



Terms and Conditions of the Online Shop

www.autorrooms.pl/giftshop

1. The Online Shop www.autorrooms.pl/giftshop is owned and operated by Mamastudio Ltd. (hereinafter „Society”) whose office is registered at ul. Koszykowa 33/222, 00-553 in Warsaw, Poland and which is listed in the Register of Entrepreneurs of the National Court Register conducted by the Warsaw District Court, 12th Economic Division, under numbers: KRS: 0000396281, REGON 14548466900000, NIP 7010313715.
2. The client might contact the Online Shop via e-mail under giftshop@autorrooms.pl
3. Via this Online Shop a buyer may acquire all the products and devices which are described on the Shop’s website.
4. After placing an order, the Client will receive a confirmation on the indicated e-mail address. As part of Client-Online Shop correspondence, it is prohibited that the Client send unlawful content.
5. In the event of placing orders paid with the PayPal system or credit card, the contract of sale is concluded when the Client authorizes the transaction.
6. The Online Shop may have a promotion on the sell of a part or all of its products. The conditions of promotion are defined individually for each promotion. The information regarding the terms and conditions of each promotion will be posted on the Shop’s website.
7. All the prices given in the Online Shop are gross prices in Polish zloty (PLN) and they include VAT. In order to obtain a VAT invoice, the Client indicates the invoice information, including the NIP number by filling the order form. The receipt or VAT invoice are delivered with the package containing the ordered goods.
8. The goods purchased in the Online Shop are delivered by the Poczta Polska Ltd. based in Warsaw, or a courier company. The goods sent outside of Poland will only be delivered by Poczta Polska Ltd.
9. The time of delivery of a package in Poland is maximum 14 days, and outside of Poland - maximum 21 days. This time includes:
 - time for execution of the order (collecting the products, accepting the payment, printing the purchase documents, packing the order)
 - the time for delivery depending on the chosen means of transportation.
10. The prices of delivery are specified on the Online Shop’s website.
11. The sale contract concluded between the Client and Mamastudio Ltd. is time-limited and lasts only as long as the realization of the order. The realization of the order takes place under the address indicated by the Client.
12. The payment for the purchased goods may be done in the following manner:
 - by debit card - in accordance to the procedure available on the Shop’s website and the rules and conditions of the payment organizations.
 - by the PayPal system - accordance with the procedure available on the Shop’s website and the rules and conditions of the payment organizations.
13. The client is obliged to pay immediately after placing order, not longer than 14 days after concluding the sale contract.
14. According to the law on the consumer’s rights of May 30th 2014 (Journal of Laws 2014, item 827), the consumer has a right to renounce the contract without giving any reason. The right to renounce the contract is effective if the renunciation happens within 14 days since the day when the consumer or a third person entered the state of possession of the purchased goods in question.
15. In order to use the right to renounce the contract, the Client must inform the Online Shop on their decision by sending an unequivocal statement (for example via post, fax or electronic mail). The statement on renunciation of the contract may also be filed through the form (appendix 1 to the Terms and Conditions)
16. The 14-day time limit is counted since the Client’s (or indicated by them third person other than the carrier) entering in possession of the goods. The goods are to be sent to Mamastudio Ltd. based at Koszykowa 33/222, 00-553 Warsaw, with a payment document attached (receipt, VAT invoice). Mamastudio Ltd. commits to immediately repaying the amount that the Client paid and any other costs in accordance with the laws in force, no longer than 14 days after receiving the contract renunciation statement and the purchased goods. Client will be reimbursed with the same payment method they used, or by other methods to which the Client explicitly accorded and which do not cost them.
- 17. The returned product mentioned in point 12 of Terms and Conditions can bear no signs of use and must be intact.**
18. Note! The products marked with the Client’s identity, such as the products handmade for a specific Client, cannot be returned.

19. The return of the products to the Online Shop according to point 12 of the Terms and Conditions should be immediate, not longer than 14 days since the renunciation of the sale contract. The return of the product will be confirmed by the seller with a written return receipt. The Client is obliged to return all the remitted goods/services which he received upon purchasing the goods.
20. Upon receiving the package the Client must check the package and the goods, and inform the Online Shop about any defects. If the product was defective at the time of delivery, the Client should write a protocol in the presence of the courier and send the defective product back or refrain from accepting the package.
21. Customers complaints. According to the law of April 23 1964 (Journal of Laws 1964, number 12, item 93, altered) the Online Shop gives to the buyer (who is a consumer) a warranty which lasts 2 years after the purchase.
22. If an electronic device is mechanically damaged during transportation or is does not function in the time mentioned in point 16 of these Terms and Conditions, the Client is obliged to contact the Customer Service Department at the e-mail address: giftshop@autorrooms.pl. In order to file a complaint, the product must be immediately sent at: Mamastudio Ltd., based at Koszykowa 33/222, 00-553, Warsaw. The defective goods should be returned together with a receipt or VAT invoice and a description of the defects. The complaints will be investigated within 14 days of receiving the package.
23. Detailed information on the rights and possibilities of a Client (who is a consumer) on the methods of investigation of complaints and claims is available at the regional consumer rights advisor's offices and websites, as well as in organizations whose statutory duties is consumer protection, the Voivodeship Inspectorate of Commerce Inspection and on the following websites 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
24. The Client who is a consumer has the following possibilities to use non-judicial manners of filing complaints and claims:
 - The Client has the right to ask the consumer arbitration court to investigate the conflict resulting from the sale contract.
 - The Client has the right to ask the voivode's inspector of the Commerce Inspection for a mediation procedure in order to end the conflict between the Client and the Seller.
 - The Client may obtain free help in resolving a conflict between the Client and Seller from the regional/municipal consumer rights advisor or other organization whose statutory duty is consumer protection (such as Federacja Konsumentów, Stowarzyszenie Konsumentów Polskich). The free of charge advice is given via free helpline under: 800 007 707 and through the Stowarzyszenie Konsumentów Polskich under e-mail address: porady@dlakonsumentow.pl
25. Processing of personal data. In the light of the Law of August 29 1997 about the protection of personal data (Journal of Laws 2002, number 101, item 926, altered), the administrator of the personal data is Mamastudio Ltd. based at Koszykowa 33/222 00-553 Warsaw.
26. The personal data of the Clients and persons visiting the Online Shop will be processed by the Society in order to provide services, archive, sell products and services offered by the Society. The data will be processed also for marketing purposes conducted by the Society itself or in cooperation with other entities. The Society is especially authorized to use the personal data in order to make contact, form the content, alter or terminate a services contract. The Society is also authorized to use the personal data in order to provide services according to Terms and Conditions and the Law of July 18, 2002 on Providing services electronically (Journal of Laws, number 144, item 1204) and, in the case of separate consent from the Client, in order to send commercial information electronically.
 - Submission of personal data is voluntary. The refusal to submit personal data may result in the Society's impossibility to provide services which require registration in the Online Shop.
 - The Society, as the administrator, takes care of the safety of personal data submitted by the Clients. The personal data is protected from unauthorized persons.
 - The Society may give access to personal data to the lawfully authorized entities.
 - The personal data left at the Online Shop will be sent to the Society.
27. The VAT invoices may be sent to the Client electronically.
28. By placing an order, the Client commits to referring the present Terms and Conditions and declaring acceptance of the present Terms and Conditions in the form.
29. The present Terms and Conditions enters into force in the day of its submission on the website www.autorrooms.pl/giftshop and is in force for unlimited duration.

APPENDIX TO TERMS AND CONDITIONS NUMBER 1

The Clients data (Name and Surname, address, telephone number)

.....
.....

Mamastudio Ltd.
the shop's operator,
www.autorrooms.pl/giftshop
ul. Koszykowa 33/222
00-553 Warszawa

DECLARATION OF RENOUNCIATION OF THE DISTANCE CONTRACT

In the light of Article 27 of the Law of May 30, 2014, about the consumer's rights, I declare that I renounce the contract concluded (date)..... in (place)....., number

I ask for return of the amount I paid:

On the bank account number:

I return the intact product:

Received the day:

The investigation and return of the amount paid by the Client will be immediate, and no will happen no longer than 14 days from the day when the Online Shop was informed about the decision to use the right to renounce the contract. The returned product must be complete and intact. The product must be returned together with a receipt (a copy of VAT invoice)

.....
Client's signature

.....
Place, date

In order to preserve the period to renounce the contract, you should send an information on the execution of your right to renounce the contract in the 14-day period.