

REGULATIONS

of cooperation with **Cukierki Reklamowe Konstancja Dołęga-Dołęgowska**

Companies and individuals interested in cooperating with *Cukierki Reklamowe Konstancja Dołęga-Dołęgowska* are requested to provide the following documents:

1. A set of business registration certificates:
 - the certificate of entry in the business activity register or updated copies of the National Court Register number (KRS)
 - a copy of the certificate of assignment of the statistical number (REGON)
 - a copy of the certificate of assignment of the tax identification number (NIP)

The documents may be submitted in person, by e-mail, by fax or by registered mail.

Orders and the way they are processed

1. Orders for goods from our product range should be placed in writing (by e-mail or fax).
2. The Customer is obliged to send all materials necessary to create the wrappers in PDF format up to version 9, in CDR format up to version 11, in AI format up to version 9, and photos in JPG format.
3. The order is processed upon receiving a written approval of the project (wrappers and/or boxes) and the prepared cost estimate, and after the prepayment is made by the client on the basis of a pro forma invoice.
4. The company undertakes to process the order within 10 business days from the approval of projects and cost estimate.
5. The company reserves the right to postpone the time of processing the order after having notified the Customer in advance.
6. The CMYK or Pantone colour systems should be used to determine the colour palette of the project (print).

Delivery of goods

1. The Customer may collect the goods he purchased in person in the company premises or they can be delivered by a courier company which cooperates with us (courier DPD) or another company selected by the Customer upon prior agreement.
2. All parcels are insured.
3. Shipping cost depends on the weight of the goods. However, the shipping cost of a parcel up to 30 kg is 20 PLN net in Poland.
4. Delivery costs are covered by the Customer, unless the contract stipulates otherwise.
5. Immediately upon the receipt of the parcel, in the presence of courier, the Customer is obliged to check the package in order to verify the amount and see if there is any lack or mechanical damage to the product. If the parcel arrived damaged, the Customer has the duty to draw up discrepancy report to be signed by the carrier. The receipt of goods from the carrier amounts to the approval of the aforementioned parameters.
6. The company is not responsible for delays which occurred due to the fault of the carrier. The customer shall assume the risk of an accidental loss of goods or damage upon the moment of receipt of the goods by the carrier.

Forms of payment

1. Upon approval of the cost estimate the Customer will receive the pro forma invoice by e-mail, on the basis of which the prepayment (money transfer) should be made to the account given in the document, unless the parties decide otherwise.
2. The Customer will receive a VAT invoice together with the goods or by post.
3. If the Customer cancels the order, he is obliged to cover all costs incurred by the Contractor to process this order.
4. The Customer receives a VAT invoice with a due date, and when the payment is overdue the Contractor has the right to charge interest on arrears and to charge the payer with the costs of reminders.
5. If the Customer's payments are overdue for longer than 30 days, the Contractor has the right to submit the outstanding debt to the National Register of Debtors (KRD).
6. If the Customer is behind with payments, the Contractor reserves the right not to accept another order until the outstanding amount is paid.

Prices

1. The updated price list is sent individually to each customer interested in receiving it.

Complaints

1. The complaint is admitted on the basis of a proof of purchase (VAT invoice), a report drawn up with the courier delivering the parcel, photos and a report of faulty or defective items.
2. There is no possibility for the Customer to return correctly manufactured goods.
3. In case of discrepancies in goods the Customer has the right to demand the exchange of goods, unless the parties agree on another form of refund.
4. Only items qualified as damaged or inconsistent with the order are subject to complaints. Information on any lack in quantity and quality must reach the company in writing within 5 days following the receipt of goods by the Customer. If the complaint may not be addressed within the aforementioned time-frame the company informs the Customer about it giving the reason for extending the date of delivery and an estimated period of time to provide the response.
5. Each complaint submitted is addressed individually within 7 days of its receipt.
6. Each complaint submitted should contain the Customer's details and a concise description of the submitted reservations.
7. Complaints are submitted by filling in the complaint form, which you will receive from us by e-mail.

Final provisions

Undertaking cooperation with our company amounts to granting us permission to use the products created by us in our advertising materials and as a sample of technical potential of *Cukierki Reklamowe Konstancja Dołęga-Dołęgowska*.

The aforementioned conditions of cooperation do not apply to companies, with whom separate cooperation agreements were concluded.

Disputes which arose as a result of implementation of the aforementioned conditions will be settled by means of amicable arrangements. In the absence of agreement, the dispute will be decided by the Court having jurisdiction over the seat of *Cukierki Reklamowe Konstancja Dołęga-Dołęgowska*.

Help

All enquiries regarding the conditions of cooperation should be sent directly to: poczta@krowki.pl