



## Consumer Information for the Users of Online Shop [www.wellu.eu](http://www.wellu.eu)

Pursuant to Art. 12 section 1 of the Consumer Rights Act of 30 May 2014, hereinafter referred to as the “Act”, a Consumer who intends to buy goods through the Internet service [www.wellu.eu](http://www.wellu.eu) (hereinafter the “Service”) is provided with the following information – we invite you to read it prior to any planned purchase in the Online Shop [www.wellu.eu](http://www.wellu.eu):

### 1) What services do we provide?

The subject of the services provided is the sale by the Supplier of the goods indicated as available in the Service and added by the Consumer to the virtual basket and the supply of these goods to the Consumer to the address indicated by the User (hereinafter the “Service”).

### 2) Who is the supplier of the services?

The Supplier of the services is **Wellu Spółka z ograniczoną odpowiedzialnością (a limited liability company)**, with its registered office in Gdynia, ul. Wielkopolska 280, 81-531 Gdynia, registered at the Entrepreneurs’ Register maintained by the District Court in Gdańsk, VIII Economic Department under number KRS 0000354591, NIP 586-225-16-36, REGON 220970076 with a share capital amounting to PLN 158 250 PLN (the “Supplier”).

### 3) How and when can we contact each other?

The Supplier provides for the possibility of communicating with the Consumer only if it is necessary to clarify possible issues related to the service provided by electronic mail or telephone, and in particularly justified cases also in writing. The Consumer may communicate with the Supplier where appropriate via electronic mail to the address [poland@wellu.eu](mailto:poland@wellu.eu) or by telephone at +48 600 812 989 or to the above mentioned correspondence address. The Supplier does not anticipate the need to incur any higher than usual costs for the use of distant communication means.

### 4) Is it a paid service? What are the components of the service that we provide for you?

The service is paid. The total price of the Service has been indicated in the order accepted by the Consumer. The total remuneration of the Supplier is the total of the price for the goods purchased and their delivery charge. The Supplier does not charge the Consumer any additional fees, apart from those listed. The Supplier does not oblige the Consumer to make a deposit or provide other financial guarantees.

### 5) How can you pay for the service?

The Supplier accepts the following payment forms: traditional transfer, card – PayU payment, online transfer PayU, cash on delivery.

### 6) How long should I wait for the delivery?

The Supplier does its best to supply the purchased goods not later than on the date that is provided in the order confirmation. The actual delivery date of the products may be longer than the one provided in the confirmation in the case that circumstances beyond the control of the Supplier arise.

### 7) How to lodge a complaint? How complaints are handled?

Complaints should be lodged to one of the addresses indicated in point 2 or 3 above. The Supplier considers all complaints within 14 days of their receipt date.

### 8) Withdrawal from the concluded Agreement – terms

The Consumer may within 14 days withdraw from the concluded agreement without giving a reason and without incurring costs. In such a case the agreement is deemed not concluded and the purchase price is returned to the Consumer.



You may withdraw by filing a statement of will concerning withdrawal to the entrepreneur, including by the sending of a filled out form of withdrawal from the agreement, which constitutes Appendix No. 2 to the Act. It also constitutes an appendix to the Rules (as a separate appendix or in their final part) with an option to print it out or download it as a file, located here: <https://wellu.eu/news/downloads.html>. In relation to a withdrawal from the agreement, the Consumer does not bear the costs of the benefit return.

**9) Do you receive a guarantee for the ordered goods?**

The Supplier is obliged to provide services free of defects. In relation to the character of the goods, granting a guarantee for them or the post-sale services is not provided for.

**10) Statement on good practices code**

In relation with the statement the Supplier did not enter any good practices code in the meaning of Art. 2 point 5 of the Act on Counteracting Unfair Market Practices dated 23 August 2007.

**11) What period is the service provision agreement concluded for?**

The Service Provision Agreement is concluded for the provision period of a given Service. The Parties have the right to terminate the Agreement in the cases provided for by law. The Agreement does not provide for a minimum duration of the Consumer's obligations.

**12) Possibility to file a claim at court**

The Supplier informs about the possibility of considering complaints and lodging claims by the Consumer via the Permanent Arbitration Consumer Tribunals, operating at the Provincial Inspectorate of the Trade Inspection. The principles for making use of these tribunals may be found inter alia on the webpage [http://www.uokik.gov.pl/spory\\_konsumenckie.php](http://www.uokik.gov.pl/spory_konsumenckie.php).



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