement,
 - b) Appendix 2 – Template of the notice of withdrawal from the agreement.