# Printstrap

## Terms of sale of the Printstrap online store

Effective from 21 November 2026.

### § 1. Seller and contact

1. The Printstrap online store, available at printstrap.com (the "Store"), is operated by Janusz Ciosek, a sole trader doing business under the name P.P.H.U. Janusz Ciosek WIELKA REKLAMA (Przedsiębiorstwo Produkcyjno-Handlowo-Usługowe Janusz Ciosek Wielka Reklama), entered in the Polish Central Register and Information on Economic Activity (CEIDG), with the business address: ul. ks. Jerzego Popiełuszki 13, 98-300 Wieluń, Poland, tax ID (NIP) 832-000-27-20, EU VAT number PL8320002720, statistical number (REGON) 730018779 (the "Seller").
2. "Printstrap" is a trading name (brand) of the Seller. The Seller is the party to every contract concluded in the Store.
3. Contact with the Seller in all matters, including businesses, public procurement, advertising agencies and wholesale:
   - e-mail: info@printstrap.com,
   - phone: +48 455 455 460 (charged at your operator's rates), on business days Monday to Friday, 8:00–16:00 (Polish time),
   - the contact form on the Contact (https://printstrap.com/en/quote) page,
   - postal address: ul. ks. Jerzego Popiełuszki 13, 98-300 Wieluń, Poland.
4. Address for returns and complaints: ul. ks. Jerzego Popiełuszki 13, 98-300 Wieluń, Poland.
5. You can contact the Seller in Polish and English. Messages in the language of the Store version in which the order was placed (German, French, Spanish, Italian, Dutch, Czech, Slovak, Swedish, Danish, Portuguese, Romanian, Hungarian, Ukrainian, Bulgarian, Greek, Estonian, Finnish, Irish, Croatian, Lithuanian, Latvian, Maltese, Norwegian, Slovenian or Turkish) are answered in that language where possible, and otherwise in English.

### § 2. Definitions

1. Customer — a natural person, legal person or organisational unit without legal personality that uses the Store or concludes a contract with the Seller.
2. Consumer — a Customer who is a natural person concluding a contract not directly related to their business or professional activity.
3. Entrepreneur with consumer rights — a Customer who is a natural person concluding a contract directly related to their business activity, where the content of the contract shows that it is not of a professional nature for them, resulting in particular from the subject of their business disclosed in CEIDG (§ 11).
4. Business Customer — a Customer who is neither a Consumer nor an Entrepreneur with consumer rights, including companies, public sector bodies, advertising agencies and wholesale buyers.
5. Product — an item offered in the Store, in particular promotional lanyards (including detachable lanyards and lanyards with accessories), wristbands, textile key straps, multifunctional neck gaiters and other promotional textiles — printed or otherwise branded, or unprinted.
6. Personalised Product — a Product made to the Customer's specifications or to meet their individual needs, in particular printed or otherwise branded according to the Customer's file or design (e.g. logo, text, numbering, graphics), or made to individual order in a size, colour or material outside the Store's range (§ 8). Choosing a colour, width or accessories from the variants available in the Store does not make an unprinted Product a Personalised Product.
7. Contract — a contract for the sale of Products concluded between the Seller and the Customer through the Store or on the basis of a quotation.
8. Account — an electronic service that allows the Customer to sign in to the Store, save data, view orders and documents and use the prices of the Price Level assigned to them.
9. Business Account — an Account in which company details (name and tax ID or EU VAT number) have been saved.
10. Price Level — the set of prices assigned to an Account: "Retail" (default), "Business", "Advertising agency" or "Wholesale" (§ 13).
11. Business days — Monday to Friday, excluding public holidays in Poland.
12. Proof — a preview of the Personalised Product showing the layout of the design, prepared by the Seller on the basis of the order and the Customer's file and sent to the Customer for approval before production (§ 8).

### § 3. Electronic services and technical requirements

1. In the Store the Seller provides the following electronic services free of charge: browsing the offer and search, the Product configurator (choice of parameters, price and upload of the design file), the cart and placing orders, the order page with Proof approval, the Account and Business Account, applications for a Price Level, and the contact and quote request forms.
2. To use the Store you need a device with internet access, an up-to-date web browser with JavaScript, the cookies and browser

storage necessary for the Store to work enabled, and an active e-mail address.

3. The Customer signs in to the Account with a one-time code sent to the e-mail address provided (no password). The code is valid for 15 minutes. A sign-in session lasts up to 30 days or until you sign out. Orders placed without signing in from a given e-mail address are visible in the Account after signing in with that address.
4. A Customer with a Business Account may invite other people to it and give them the role of administrator (manages people), orderer (places orders for the Business Account) or payer (pays and downloads documents). An invitation takes effect only after the invited person accepts it. The owner of the Business Account is responsible for who is given access and may withdraw access at any time.
5. The contract for the Account is concluded for an indefinite period upon the first sign-in, after accepting these Terms. The Customer may terminate it at any time using the "Delete account" button in the Account or by requesting deletion of the Account at info@printstrap.com. The Customer can also download a copy of their data in the Account. Data that the Seller must keep under the law (e.g. orders and invoices) is kept for the required period. The Seller may terminate this contract with 14 days' notice for an important reason (e.g. a change in the law, the Store closing down), and without notice if the Customer seriously breaches these Terms.
6. The Customer must not provide unlawful content, including in forms and messages, or disrupt the operation of the Store.
7. Using electronic services involves the usual internet risks, such as malware, phishing or interception of transmissions. The Customer should use up-to-date software and never share sign-in codes. The Seller never asks for payment card details or sign-in codes by e-mail or phone.
8. Complaints about electronic services can be sent to info@printstrap.com. The Seller replies within 14 days.

## § 4. Products and prices

1. Prices are calculated in Polish zloty (PLN) for delivery to Poland and in euro (EUR) for delivery to other countries. The Customer may also choose another currency in the Store (by default the Store suggests the currency of the delivery country, where it is supported). The Store then converts prices at the National Bank of Poland (NBP) mid exchange rate of the date shown next to the currency selector, plus 2% to cover the currency conversion cost of the payment (3.5% for currencies of countries outside the European Economic Area; no surcharge for PLN and EUR). The amounts in the chosen currency shown in the cart and at checkout are binding and are the amounts charged.
2. Customers without a Business Account, including Consumers, are shown gross prices, i.e. including VAT. Customers with a Business Account and Customers who select a business purchase at checkout are shown net prices, to which VAT is added in accordance with paragraph 4. The Customer sees the total amount payable, including VAT and delivery, in the cart and at checkout before placing the order.
3. Prices depend on the Price Level assigned to the Account (§ 13). For some Products and Price Levels, tiered prices depending on the quantity ordered apply; they are shown on the Product page.
4. VAT:
   - for delivery within Poland, the Polish VAT rate applies,
   - for sales to Consumers and other Customers without a valid EU VAT number with delivery to another EU country, VAT is charged at the rate applicable in the country of delivery where the rules on intra-Community distance sales of goods require it; the rate and the amount of VAT are shown in the cart before the order is placed,
   - a Business Customer from another EU country who enters at checkout an EU VAT number from the country of delivery, confirmed automatically in the VIES system, buys under an intra-Community supply of goods at the 0% rate (reverse charge — VAT is accounted for by the buyer),
   - for delivery outside the European Union (export of goods) we apply the 0% VAT rate and issue an export invoice; prices in the Store then do not include VAT, and import duties, import taxes and customs clearance fees in the country of delivery are borne by the recipient (§ 7(7)).
5. When a price is reduced, we also show the lowest price of the Product in the 30 days before the reduction. Promotions apply for the period shown with the Product and may apply only to selected Price Levels.
6. For a Personalised Product we show the expected production time, counted from receipt of the payment and approval of the Proof, and for an unprinted Product — its availability and expected dispatch time. Some Products, quantities or variants are marked as available on request only — for these the Seller prepares an individual quotation (§ 16). The minimum quantity for a Personalised Product is shown with the Product.
7. Product photos are illustrative and may show a sample print or accessories that are not part of the Product. The description, variants and parameters on the Product page are binding. Colours on screen may differ slightly from the actual colours, depending on monitor settings.
8. Announcements, advertisements and price lists in the Store are an invitation to conclude a contract within the meaning of Article 71 of the Polish Civil Code.

## § 5. Orders and conclusion of the Contract

1. To place an order, the Customer adds Products to the cart, chooses variants and quantity, enters an e-mail address, delivery and invoicing details (and for a business purchase — the company name and tax ID or EU VAT number), chooses a payment method, accepts these Terms and clicks the "Place order with obligation to pay" button.
2. Orders can be placed without signing in to an Account.
3. After placing the order, the Customer receives an e-mail confirming that the order has been received. The Contract is concluded when the Customer receives this e-mail, subject to paragraph 4. The e-mail contains the order details, the price including delivery, the Seller's details and information on the right of withdrawal with a link to the rules and the model form. These Terms and the other documents are available in the Store in a form that can be downloaded, saved and printed.
4. If the order includes a Product available on request, a Product for which the delivery cost cannot be calculated automatically, or delivery outside the European Union (§ 7(7)), the Store accepts it as an order requiring confirmation. The Seller confirms the lead time and delivery cost by e-mail and sends a proforma invoice (for delivery outside the European Union also a link for card payment), usually within 1 Business day. In this case the Contract is concluded when the Customer pays the amount stated in that e-mail. Until then either party may withdraw from the order at no cost; an order not paid within the period set out in § 6(4) is cancelled.
5. If, after the Contract is concluded, a Product turns out to be unavailable, the Seller informs the Customer without delay and offers a later delivery date or a replacement product. If the Customer does not agree, the Seller refunds the full amount paid for that Product within 14 days, using the same payment method.
6. The Customer orders Personalised Products directly in the Store, in the Product configurator (§ 8). Non-standard Products and quantities (e.g. sizes, materials or branding techniques not available in the configurator), larger quantities and tender orders are fulfilled by the Seller on the basis of an individual quotation (§ 14–16).
7. The Seller fulfils an order for a Personalised Product in accordance with § 8: once the payment has been received, it prepares the Proof, and production starts after the Customer approves it. Until approval, the Customer may cancel the order and receives a refund of the full amount paid (§ 8(6)).
8. The minimum order value is PLN 20 net (excluding VAT) for delivery to Poland and EUR 15 net for delivery to other countries. If another currency is chosen in the Store, a rounded equivalent of that amount, shown in the cart, applies. What counts is the value of the Products after discounts and promotions, excluding delivery costs. The Store shows the minimum order value in the cart and at checkout, to Consumers also as an amount including VAT, and does not accept orders of a lower value.

## § 6. Payments and invoices

1. The available payment methods depend on the delivery country, the currency and the order value. The Customer sees them at checkout before placing the order. The Store offers:
   - payment card, Apple Pay and Google Pay — payments are processed by Stripe Payments Europe, Ltd. (Ireland),
   - BLIK and instant bank transfer — for orders in PLN with delivery to Poland; payments are processed by PayPro S.A. (operator of the Przelewy24 service, Poland),
   - traditional bank transfer against a proforma invoice (prepayment) — for orders in PLN and EUR.
2. High-value orders (the threshold is shown in the cart) and orders requiring confirmation (§ 5(4)) are fulfilled only after prepayment by bank transfer against a proforma invoice; for delivery outside the European Union the Customer may also pay by card via the link in the e-mail with the delivery cost. Bank transfers are accepted only in PLN and EUR: if such an order is placed in another currency and is not paid by card, the Store shows its amounts in PLN or EUR in accordance with § 4(1).
3. When paying by card, BLIK or instant transfer, the Customer pays immediately after placing the order. We start processing once the operator confirms the payment. The Seller does not store payment card details — the Customer enters them directly with the operator.
4. For a traditional bank transfer, the Customer pays within 7 days of receiving the proforma invoice with the bank account number. We start processing once the payment has been received. The Seller may cancel an order not paid within this period and informs the Customer by e-mail.
5. The Seller may grant deferred payment terms only to a Business Customer: after a positive assessment of its trade credit application and under a separate agreement concluded in documentary form (§ 14(6)), or where a contract concluded with a public body provides for them (§ 14(5)). In all other cases, every order, including an order placed by a Business Customer, is payable 100% before shipment.
6. For every paid order the Seller issues a VAT invoice and sends it by e-mail as a PDF. The Customer agrees to receive invoices electronically. Invoices for Business Customers from Poland are issued in the Polish National e-Invoicing System (KSeF) in accordance with the law.

## § 7. Delivery

1. The Seller delivers Products within Poland, all other European Union countries and selected countries outside the European Union. The list of countries is given in the Delivery and payment (https://printstrap.com/en/legal/shipping-payment) document. Delivery to other countries can be agreed individually, subject to paragraph 8.
2. Lead time:

- Personalised Products — production within the time shown with the Product, counted from receipt of the payment and approval of the Proof (§ 8(5)), followed by dispatch,
- unprinted Products in stock — dispatched within 1–2 Business days of the payment being received,
- Products with a different availability status and orders based on a quotation — within the time shown with the Product, stated in the quotation or confirmed by the Seller before the Contract is concluded (§ 5(4)).

3. Carrier delivery times, delivery costs and the rules for pallet shipments are described in the "Delivery and payment" document, which forms part of these Terms. The delivery cost is charged separately, in addition to the price of the Products.
4. Personalised Products are made on the Seller's behalf by production plants in Poland (subcontractors), which may ship parcels directly to the Customer. The sender of the parcel is Printstrap. The parcel does not contain an invoice or prices — the Seller sends the invoice by e-mail.
5. The Consumer bears the risk of loss of or damage to the Product only from the moment it is handed over to the Consumer or to a person designated by them other than the carrier.
6. Please check the parcel on delivery and, if it is damaged, draw up a damage report with the carrier and take photos. This helps us resolve the matter quickly. For a Consumer and an Entrepreneur with consumer rights, it is not a condition for a complaint to be accepted.
7. Delivery outside the European Union is made DAP (Incoterms 2020): the Seller arranges and pays for transport to the delivery address at the price given to the Customer before payment (§ 5(4)), and import duties, import taxes (e.g. import VAT) and customs clearance fees in the country of delivery are borne by the recipient. The Seller encloses an export invoice with the shipment. The delivery time is longer than within the European Union and does not include customs clearance time. If the recipient refuses the parcel or refuses to pay the customs charges, the Customer bears the cost of the return shipment and the fees charged by the carrier or the customs office, unless mandatory law of the Consumer's country provides otherwise.
8. The Seller does not ship Products to Russia, Belarus, North Korea, Iran, Syria or Cuba, to Crimea, Sevastopol or other territories of Ukraine not controlled by the Government of Ukraine, or to persons and entities subject to sanctions. The Seller checks addresses in Ukraine before accepting payment. If sanctions or export control rules do not allow an order to be fulfilled, the Seller cancels it and refunds the full amount paid.
9. For the United Kingdom and Norway the Seller currently accepts orders only from Business Customers who enter at checkout the company name and its VAT or company registration number.

## § 8. Personalised Products, files and Proof

1. The Customer orders a Personalised Product in the Store: in the configurator they choose the Product, its parameters (e.g. width, colour, type of print, accessories) and the quantity, and then upload the design file, enter the text to be printed or indicate that they will send the file after placing the order. The Store shows the price before the Product is added to the cart. Products and quantities not available in the configurator are made by the Seller on the basis of an individual quotation (§ 16).
2. Before the order is placed, the Store informs the Customer, in particular at checkout, that printed or otherwise branded Products are Personalised Products and that the Consumer has no right of withdrawal in respect of them (§ 9(3)).
3. The technical requirements for the file (format, resolution, colours, print area) are given with the Product and in the guides in the Store. The Seller checks the file only from a technical point of view. It does not correct the content, spelling or data in the design unless the parties agree otherwise. If the file is not suitable for printing, the Seller contacts the Customer.
4. Once the payment has been received and the file has been provided, the Seller prepares the Proof and sends the Customer an e-mail with a link to the order page. There the Customer can approve the Proof, request corrections or cancel the order. If corrections are requested, the Seller prepares a new version of the Proof.
5. Production starts once the Customer approves the Proof (the "Approve" button on the order page). The production time shown with the Product runs from approval of the Proof or, if the payment is received later, from receipt of the payment. If the Customer sends a new file before production starts, the Seller prepares a new Proof and the time runs from its approval.
6. Until the Proof is approved, the Customer may cancel the order for a Personalised Product without giving any reason — using the button on the order page or by e-mail. The Seller then refunds the full amount paid, including the delivery cost, within 14 days, using the same payment method. Once the Proof has been approved, changing or cancelling the order requires the Seller's consent, and the Customer covers the costs already incurred, up to the value of the order.
7. If the Customer does not respond to the Proof, the Seller sends a reminder by e-mail; the production time does not run until approval. If the Customer neither approves the Proof nor requests corrections within 30 days of it being sent, the Seller may cancel the order and refund the full amount paid.
8. A Product made in accordance with the approved Proof conforms to the Contract as regards the content and layout of the design. The colours of the print may differ slightly from the colours on screen and in the Proof, as they depend on monitor settings, the material and the branding technique. An exact colour match (e.g. to a Pantone swatch) must be specified in the order.
9. The Customer declares that they hold the rights to the graphics, texts, trade marks and images provided for printing and that their use does not infringe the rights of third parties or the law. The Seller may refuse to print unlawful content or content that infringes the rights of third parties. In that case it refunds the payment for that part of the order.

10. If the Seller prepares a graphic design at the Customer's request, the Customer may use it for the purpose for which it was ordered, including printing and publishing it, after paying the full price. The Seller hands over source files only if the parties so agree.
11. The Seller stores design files only to fulfil the order and handle any complaint — for up to 90 days from delivery of the order, and files sent without an order being placed — for up to 30 days. The Seller keeps the approved Proof as evidence of approval for the period of liability for the conformity of the Product with the Contract. The Seller does not archive files for future orders unless the Customer asks it to.

## § 9. Right of withdrawal

1. A Consumer and an Entrepreneur with consumer rights may withdraw from a distance Contract without giving any reason within 14 days. The period runs from the day on which the Customer (or a person designated by them other than the carrier) took possession of the Product. Where an order includes several Products delivered separately, the period runs from taking possession of the last of them.
2. To withdraw from the Contract, it is enough to submit a statement before the period expires: through the Withdraw from contract here (https://printstrap.com/en/legal/withdrawal) form (once the statement is confirmed, the Seller immediately e-mails an acknowledgement with its content and the date and time it was submitted), by e-mail to info@printstrap.com, through the contact form in the Store or by post. You may use the model form in the Returns and withdrawal (https://printstrap.com/en/legal/returns) document, also available as a PDF (https://printstrap.com/en/legal/withdrawal.pdf).
3. The right of withdrawal does not apply to Personalised Products, i.e. non-prefabricated items made to the Consumer's specifications or to meet their individual needs (Article 38(1)(3) of the Polish Consumer Rights Act).
4. If, under a single Contract, the Consumer bought an unprinted Product (e.g. plain lanyards) and a Personalised Product (e.g. lanyards with their logo), the right of withdrawal covers the unprinted Product but not the Personalised Product. We then refund the price of the unprinted Product stated in the order. Irrespective of this, the Consumer may cancel the Personalised Product until the Proof is approved (§ 8(6)).
5. The detailed rules on withdrawal, returning the Product, costs and refunds are set out in the "Returns and withdrawal" document, which forms part of these Terms.
6. A Business Customer has no statutory right of withdrawal (§ 12(2)).

## § 10. Lack of conformity of the Product with the Contract (complaints)

1. The Seller is liable to the Consumer and the Entrepreneur with consumer rights for the conformity of the Product with the Contract under the Polish Consumer Rights Act. Liability covers a lack of conformity that existed when the Product was delivered and became apparent within 2 years of that time.
2. A complaint can be submitted by e-mail to info@printstrap.com, through the contact form in the Store or by post to the address in § 1(4). The Seller replies to the complaint within 14 days of receiving it.
3. The details, including the Consumer's rights and the procedure for Business Customers, are set out in the Complaints (https://printstrap.com/en/legal/complaints) document, which forms part of these Terms.
4. The Seller does not provide a separate guarantee for Products. If a manufacturer's guarantee is enclosed with the Product, its terms are set out in the guarantee document. A guarantee does not exclude, limit or suspend the Consumer's rights in respect of a lack of conformity of the Product with the Contract.

## § 11. Entrepreneur with consumer rights

1. The provisions on the right of withdrawal from a distance contract and on the lack of conformity of goods with the contract that apply to consumers (Article 7aa of the Polish Consumer Rights Act), as well as protection against unfair contract terms (Article $385^5$ of the Polish Civil Code), apply to an Entrepreneur with consumer rights.
2. Whether the Contract is of a professional nature for the Customer is determined in particular by the subject of their business disclosed in CEIDG. Assigning the Account to a business Price Level does not determine the nature of the Contract. Provisions of these Terms for Business Customers (§ 12–16) that conflict with these rules do not bind an Entrepreneur with consumer rights.

## § 12. Provisions for Business Customers

1. This section and § 13–16 apply only to Business Customers.
2. A Business Customer has no statutory right of withdrawal from a distance contract. The right to cancel a Personalised Product until the Proof is approved (§ 8(6)) also applies to a Business Customer. Unprinted Products may be returned only with the Seller's consent, on terms agreed in documentary form. For an agreed return, the Business Customer bears the transport costs in both directions. The Seller then deducts from the amount refunded the cost of delivery to the Business Customer, the cost of return transport if the Seller arranges it, and any handling fee stated when the return was agreed.
3. Pursuant to Article 558 § 1 of the Polish Civil Code, the parties exclude the Seller's statutory warranty liability for defects

(rękojmia). Complaints from Business Customers are handled under the contractual procedure described in the "Complaints" document.

4. The Seller's liability to a Business Customer on any legal basis is limited to the net value of the order to which the damage relates and does not cover lost profits or indirect damage, including contractual penalties agreed by the Customer with its own clients. This limitation does not apply to damage caused intentionally or to liability that cannot be excluded under mandatory law.
5. Upon handing the Product over to the carrier, the benefits and burdens and the risk of accidental loss of or damage to the Product pass to the Business Customer, unless the parties have agreed a different delivery rule (e.g. Incoterms® 2020).
6. Until the full price is paid, the Products remain the property of the Seller (Article 589 of the Polish Civil Code).
7. In the event of late payment, the Seller is entitled to statutory interest for late payment in commercial transactions and compensation for recovery costs under the Polish Act of 8 March 2013 on counteracting excessive delays in commercial transactions. The Seller may suspend further orders until outstanding amounts are paid.
8. A Business Customer inspects the Product without delay after delivery. Quantity shortages and visible defects must be reported within 5 Business days of delivery, and hidden defects within 14 days of their discovery, but no later than 12 months after delivery.
9. The Seller is not liable for delay in or non-performance of the Contract caused by force majeure, in particular decisions of public authorities, infrastructure failures, weather events and delays by carriers or suppliers beyond the Seller's control. The lead time is then extended accordingly.
10. A Business Customer is responsible for choosing a Product suitable for its intended use, in particular for choosing a lanyard with a safety breakaway clasp where it will be used near machinery, in road traffic or by children.
11. A Business Customer from a country other than Poland is responsible for checking whether the Product meets any specific requirements applicable in the country of use and informs the Seller of them before the Contract is concluded.

## § 13. Business Account and Price Levels

1. A Customer who saves company details in the Account may be granted the "Business" Price Level. The "Advertising agency" and "Wholesale" Price Levels can be obtained by applying in the Account or through the quote request form.
2. Before granting a Price Level, the Seller verifies the company, in particular by checking the VAT number in the VIES system or in the Polish register of VAT taxpayers, the data in the National Court Register (KRS) or CEIDG, whether the company name matches, the company's website and the domain of the e-mail address. Verification and the granting of a Price Level may be automated. Unclear cases and refusals are reviewed by a member of the Seller's staff.
3. The "Advertising agency" Price Level is available to companies engaged in advertising, printing or similar activities that buy Products in connection with serving their clients. The "Wholesale" Price Level is available to Business Customers buying in wholesale quantities or reselling Products; the Seller may make it conditional on a declared purchase volume or on the value of orders fulfilled in the last 12 months.
4. The Seller informs the Customer by e-mail when a Price Level is granted. Prices of the new Price Level apply to orders placed after it is granted.
5. The Seller may refuse to grant a Price Level or change it if the information provided by the Customer turns out to be untrue or out of date, the verification is negative or the Customer breaches these Terms. The Seller informs the Customer of the change by e-mail. The change does not affect orders placed earlier.
6. The price terms of the "Advertising agency" and "Wholesale" Price Levels are confidential. The Customer does not publish them or disclose them to third parties.

## § 14. Businesses and public procurement

1. Businesses can buy in the Store by entering the company name and tax ID or EU VAT number at checkout, or request a quotation using the Request a quote (https://printstrap.com/en/quote) form or at info@printstrap.com.
2. In response to requests for quotation, including public procurement procedures and requests below statutory thresholds, the Seller submits an offer in the form and within the time limit specified by the contracting authority. If the contracting authority does not specify a period, the offer is binding for 30 days from its submission.
3. If the procurement documents or the public procurement contract regulate a matter differently from these Terms, those documents prevail. These Terms apply to the remaining extent.
4. The Seller issues invoices in KSeF, with the buyer and recipient details specified by the contracting authority (e.g. a municipality as buyer and its unit as recipient), and — where required by law or the contract — via the Polish Electronic Invoicing Platform (PEF). Invoices for which the law so requires are marked "split payment mechanism".
5. Public bodies, like all other Customers, pay 100% of the price before shipment, unless a contract concluded with them (in particular a contract concluded following a public procurement procedure) or trade credit granted to them (paragraph 6) provides otherwise. A payment term provided for in such a contract may not exceed the period permitted by law (as a rule 30 days from delivery of the invoice).

6. Other businesses pay in the Store online or by bank transfer against a proforma invoice, 100% before shipment (§ 6). A Business Customer may submit an electronic trade credit application from its Account, on the Trade credit page, together with company documents, including financial documents. The Seller assesses the application with the involvement of a financing partner (a factoring company or credit insurer), to which it may pass the data and documents from the application for this purpose, with the consent given by the Customer in the application. The Seller may grant trade credit, refuse it or make it conditional on security (e.g. a promissory note). The credit limit and payment term are set out in a separate agreement concluded in documentary form; until that agreement is concluded, every order is payable in advance. The Seller may change or withdraw the credit limit, in particular in the event of late payments; it informs the Customer by e-mail, and orders placed afterwards are payable 100% before shipment.
7. At the request of the contracting authority, the Seller encloses the available Product documents (e.g. technical data sheets, declarations of conformity, material certificates — available on request) with the delivery and signs an acceptance report.

## § 15. Advertising agencies

1. An advertising agency, graphic studio, print shop or other intermediary buying Products for its clients (the "Agency") may apply for the "Advertising agency" Price Level (§ 13).
2. The Agency may order delivery directly to its client by entering the client's address as the delivery address. The parcel contains no invoice, prices or promotional material — only the Agency receives the invoice, by e-mail. The shipping label contains the sender details and return address required by the carrier.
3. Markings that must remain on the Product or packaging by law stay in place, in particular the details required by product safety legislation, warnings and safety instructions.
4. The Seller does not contact the Agency's clients for direct sales, unless the Agency consents or the Agency's client approaches the Seller independently of the given order.
5. The Seller processes the data of the Agency's clients provided for delivery (name or company name, address, telephone) on behalf of the Agency, solely for delivery, settlement and handling complaints. This paragraph constitutes a data processing agreement within the meaning of Article 28 GDPR. The Seller ensures the confidentiality and security of the data, uses sub-processors only to the extent necessary (production plants, carriers, IT service providers), notifies the Agency of a personal data breach without undue delay and deletes the data after the order has been fulfilled, except for data it must keep under the law.
6. The Agency is responsible for the content provided for printing and for its client's consents, in the same way as the Customer under § 8(9), and indemnifies the Seller against third-party claims in this respect.

## § 16. Wholesale and individual quotations

1. Orders in large quantities, for retail chains, distributors and for recurring deliveries, as well as Products available on request and Personalised Products not available in the configurator, are fulfilled by the Seller on the basis of an individual quotation. A request can be sent using the Request a quote (https://printstrap.com/en/quote) form or to info@printstrap.com.
2. A quotation is binding for the period stated in it, and if no period is stated — for 14 days, subject to Product availability. The Contract is concluded when the Seller confirms the order in documentary form (e.g. by e-mail).
3. The Seller states the minimum value or quantity of a wholesale order in the quotation. Tiered prices for the "Wholesale" Price Level are shown on the Product page after signing in.
4. The Seller fulfils wholesale orders after prepayment of the full price before shipment. For Personalised Products, the quotation may provide for an advance payment before production starts, with the balance payable before shipment. Deferred payment terms are possible only under trade credit granted in accordance with § 14(6), which the Seller may make conditional on security.
5. The delivery rule is set out in the quotation (e.g. DAP place of delivery under Incoterms® 2020). If the quotation does not specify it, § 12(5) applies.
6. Once the Contract has been concluded, changing or cancelling it requires the Seller's consent. The Customer then covers the costs already incurred, up to the value of the order.
7. The terms of a wholesale quotation are confidential (§ 13(6) applies accordingly). The parties may conclude a separate framework agreement, which prevails over these Terms.

## § 17. Out-of-court dispute resolution

1. A Consumer may use out-of-court complaint and redress procedures, in particular the assistance of a municipal or district consumer ombudsman, consumer organisations and the permanent consumer arbitration courts at the regional Trade Inspection offices in Poland. Information and a list of bodies: polubowne.uokik.gov.pl.
2. A Consumer from another EU country may ask the European Consumer Centre in their country for assistance (in Poland: konsument.gov.pl).
3. Using these procedures is voluntary. The Seller does not undertake in advance to take part in out-of-court consumer dispute resolution. If it rejects a Consumer's complaint, it states in its reply whether it agrees to take part in such a procedure.

## § 18. Personal data

The Seller is the controller of Customers' personal data. The rules for processing data and cookies are set out in the Privacy policy (https://printstrap.com/en/legal/privacy).

## § 19. Accessibility

The Seller makes sure that the Store is easy to read and use on computers and phones, including with a keyboard and screen readers. Details, known limitations and how to report barriers are set out in the Accessibility statement (https://printstrap.com/en/legal/accessibility). If you have difficulty using the Store, write to info@printstrap.com or call +48 455 455 460 — we will provide information about the Products and accept your order by another channel, on the same terms.

## § 20. Final provisions

1. These Terms are available free of charge at a permanent address in the Store in a form that allows them to be downloaded, saved and printed.
2. Contracts are governed by Polish law. This choice of law does not deprive the Consumer of the protection afforded by the mandatory provisions of the law of the country of their habitual residence.
3. The United Nations Convention on Contracts for the International Sale of Goods (CISG) does not apply to Contracts with Business Customers. Disputes with Business Customers are settled by the court having jurisdiction over the Seller's place of business.
4. The Seller may amend these Terms for important reasons, in particular a change in the law, the range of products or the payment and delivery methods. An amendment does not apply to Contracts concluded before it takes effect. Customers with an Account are informed of the amendment by e-mail at least 14 days before it takes effect. A Customer who does not accept the amendment may terminate the Account contract.
5. These Terms and the other documents are available in Polish, English, German, French, Spanish, Italian, Dutch, Czech, Slovak, Swedish, Danish, Portuguese, Romanian, Hungarian, Ukrainian, Bulgarian, Greek, Estonian, Finnish, Irish, Croatian, Lithuanian, Latvian, Maltese, Norwegian, Slovenian and Turkish. The Contract is concluded in the language of the Store version in which the Customer places the order. The other language versions are translations of the Polish version. In the event of discrepancies, the Polish version prevails in relation to Business Customers, and in relation to Consumers any ambiguity is interpreted in their favour.
6. The following form part of these Terms: "Delivery and payment", "Returns and withdrawal" (with the model withdrawal form), "Complaints" and "Seller information". Data protection rules are set out in the "Privacy policy".