

PAYMENT TERMS AND CONDITIONS



Office
Samurai

§1. Seller Information



The Seller is:

OFFICE SAMURAI SPÓŁKA Z OGRANICZONĄ ODPOWIEDZIALNOŚCIĄ

with its registered office in Kraków, ul. Wojciecha Weissa 7, 31-339 Kraków, Poland, entered into the Register of Entrepreneurs of the National Court Register maintained by the District Court for Kraków-Śródmieście in Kraków, 11th Commercial Division of the National Court Register, under KRS number 0000713229,

Tax Identification Number (NIP): 6762543127, REGON: 369232977, share capital: PLN 6,000.00.



The Seller may be contacted via e-mail: contact@office-samurai.com.

§2. Payment Terms

1. Payments are made based on individual arrangements between the Seller and the Customer (e.g. in connection with participation in training sessions or other services).
2. The Customer receives a payment link from the Seller enabling the payment to be made.
3. Payments are processed via the *imoje* payment system operated by *ING Bank Śląski S.A.* with its registered office in Katowice.
4. Available payment methods include, in particular:
 - Payment card,
 - Electronic banking,
 - Other methods made available by the payment operator.
5. By making a payment, the Customer accepts these Terms and Conditions.

§3. Cancellation of Services and Withdrawal from the Agreement

1. A “Business Customer with Consumer Rights” shall mean a natural person entering into an agreement directly related to their business activity, where it follows from the content of such agreement that it does not have a professional nature for that person.
2. A Customer who is a Consumer or a Business Customer with Consumer Rights shall have the right to withdraw from a distance contract within **14 days from the date of conclusion** thereof, without providing any reason.
3. The right of withdrawal shall not apply to services related to events (e.g. training sessions), if a specific date of performance has been indicated in the agreement, in accordance with the provisions of consumer rights legislation.
4. In the event of an effective withdrawal from the agreement, the payment shall be refunded without undue delay, no later than within **14 days from the date of receipt of the withdrawal statement**.

§4. Complaints

1. The Customer, including a Consumer and a Business Customer with Consumer Rights, shall have the right to submit a complaint regarding the payment or the provision of the service.
2. Complaints may be submitted:
 - Electronically to: contact@office-samurai.com,
 - In writing to: **ul. Wojciecha Weissa 7, 31-339 Kraków**.
3. The complaint should include:
 - The Customer’s details,
 - Information enabling identification of the payment (e.g. date, transaction number),
 - description of the issue,
 - the Customer’s request.
4. Complaints shall be reviewed within **14 days from the date of their receipt**.

§5. Final Provisions

1. Polish law shall apply to payments and agreements concluded on their basis.
2. In matters not regulated by these Terms and Conditions, the provisions of the following shall apply in particular:
 - The Polish Civil Code,
 - The Consumer Rights Act.

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3. The Seller reserves the right to amend these Terms and Conditions for important legal or organisational reasons.