

INFORMATION ON THE RIGHT TO WITHDRAW FROM THE AGREEMENT

1. In accordance with the provisions of the Act of 30 May 2014 on consumer rights – the Customer, who is a natural person who has concluded a distance contract or an off-premises contract for a purpose not directly related to his/her professional or business activity (Consumer) may withdraw from it within 14 days from the date of receipt of the shipment without giving a reason and without incurring any costs, including delivery costs in an amount equal to the cheapest shipment in the offer. In the case of purchasing training, the provisions of Annex No. 1 apply.

2. In order to withdraw from the agreement, the Customer should submit to the Store a written statement of withdrawal from the agreement together with sending the proof of purchase, its copy or at least providing the order number, and then immediately return the goods in a non-deteriorated condition to the following address:

CNBOP-PIB ul. Nadwiślańska 213

05-420 Józefów

with the note "return to the online store"

3. The goods must be returned no later than 14 days from the day on which the Customer withdrew from the Agreement.

4. The Customer may use the model withdrawal form, which constitutes Annex No. 2 to the Store's regulations. Using the model withdrawal form is not obligatory.

5. To meet the 14-day deadline, it is sufficient to send the declaration before its expiry.

6. Immediately after receiving the withdrawal form, the Store will send the Customer a confirmation of its receipt to the e-mail address provided (after clearly marking such option - see Annex No. 2).

7. The Store will immediately, but no later than within 14 days from the date of receipt of the Customer's declaration of withdrawal from the agreement, refund to the Customer all payments made by him, including the costs of delivering the goods, subject to § 9 section 1 of these regulations.

8. The Store will refund the payment using the same method of payment that the Customer used, unless the Customer expressly agrees to another method of refund that does not involve any costs for him.

9. The Store reserves the right to withhold the refund of payments received from the Customer until the receipt of the item.

10. The Customer is liable for the reduction in the value of the item resulting from its use in a way that goes beyond what is necessary to determine the nature, characteristics and functioning of the item.