

1. Sales Regulations (English Translation)

SALES REGULATIONS

I. DEFINITIONS

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

1.1 Customer – a natural person, a legal person, or an organisational unit without legal personality, to which specific provisions grant legal capacity, who places an Order;

1.2 Civil Code – the Act of 23 April 1964 (Journal of Laws No. 16, item 93, as amended);

1.3 Regulations – this set of rules governing the rights and obligations of the parties in the process of placing and fulfilling Orders;

1.4 Sales Agreement – a contract for the sale of Goods within the meaning of the Civil Code, concluded between AP Interior sp. z o.o. and the Customer, including contracts concluded by electronic means of communication;

1.5 Consumer Rights Act – the Act of 30 May 2014 (Journal of Laws 2014, item 827), as amended;

1.6 Act on the Provision of Electronic Services – the Act of 18 July 2002 on the provision of electronic services (Journal of Laws No. 144, item 1204, as amended);

1.7 Order – a declaration of intent by the Customer directly aimed at concluding a Sales Agreement, specifying in particular the type and quantity of Goods (most commonly by confirmation of an offer or payment of a deposit based on an offer).

II. GENERAL PROVISIONS

2.1 These Regulations set out the rules for placing and fulfilling Orders by AP Interior.

2.2 Legal form and contact details of the company:

AP Interior sp. z o.o.

KRS No. 0000525915

Marzęcino, ul. Polna 14

82-100 Nowy Dwór Gdański, Poland

NIP: PL5792253592

REGON: 222102881

Enquiries regarding Orders or quotations may be submitted to interior@apinterior.pl or by mobile phone +48 728 835 934 (charges according to the tariff of the relevant operator).

Enquiries regarding exchanges, returns, and complaints may be submitted to reklamacje@apinterior.pl or by mobile phone +48 728 835 934 (charges according to the tariff of the relevant operator).

2.3 Information on the offered Goods is available on manufacturers' websites. Prices and purchase conditions are determined in offers prepared in accordance with the individual wishes and needs of the Customer.

2.4 The Customer undertakes in particular to:

- a) refrain from actions such as sending or posting unsolicited commercial information (spam);
- b) use any content published on the Seller's website solely for personal use.

2.5 Customers may access these Regulations at any time via a link posted on the homepage www.apinterior.pl and may download and print them.

III. PROCEDURE FOR CONCLUDING THE SALES AGREEMENT AND ORDER FULFILMENT

3.1 In order to place an Order, an enquiry for an offer must be sent together with contact details.

3.2 In the absence of a specific specification of the ordered Goods, the offer shall be prepared following identification of the Customer's needs.

3.3 The offer includes basic information concerning the terms of purchase, payment, and delivery. Confirmation of the offer by the Customer constitutes placement of an Order. At the same time, the Customer is obliged to familiarise themselves with these Regulations and Appendix No. 1 thereto concerning the processing of personal data and consents to receiving invoices electronically. In the event of any doubts, the Customer should contact the Seller.

3.4 Order fulfilment commences upon receipt by the Seller of a deposit amounting to 30% of the Order value. Receipt of the deposit is confirmed by issuance of an advance invoice.

3.5 The Order fulfilment period ranges from 4 to 8 weeks.

3.6 At the Customer's request, partial fulfilment of the Order prior to the final deadline is possible.

3.7 The deposit shall be settled against the last batch of shipped Goods.

3.8 The cost of delivery for Orders below the value indicated in the offer shall be borne by the Customer.

IV. DELIVERY

4.1 Delivery of the ordered Goods is carried out via DPD courier services.

4.2 A document specifying the Goods is attached to the shipment and must be confirmed upon receipt.

4.3 Payment methods accepted by the Seller (subject to applicable provisions in this regard) include:

- a) bank transfer to PKO BP account No. 54 1020 1752 0000 0102 0178 4420;
- b) cash payment at the cashier's desk.

V. RIGHT OF WITHDRAWAL FROM THE AGREEMENT AND COMPLAINTS

RETURNS – applicable to Customers who are consumers within the meaning of the Act

A Consumer may withdraw from the Agreement without stating reasons within 14 days from the date of receipt of the Goods. Goods manufactured according to the Consumer's specifications or serving to satisfy their individual needs are not subject to return.

In order to exercise the right of withdrawal, the Consumer must contact the Seller by e-mail informing of the withdrawal. After receiving a response from the Seller indicating the return address, the Consumer must send back the returned Goods at their own expense, properly secured against damage.

The Consumer exercises the right of withdrawal by returning the Goods to the Seller in an intact condition, without signs of use, together with a written statement of withdrawal from the Agreement. The completed withdrawal form (available via link) must be enclosed with the shipment.

The Seller undertakes to refund the Consumer, within 14 days from the date of receipt of the returned Goods, the paid price and the cost of delivery (equal to the cheapest available form of delivery). The refund shall be made using the same payment method as originally used, unless the Consumer and the Seller agree otherwise.

If the Consumer received any discount or rebate resulting from the size of the Order, the Seller reserves the right to withdraw it when fulfilling the remaining part of the Order.

COMPLAINTS

If, after receipt of the Goods, the Customer identifies defects, they should immediately contact the Seller (e.g. by sending an e-mail to reklamacje@apinterior.pl containing the Buyer's name and surname, product number, product name, and a detailed description of the defect).

After receiving a response from the Seller indicating the address to which the complained Goods should be sent, the Customer must send the complained Goods (secured against damage) together with a complaint report (link). The Customer shall be informed within 14 days about the course of the complaint.

Complaints concerning differences in the colour of the ordered Goods resulting from differences in the Customer's monitor settings do not constitute grounds for a complaint.

MECHANICAL DAMAGE TO GOODS

If damage to the shipment or Goods is identified, the recipient is obliged to prepare a damage report in the presence of the courier or to call the courier if the defect was noticed after opening the shipment and the packaging was not damaged. A copy of the report must be sent electronically to reklamacje@apinterior.pl. Further procedure shall follow the complaint procedure.

XI. FINAL PROVISIONS

11.1 Any disputes arising between AP Interior sp. z o.o. and a Buyer who is a consumer within the meaning of Article 221 of the Civil Code may, provided both parties consent, be resolved through amicable out-of-court proceedings. In the absence of such consent, disputes shall be subject to the jurisdiction of the common courts in accordance with the provisions of the Code of Civil Procedure.

11.2 Any disputes arising between AP Interior sp. z o.o. and a Customer who is not a consumer within the meaning of Article 221 of the Civil Code shall be submitted to the court having jurisdiction over the registered office of AP Interior sp. z o.o.

11.3 In matters not regulated by these Regulations, the provisions of the Civil Code, the Act on the Provision of Electronic Services, and other applicable provisions of Polish law shall apply.