

ONLINE STORE TERMS AND CONDITIONS (PHYSICAL PRODUCTS)

“STOLWADO s.c. Paweł Zydek, Milena Zydek”

Effective as of: July 8, 2026

§ 1. GENERAL PROVISIONS

1. These Terms and Conditions set forth the rules for using the online store (physical products) available at <https://stolwado.com> (hereinafter: the “Store”), the rules for concluding sales contracts through the Store, and the rights and obligations of the Seller and Customers.

2. The owner and operator of the Store is:

Company: STOLWADO s.c. Paweł Zydek, Milena Zydek

Address: 74 Łazówka St., 34-100 Wadowice, Poland

Tax ID (NIP): 5511002965

National Business Registry Number (REGON): 121447664

Email: office.stolwado@gmail.com

Phone: +48 500-044-822

(hereinafter: “Seller”)

3. The Store conducts sales via the Internet. The information posted on the Store’s website does not constitute an offer within the meaning of Article 66 of the Civil Code, but rather an invitation to enter into a contract (Article 71 of the Civil Code).

4. To use the Store, you need a device with Internet access and a web browser that supports JavaScript and cookies. The Seller is not liable for technical issues resulting from the Customer’s hardware configuration.

5. The Terms and Conditions are available in Polish at <https://stolwado.com/regulamin>.

6. The Seller reserves the right to amend these Terms and Conditions. Customers with an account will be notified of any changes via email 14 days in advance. Such changes do not apply to contracts concluded prior to their implementation.

§ 2. DEFINITIONS

Store — An online store (physical products) operated by the Seller on the Internet at <https://stolwado.com>.

Seller — STOLWADO s.c. Paweł Zydek, Milena Zydek — the owner and operator of the Store.

Customer — a natural person with full legal capacity, a legal entity, or an organizational unit without legal personality that has placed or intends to place an Order in the Store.

Consumer — a Customer who is a natural person making a purchase not directly related to their business or professional activity (Article 22¹ of the Civil Code).

Entrepreneur with consumer rights — a natural person operating a sole proprietorship who enters into a contract directly related to their business but which is not of a professional nature (Article 38a of the Consumer Rights Act).

Order — a declaration of intent by the Customer aimed directly at entering into a contract for the sale of a product with the Seller through the Store.

Sales Contract — a contract for the sale of a product being negotiated or entered into between the Customer and the Seller through the Online Store.

Product — goods available in the Store that are the subject of a sales contract between the Customer and the Seller.

Shopping Cart — a feature of the Store's software where the Products selected by the Customer for purchase are displayed, allowing the Customer to review and modify the Order details.

Account — the Customer's individual administrative panel, accessible after registering and logging in to the Store.

§ 3. REGISTRATION AND USER ACCOUNT

1. The Customer may use the Store without creating an account or may register and use an Account.

2. Account registration is voluntary and free of charge. It requires:

- a) providing an email address and password;
- b) accepting the Terms and Conditions;
- c) confirming registration by clicking on the activation link sent via email.

3. The Customer is required to keep their password confidential and not to disclose it to third parties.

4. The Customer may delete their Account at any time by submitting a request to office.stolwado@gmail.com. Deleting the Account does not affect Orders that have already been placed or fulfilled.

5. The Seller is entitled to delete an Account if the Customer violates the provisions of the Terms and Conditions.

§ 4. TERMS AND CONDITIONS FOR PLACING ORDERS

1. Orders can be placed 24 hours a day, 7 days a week, all year round.

2. Order placement procedure:

a) select a Product and click “Add to Cart”;

b) go to the Cart and review the selected Products;

c) fill out the order form (address information, delivery and payment options);

d) accept the Terms and Conditions and click the “Order and Pay” button—which constitutes an offer to enter into a sales contract;

e) complete the payment.

3. After placing an Order, the Customer receives a confirmation of its acceptance at the provided email address. The sales contract is concluded when the Seller sends confirmation that the Order has been accepted for processing.

4. If the Order cannot be fulfilled (e.g., the item is out of stock), the Seller will immediately notify the Customer by email and propose an alternative solution or issue a refund.

5. The Seller reserves the right to verify Orders whose authenticity is in question.

6. The prices of Products listed in the Store are gross prices (including VAT) and are expressed in Euro (€). The price binding on the Customer is the price in effect at the time the Order is placed.

§ 5. PAYMENTS

1. Available payment methods:

Przelewy24, Stripe and PayPal.

Depending on the selected payment provider, available payment methods may include bank transfers, BLIK, credit and debit cards, Apple Pay, Google Pay and PayPal.

2. Electronic payments are processed by an external payment processor. The payment system operator is the data controller for transaction-related data. The Seller does not store payment card data.

3. The Seller issues a sales document (receipt or VAT invoice upon request) based on the information provided when placing the Order. A VAT invoice is issued only upon the Customer's explicit request, which must be made no later than at the time the Order is placed.

§ 6. DELIVERY AND ORDER FULFILLMENT

1. Products are shipped within Poland and to other countries where shipping is currently available through the Store. The availability of shipping to a given country, the available shipping methods, and the shipping cost are indicated to the Customer when placing an Order.

2. Available delivery methods:

DPD, GLS, Poczta, DHL, ORLEN Paczka, FedEx, InPost and UPS.

3. The Order processing time is 3–5 business days from the date of Order confirmation and payment processing.

4. Delivery costs are displayed in the Shopping Cart before the Order is placed. The Seller may set a minimum Order value threshold above which delivery is free.

5. The Customer is obligated to accept the shipment. If the shipment is not accepted, the Customer bears the costs of reshipping.

6. Upon receipt of the shipment, the Customer should inspect its condition. If any damage or incompleteness is found, the Customer should prepare a damage report in the presence of the courier and immediately notify the Seller.

§ 7. RIGHT TO WITHDRAW FROM THE AGREEMENT (RETURNS)

1. The Consumer and the Business acting as a consumer have the right to withdraw from a distance contract within 14 days without giving any reason and without incurring any costs (subject to paragraph 7).

2. The deadline for withdrawing from the contract expires 14 days after the day on which the Consumer took possession of the goods or on which a third party designated by the Consumer (other than the carrier) took possession of the goods.

3. To exercise the right to withdraw from the contract, the Consumer must inform the Seller of their decision by means of an unambiguous statement, e.g., by:

a) sending an email to: stolwado.returns@gmail.com;

b) filling out and returning the withdrawal form.

The form below applies only to returns made under the right of withdrawal and is not required for complaints.

WITHDRAWAL FORM

Please complete and send this form only if you wish to withdraw from your purchase.

Send to:

STOLWADO s.c. Paweł Zydek, Milena Zydek
Gorzeń Dolny ul. Widokowa 24,
34-100 Gorzeń Dolny, Poland

Email: stolwado.returns@gmail.com

I hereby inform you that I wish to withdraw from the purchase of the following product(s):

Product(s): _____

Order number: _____

Order date: _____

Date received: _____

Customer's full name: _____

Customer's address: _____

Date: _____

Signature: _____

Required only if this form is submitted on paper.

4. To meet the deadline for withdrawing from the contract, the Consumer need only send notification of their intention to exercise their right of withdrawal before the withdrawal period expires.

5. In the event of withdrawal from the contract, the Seller shall refund to the Consumer all payments received from the Consumer, including the costs of delivery (except for additional costs resulting from the Consumer's choice of a delivery method other than the cheapest standard delivery method offered by the Seller), immediately, and in any case no later than 14 days from the date on which the Seller was informed of the Consumer's decision to exercise the right of withdrawal.

6. The refund will be made using the same payment methods used by the Consumer, unless the Consumer has expressly agreed to an alternative arrangement. The Seller may withhold the refund until the Product is received or until proof of its return is provided.

7. The Consumer bears the direct costs of returning the goods. The Consumer is liable for any reduction in the value of the goods resulting from use beyond what is necessary to ascertain the nature, characteristics, and functioning of the goods.

8. The right to withdraw from the contract does NOT apply to contracts:

a) for the provision of services, if the Seller has fully performed the service with the Consumer's express consent, and the Consumer was informed prior to the commencement of the service that they would lose the right to withdraw from the contract once the service was performed;

b) where the subject of performance is a non-prefabricated item manufactured according to the Consumer's specifications;

c) where the subject of performance is an item that spoils quickly or has a short shelf life;

d) where the subject of performance is an item delivered in sealed packaging that cannot be returned once the packaging is opened for health or hygiene reasons;

e) for the supply of digital content not recorded on a tangible medium, if the performance of the service began with the Consumer's express consent before the expiration of the withdrawal period and after the Seller informed the Consumer of the loss of the right to withdraw from the contract.

9. COMPLAINTS

The Seller is liable for the conformity of the Product with the Sales Contract in accordance with applicable consumer law.

Complaints may be submitted by email to: stolwado.returns@gmail.com.

The Seller will respond to a Consumer's complaint within 14 days of receiving it.

If the Product needs to be returned as part of the complaint process, it should be sent to:

STOLWADO s.c. Paweł Zydek, Milena Zydek
Gorzeń Dolny ul. Widokowa 24,
34-100 Gorzeń Dolny, Poland

§ 8. PERSONAL DATA AND PRIVACY PROTECTION

1. The controller of Customers' personal data is STOLWADO s.c. Paweł Zydek, Milena Zydek, with its registered office at Ul. Łazówka 74, 34-100 Wadowice, email: office.stolwado@gmail.com.

2. Customers' personal data is processed for the purpose of processing and fulfilling Orders, complying with the Seller's legal obligations and, where the Customer has given their consent, for marketing purposes.
3. Personal data may be transferred to entities processing data on behalf of the Seller (courier companies, payment processors, software providers), solely to the extent necessary to fulfill Orders.
4. The Customer has the following rights: the right to access, rectify, erase, restrict processing, and transfer data, as well as the right to object. The Customer has the right to file a complaint with the President of the Personal Data Protection Office (uodo.gov.pl).
5. The Store uses cookies to ensure proper functioning, for statistical purposes, and for personalization. The Customer may manage cookie settings in their web browser.

§ 9. FINAL PROVISIONS

1. In matters not covered by these Terms and Conditions, the provisions of Polish law shall apply, in particular: the Civil Code, the Act of May 30, 2014, on Consumer Rights (Journal of Laws 2014, item 827, as amended) and the Act of July 18, 2002, on the Provision of Electronic Services (Journal of Laws 2002, No. 144, item 1204, as amended).
2. Any disputes between the Seller and a Customer who is not a Consumer shall be resolved by the court having jurisdiction over the Seller's registered office. In the case of disputes with Consumers, the court having jurisdiction shall be determined in accordance with the provisions of the Code of Civil Procedure.
3. If any provision of these Terms and Conditions is deemed invalid or unenforceable by a competent court, the remaining provisions shall remain in full force and effect.
4. These Terms and Conditions take effect on the date of their publication on the Store's website, i.e., July 8, 2026.
5. The current version of the Terms and Conditions is always available at <https://stolwado.com/regulamin>.

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