

Website regulations

General Provisions

1. These Terms and Conditions constitute the regulations referred to in Article 8 of the Act of July 18, 2002, on the provision of electronic services.
2. The Terms and Conditions define the types and scope of services provided electronically via the Service, as well as the principles of providing Electronic Services, the terms of concluding and terminating Agreements, and the complaint procedure.
3. The technical requirements necessary for cooperation with the IT system used by the Service Provider include: (1) a computer, laptop, or other multimedia device with Internet access; (2) access to an email account; (3) an internet browser.

Definitions

1. **Service** – the Service Provider's website available at: <https://salesup.pl/>
2. **Terms and Conditions** – these Terms and Conditions of the Service.
3. **Electronic Service** – a service provided electronically by the Service Provider to the Service Recipient via the Service.
4. **Service Provider** – SALESUP LIMITED LIABILITY COMPANY, NIP: 7010315051, KRS: 0000400962, Address: UL. ZŁOTA 7 / 1, 00-019 WARSAW.
5. **Service Recipient** – (1) a natural person; (2) a legal person; or (3) an organizational unit without legal personality, granted legal capacity under the law, using or intending to use the Electronic Service.
6. **Contact Form** – an Electronic Service in the form of an interactive form available on the Service that allows users to contact the Service Provider.
7. **Consumer** – a Client or Service Recipient who is a natural person performing a legal act with an entrepreneur that is not directly related to their business or professional activity or a natural person entering into an agreement directly related to their business activity, where the content of the agreement indicates that it is not of a professional nature for them.

Electronic Services Available on the Service

The following Electronic Services are available on the Service: Contact Form.

The use of the Contact Form begins when the user enters their name, company name, position, phone number, email address, and message content, checks the checkbox confirming acceptance of the Terms and Conditions and acknowledgment of the Privacy Policy, and presses the "Send" button.

The Electronic Service Contact Form is provided free of charge and is a one-time service – it ends when the message is sent through it or when the user stops entering data into it before sending.

Complaint Procedure for Electronic Services

The Service Recipient may submit complaints regarding defective provision of Electronic Services or the performance of the Agreement by the Service Provider. Complaints may be submitted as follows: electronically via email: <https://salesup.pl>.

The Service Provider shall respond to complaints promptly, no later than within 14 calendar days from the date of submission.

The Service Provider shall inform the Consumer about updates necessary to maintain the conformity of the digital content or digital service with the agreement, the consequences of failing to update, and shall provide the updates to the Consumer. If the Consumer does not install the updates within a reasonable time after receiving them, the Service Provider shall not be liable for any lack of conformity of the digital content or digital service resulting solely from the lack of updates.

Consumer complaints shall be handled in accordance with applicable regulations, particularly regarding consumer complaints under Article 43j and subsequent provisions of the Consumer Rights Act.

Dispute Resolution Methods

Detailed information on the possibility of using out-of-court complaint handling and claims settlement procedures, as well as access to these procedures, is available on the website of the Office of Competition and Consumer Protection at: https://uokik.gov.pl/pozasadowe_rozwiazywanie_sporow_konsumenckich.php.

The President of the Office of Competition and Consumer Protection also operates a contact point (phone: +48 22 55 60 333, email: kontakt.adr@uokik.gov.pl, postal address: Pl. Powstańców Warszawy 1, 00-

030 Warsaw), which provides assistance to consumers regarding out-of-court resolution of consumer disputes.

Consumers have the following options for out-of-court complaint handling and claims settlement: (1) submitting a request for dispute resolution to a permanent consumer arbitration court (more information at: <http://www.spsk.wiih.org.pl/>); (2) submitting a request for out-of-court dispute resolution to the regional inspector of the Trade Inspection (more information on the website of the inspector responsible for the place of business of the Service Provider); and (3) seeking assistance from the district (municipal) consumer ombudsman or a consumer protection organization (e.g., Consumer Federation, Polish Consumer Association). Advice is provided via email at porady@dlakonsumentow.pl and by calling the consumer helpline at 801 440 220 (available on business days, from 8:00 AM to 6:00 PM, call charges according to the operator's tariff).

At <http://ec.europa.eu/consumers/odr>, there is an online dispute resolution platform for consumers and businesses within the EU (ODR platform). The ODR platform is an interactive, multilingual website that provides a single access point for consumers and businesses seeking out-of-court resolution of disputes related to contractual obligations arising from online sales or service agreements (more information is available on the platform or on the website of the Office of Competition and Consumer Protection: https://uokik.gov.pl/spory_konsumenckie_faq_platforma_odr.php).

Final Provisions

The Service Recipient is required to use the Service in accordance with the law and good practices, respecting personal rights and intellectual property rights of the Service Provider and third parties. The Service Recipient is required to enter data consistent with the facts. The Service Recipient is prohibited from providing unlawful content.

The Service Provider reserves the right to temporary interruptions or difficulties in accessing the Service, e.g., due to maintenance work or improvements. The Service Provider commits to informing users about planned interruptions or difficulties via the Service or email correspondence.

The Service Provider reserves the right to amend the Terms and Conditions.

In the event of changes to the Terms and Conditions, the Service Provider shall notify Service Recipients at least 14 days in advance via the Service or email.