

## REGULATIONS OF PURCHASING AT [WWW.LAB1.COM](http://WWW.LAB1.COM) ONLINE STORE

BEFORE YOU SIGN THE AGREEMENT, READ CAREFULLY THE FOLLOWING TERMS. IN CASE OF ANY QUESTIONS OR CONCERNS, CONTACT US VIA E-MAIL ADDRESS [info@lab1.com](mailto:info@lab1.com)

Online shop  
Regulations

Online store LAB ONE, operating at [www.lab1.com](http://www.lab1.com) is run by  
LAB ONE Sp. o.o. with headquarters in Wielogóra.

National Court Register: 0000324247

Taxpayer Identification Number: 7962865445

Business Identification Number: 141720883

Address data:

LAB ONE Ltd

26-660 Jedlińsk

ul. Warszawska 62, Wielogóra

Tel: +48 22 18 81 914

Fax: +48 22 20 19 334

e-mail: [info@lab1.com](mailto:info@lab1.com)

Bank details:

Raiffeisen Polbank

Account no: PLN 47 1750 1253 0000 0000 1188 5616

### **§1. General resolutions**

1. LAB ONE Ltd. sells goods via the Internet at [www.lab1.com](http://www.lab1.com)
2. The orders can be placed in the online shop by everyone who is over 18 or with the permission of the statutory representative.
3. All the products offered in the store are brand new and have a manufacturer's warranty valid in Poland.
4. The VAT is included in all prices.
5. The price of each product is permanent from the date of placing an order. The price is permanent for both the client and reseller - LAB ONE Ltd.
6. LAB ONE Ltd. reserves the right to change prices of goods in the offer with the exception of a circumstance referred to paragraph 5, the introduction of new products to offer, conducting and cancelling promotion actions and sales at online store website or making any changes.
7. Every purchaser will receive a proof of purchase (receipt or invoice).
8. The sale agreement is concluded in accordance with Polish law and in Polish between the buyer and the seller - LAB ONE Ltd. Preservation, security and access to essential resolutions of the sale is done by the printing the agreement and transferring it to the buyer with the invoice or order specifications.

## **§2. Placing orders and payment methods**

1. In order to place an order, the customer should visit the online store at [www.lab1.com](http://www.lab1.com), select the goods, follow the instructions displayed to the buyer.
2. Orders can be placed by:
  - a) "basket" at the store – 24h/7;
  - b) e-mail (preferred in the case of individual orders) – 24h/7;
  - c) sending a request at [info@lab1.com](mailto:info@lab1.com) – 24h/7;
  - d) telephone from 8am to 4pm from Monday to Friday.
3. The online shop confirms the acceptance of the order by e-mail or telephone within 24 hours of receiving it, at the same time reserving the right to scrap for sale within 5 weekdays from the date of order.
4. The store accepts the orders after receiving all necessary dates from the buyer. If the buyer chooses payment on delivery, the order is completed immediately and when the buyer selects payment by bank transfer, the order will be complete after receiving the confirmation of payment at the bank account.
5. The buyer can choose the following methods of payment for the orders:
  - a) deliver in Poland: cash on delivery and bank transfer;
  - b) abroad delivery: bank transfer.
6. If turns out that the ordered product is currently not available after placing the order, the buyer is notified immediately by e-mail or telephone. In this circumstance, the buyer make a final decision. The customer can wait for the given product or cancel the order.
7. The buyer may cancel the order or make any changes only until dispatch day.
8. During telephone or e-mail confirmation of the order by LAB ONE Sp. o.o., the buyer has the last opportunity to correct the order as well as personal data of the buyer.
9. If receipt or invoice have incorrect data the buyer should issue a corrective note in accordance with the Regulation of the Minister of Finance. The total changes of buyer's data is not possible.

## **§3. The Costs and Delivery Time**

1. The online shop delivers orders via Polish post office as well as a courier company.
2. The shop does not allow collection in person of the orders.
3. Shipments are delivered in Poland and in other countries (additional charge for international shipping).
4. The buyer is obliged to accept the delivery and pay for the ordered goods in accordance with selected payment methods.

#### **§4. Complaints and returns**

1. Damaged or defective products should be returned to the address of LAB ONE with note "Complaint".
2. The cost of delivery, the shop returns after receiving and acceptance of the complaint. All complaints are dealt within 14 weekdays from the date of receiving the product. The damaged products will be exchanged for full value. If the product is not available any more, the shop will give the money back of the product and the shipment or offer a different product.
3. The buyer may scrap for the agreement and cancel the purchase of the goods without giving a reason within 14 days from the date of delivery sending us the ready-to-use formula declaration of scraping the agreement. The customer is asked to send the returned product with a declaration of scraping the agreement. The store guarantees return of the money within 10 working days by bank transfer to the bank account specified by the purchaser together with any additional costs, including the costs of delivery of goods. Nevertheless, the seller will pay only for the cheapest form of delivery.

#### **§5. Privacy policy and data protection**

1. The buyer agrees for the processing and use of his/her personal data in order to place an order in the online store, sending the package sending newsletters.
2. The buyer agrees to make a use and processing of e-mail address in order to fill a questionnaire about order with the respect of the Law about personal data protection from 29<sup>th</sup> August 1997.
3. Personal data included in the database is stored are collected with care and protected against access by unauthorized people and companies. The data administrator of personal information is ONE LAB Ltd.
4. The buyer has the right to inspect the data, to correct them and demand its removal from the database of the store.
5. ONE LAB ltd uses so-called cookies. These files are saved on the buyer's PC by our server and provide statistical data in order to provide our offer in accordance with the individual needs and tastes. The buyer may turn off the cookies in his/her website browser at any time. More information on cookies is available at <http://wszystkoociasteczkach.pl>

#### **§ 6. Final Provisions**

1. All information, photos of products, logos of the manufacturers are protected by the rights. It is forbidden to copy them and distribute, use for commercial purposes or presentations without permission of the owners.
2. All disputes will be resolve in an amicable way. Otherwise, the dispute shall be resolved by an appropriate court.
3. The consumers also have the option of resolving disputes electronically using ODR (online dispute resolution), available at <http://ec.europa.eu/consumers/odr/>.
4. Placing an order means acceptance of the provisions of these regulations.
5. The information at the website [www.lab1.com](http://www.lab1.com) does not constitute an offer in the view of the Civil Code regulation.

6. To all matters not settled herein provisions of the Act on Provision of Electronic Services, the Law on Consumer Rights, The Law on Protection of Personal Data, the Law on Copyright and Related Rights, the Civil Code and other essential regulations of Polish law shall apply.

4. Attention to the Consumer Law is one of the priorities of the LAB ONE Ltd. Those provisions of these regulations are not intended to exclude or restrict any Consumers' Rights, any doubts should be explained in favor of consumer. In the circumstance of any non-compliance of the provisions of these Regulations, The Provisions of the Act on the Rights of the consumer shall be applied.

### **SCRAP OF THE AGREEMENT FORM**

(This form should be completed and sent just in case you wish to scrap of the agreement)

- To [here the trader should enter the name of an entrepreneur, full postal address and, if available, fax number and e-mail]

- I / We (\*) hereby inform on my / our scrap of the agreement of the following things (\*), shipment agreement of the following items (\*), specific-task contract for creating following things (\*) / do following services (\*)

- Date of the agreement (\*) / received (\*)

- Name of consumer (s)

- Address of consumer (s)

- Signature of consumer (s) (only if this form is notified on paper)

- Date

(\*) cross out, if it is unnecessary

COMPLAINT FORM (MODEL)

Place, Date .....

Model or description of the goods .....

Number of receipt/ invoice .....

Customer's data:

First name .....

Last Name .....

Address .....

Username (login) .....

Phone number .....

E-mail adress .....

The complaint:

Fault description .....

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Signature of the buyer

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