

# Terms and Conditions of making purchases from AquaUroda

1. The AquaUroda company is an authorised representative of a Japanese producer and works under an exclusive cooperation agreement.
2. AquaUroda.pl provides a mail-order service, at the following address:  
[www.aquauroda.pl](http://www.aquauroda.pl), selling Japanese products which generate microbubbles.
3. This service is owned by the following company:

AquaUroda

81-198 Kosakowo

ul. Kalinowa 6

NIP (Taxpayer Identification Number) PL 958 075 36 71

COMPANY ID: 220276393

- 4. The prices of the products, as quoted in the pricelist, are net prices (they do not include VAT – 22%), they are given in Polish zloty – PLN and do not include delivery charges.**

**The price quoted for each product is the price is binding at the time when the order is approved for processing.**

- 5. The AquaUroda company reserves the right to vary the price of the products, to withdraw products from sale, to introduce and call off special offers, as well as making other changes. These changes will be announced on the blog page [Sawayaka.pl](http://Sawayaka.pl) which is an integral part of the [www.aquauroda.pl](http://www.aquauroda.pl) service. Changes in the price of products will not apply to orders which have already been approved for processing.**

## **Placing orders and the processing thereof.**

1. By placing an order with the AquaUroda company you accept and agree to be bound by these Terms and Conditions.
2. Orders can only be placed using the order form which has been prepared and made available on the service provider's website [aquauroda.pl](http://aquauroda.pl).
3. Orders placed by e-mail or by written letter will not be accepted or processed.

The AquaUroda company reserves the right to refuse to process an order when the order form is not filled in correctly or when it is not possible to contact the person placing the order.

4. When placing an order, the following details must be given:  
first name and surname, delivery address, e-mail address, telephone number along with those elements of the client's personal data needed to complete a VAT invoice. In giving these details, the client guarantees that they are valid.

## **The process of placing an order.**

In the order form, mark the desired products and write in the number of items required. Fill in the fields with these details: delivery address and details needed to complete a VAT invoice.

Supply your telephone number and write any comments regarding your chosen method of delivery and payment.

Click on „Send Order” to send your order.

If you have correctly filled in the order form as described above, you will receive an e-mail with information on how the order will be finalised.

If the product you have ordered is not available, or there are not enough products to fulfil your order, you will be promptly notified by e-mail as to how long it will take to process your order.

### **Approving orders for processing.**

The AquaUroda company processes orders in keeping with the following principles:

1. Payments due can be made after receiving the products (payable on delivery).
2. Payments due can be made by back transfer, to the company's bank account, within 7 working days of the order being placed:

AquaUroda, 81-198 Kosakowo, ul. Kalinowa 6

BANK ACCOUNT NUMBER: 46 1500 1881 1110 2001 8169 0000

BANK: Kredyt Banku S.A. O/Gdynia

The processing of the order will begin when the payment is received on the above account, and the client will be notified of this in a separate e-mail.

### **Realising orders and delivery charges.**

Products which have been ordered will be delivered by First Class Polish Post. The delivery charge is 13 Polish zloty.

In placing an order, the client authorises the AquaUroda company to pass on the package containing the products ordered to a branch of the Polish Post Office in the client's name.

The AquaUroda company promises to process orders within the timeframe given to the client but is not responsible for delays due to the service provided by the Polish Post Office.

The person placing the order has the right to check the contents and condition of the package delivery in the presence of a postman or postclerk.

If a client claims the product has been damaged during the process of delivery, the client is responsible for contacting the Post Office to file a complaint and for arranging the completion and signing, on the part of both parties, of the appropriate complaint forms.

The client has the right to return an unopened, unused and non-damaged product, without stating a reason, within 10 days of receiving the delivery.

The client will then receive a refund of the money paid for the product, transferred into the client's bank account within 3 working days of the returned product being received by AquaUroda.

The cost of returning the product is payable by the client and is not refundable.

### **Quality guarantee.**

**The products on offer come from the aforementioned Japanese producer and are covered by this producer's 12-year guarantee.**

### **Complaints.**

**Complaints concerning a product which has been delivered must be sent by e-mail.**

**Each individual case will be assessed within 30 days of the product having being dispatched from the AquaUroda company.**

## **Protection of personal data.**

**The AquaUroda company safely stores the personal data and addresses of its clients and does not pass such details on to a third party.**

**When placing an order you will be asked to provide personal data which is essential for the order to be processed.**

## **Public personal data**

Personal data provided on the website for posting comments on the blog articles which belong to AquaUroda shall be available to all visitors of pages that contain this data. The Privacy Policy does not apply to this data, as it is not possible for the AquaUroda company to protect you against private individuals or companies that might use this data to send you unwanted information.