

LASPA ONLINE STORE REGULATIONS

§ 1. General Provisions

1. These regulations (hereinafter referred to as the "**Regulations**") define the rules for using the Laspa online store, available at the website address www.laspa24.com.
2. The owner of the Store and the Seller is Arges Gerard Szwarczyński, with its registered office at ul. Leśna 4, 58-350 Mieroszów.
3. The Store allows users to access its functionalities, provides services electronically, and enables the conclusion of distance sales contracts for goods.
4. The full text of the Regulations is available on the Store's website. Every User has the opportunity to review its content before placing an order.

§ 2. Definitions

The terms used in these Regulations shall have the following meanings:

- **Seller** - Arges Gerard Szwarczyński, as referred to in § 1 para. 2 of the Regulations.
- **Store** - The online store operated by the Seller at www.laspa24.com.
- **User** - A natural person, a legal person, or an organizational unit without legal personality that uses the functionalities of the Store.
- **Customer** - A User who has entered into a sales contract with the Seller.
- **Consumer** - A User who is a natural person and who performs a legal act with the Seller not directly related to their business or professional activity.
- **User Account** - An individual User panel, activated after registration, which provides access to their data and order history. Setting up an Account is not mandatory to use the Store.
- **Goods** - Movable items from the Store's assortment that are the subject of a sales contract.
- **Sales Contract** - A contract for the sale of Goods concluded between the User and the Seller via the Store.
- **Newsletter** - An electronic service consisting of sending commercial and marketing information to the email address provided by the User.
- **GDPR** - Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data.

§ 3. Security and Communication

1. The Seller uses appropriate technical and organizational measures, including the **Secure Socket Layer (SSL)** protocol, to ensure the security of communication and personal data in the Store.
2. The Customer can contact the Seller via:
 - a) traditional mail to the address: ul. Leśna 4, 58-350 Mieroszów;
 - b) electronic mail to the address: biuro@laspa24.com;
 - c) a phone call to the Customer Service Office: +48 74 845 82 53.

3. A contact form is also available on the Store's website. The Seller may contact the User via email or phone (if a phone number was provided) to fulfill an order.
4. The Store also offers the option to request an email notification about product availability after providing an email address and accepting the Regulations.

§ 4. Prices and Payments

1. The prices of Goods in the Store are given in Polish zlotys (PLN) and are gross prices (including VAT) but do not include **Goods Delivery Costs**.
 2. The final amount to be paid, including the price of the Goods and delivery costs, is always visible on the Store's website before placing an order and does not change.
 3. Available payment methods are:
 - a) cash on delivery upon receipt of the Goods;
 - b) electronic payments through secure services (Przelewy24, Klarna, PayPal);
 - c) consumer credit offered by PayPo sp. z o.o., available to Consumers in Poland.
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§ 5. User Account

1. Creating and maintaining a User Account is free of charge and voluntary.
2. Registration requires providing a first name, last name, email address, and acceptance of the Regulations. An Account can also be created after making a purchase or through a Facebook account.
3. The contract for the provision of the User Account service is concluded for an indefinite period upon receipt of a registration confirmation.
4. The User may terminate the contract at any time by sending a request to delete the Account to the email address: biuro@laspa24.com. The Seller may terminate the contract for important reasons (e.g., persistent violation of the Regulations) with a 14-day notice period.

§ 6. Newsletter and SMS Club

1. The Newsletter and SMS Club services are free and provided for an indefinite period.
 2. The Newsletter involves sending commercial information to the provided email address. The service can be unsubscribed from at any time via a link in the message footer, from the User Panel, or by email.
 3. The SMS Club involves sending marketing notifications to the specified phone number. Unsubscribing is possible via email or through a link on the Store's website.
 4. Users of both services are obligated not to provide unlawful content.
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§ 7. Other Forms and Chatbot

1. The Seller may make additional forms available, for example, for recommending products or participating in contests.
2. A **Chatbot** is also available in the Store, which is an automated chat that provides ready-made answers to customer questions. It is not possible to place orders or create a User Account through the Chatbot.

3. The Chatbot's operation is based on Google services (Dialogflow), which may involve the transfer of personal data directly to Google, in accordance with their privacy policy.
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§ 8. Placing and Fulfilling Orders

1. A User can place an order directly through the Store's website or by sending an email to biuro@laspa24.com.
2. The Sales Contract is concluded when the User receives an electronic message confirming that the order has been accepted for fulfillment.
3. The Seller proceeds with the order fulfillment after electronic confirmation. In the case of prepayment, fulfillment begins after the payment has been credited.
4. The order fulfillment time is up to 7 business days (from the start of fulfillment to handing the package over to the carrier). The time it takes for the carrier to deliver the Goods is not included in the fulfillment time.

§ 9. Delivery of Goods

Goods are delivered:

- a) Within the territory of the Republic of Poland: to Laspa stationary stores and sales points (personal collection) or via postal/courier services.
 - b) Within the territory of other countries: via postal/courier services.
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§ 10. VAT Invoices and Receipts

1. At the User's request, the Seller will issue a **VAT invoice**.
2. Placing an order and accepting these Regulations means consent to sending electronic invoices in PDF format to the email address provided by the User. This consent can be withdrawn at any time.

§ 11. Right to Withdraw from the Contract

1. A Consumer can withdraw from a Sales Contract concluded at a distance within **30 days** without giving a reason and without incurring costs, with the exception of the costs of returning the item.
 2. This right also applies to natural persons running a sole proprietorship if the concluded contract is not of a professional nature for them.
 3. The right to withdraw from the contract does not apply to Goods delivered in a sealed package (e.g., swimsuits, underwear) which, after being opened, cannot be returned due to health protection or hygiene reasons.
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§ 12. Complaint Procedure

1. The Seller is responsible for any non-conformity of the Goods or service with the contract.
2. Complaints can be submitted in any way, including via email to: biuro@laspa24.com.
3. For efficient complaint processing, it is recommended that the submission include: first name, last name, address, phone number, order number, a description of the non-conformity, and the preferred form of compensation.
4. The Seller will consider the complaint and respond to it within a period no longer than **14 days** from the date of its submission.

§ 13. Out-of-Court Dispute Resolution Methods

Consumers can use out-of-court dispute resolution methods, including via:

- a) Provincial Inspectorates of the Trade Inspection;
- b) permanent consumer arbitration courts;
- c) the European online dispute resolution platform (ODR platform) available at the address: <http://ec.europa.eu/consumers/odr>.

§ 14. Final Provisions

1. The Seller reserves the right to amend the Regulations for important reasons, such as changes in legal provisions, organizational changes, or changes in the assortment and services of the Store.
2. Users will be informed of changes to the Regulations with at least a **7-day advance notice**. The changes will come into effect after 7 days from the day the User is informed.

