TERMS AND CONDITIONS OF THE UNIVERSITY OF LODZ ONLINE STORE

1. General Provisions
2. The University of Lodz with its seat in Łódź at ul. Narutowicza 68 (hereinafter referred to as the UL) runs an online store hereinafter referred to as the UL Store which enables the purchase of gifts with the UL logo via the Internet.
3. These terms and conditions, hereinafter referred to as the Terms and Conditions, set out the rules for making purchases at the UL Store, the rules for delivery of ordered gifts, payment for purchases made, the Customer's right to cancel an order and withdraw from the contract, and the rules for submitting and processing complaints.
4. Adults may only purchase at the UL Store.
5. The UL store operates in Poland, which does not preclude the possibility of placing orders by foreign Customers.
6. To use the UL Store, you must have access to the Internet via Internet Explorer, Google Chrome, Mozilla Firefox, Opera, Safari, as well as a valid e-mail account (e-mail).
7. The UL shall not liable for the UL Store or any parts thereof being impossible to use as a result of an incompatible browser, incorrect software or hardware configuration, nor does it guarantee that the service will be possible to the fullest extent with any hardware or software configuration.
8. The UL shall make every endeavour to ensure that the Store operates uninterrupted and without any faults. The UL stipulates, however, that the operation of the Store may be interrupted, specifically in order to update data, repair the system or carry out other upgrading works, of which the UL shall advise on the UL Store website.
9. Making a purchase
10. It is possible to make a purchase after logging into the UL Store with the use of the details provided in the registration form and upon entering an individual password.
11. The time limit for an order to be completed by the UL is up to 7 working days from the date on which the funds are credited to the university’s account, but no later than 30 days from the date of conclusion of the contract of sale. If a payment is made within the premises, an order will be completed within 7 working days from the date of conclusion of the contract of sale. The Customer will be informed by phone or e-mail when the order is ready to be collected.
12. Having placed an order via the UL Store website, the Customer will receive an order confirmation e-mail with the number of items ordered, the price of the items, as well as the cost of delivery and delivery address. The contract of sale between the Customer and the UL is then considered to have been concluded.
13. By placing an order, the Customer declares that he or she has read the Terms and Conditions of the UL Store and has been informed about the right of withdrawing from the contract, in accordance with the Act of 30 May 2014 on Customer Rights (Journal of Laws of 2014, Item 827), and accepts its provisions.
14. The prices of the gifts offered by the UL Store are expressed in PLN and inclusive of VAT. The price of each gift does not include the costs of delivery. The prices given apply at the time of order placement.
15. After an order is placed, the UL issues a sales document, that is a receipt, unless the Customer requests a VAT invoice in his or her order. Submitting a request for a VAT invoice to be issued is tantamount to authorising the UL to issue an invoice without the need to obtain the Buyer's signature.
16. Delivery
17. The goods ordered are sent within 7 working days from the date when the due amount is credited to the bank account of the UL.
18. In Poland, shipments are sent through the Polish Post. The shipping costs are covered by the Customer. They are calculated according to the price list of the postal operator.
19. Shipments beyond Poland are carried out by a courier company.
20. In the event of any delay due to the fault of the UL, the Customer will be notified by phone or e-mail.
21. The UL is not liable for any delay due to the fault of a postal operator or a courier company.
22. The UL shall not be held responsible for an extended delivery time or delivery failures due to an incorrect or incomplete delivery address provided by the Customer.
23. Payments
24. The Customer may pay for his/her items with:
25. A payment card or a credit card, or a bank transfer or an online transfer – by means of electronic payment systems accepted by the UL.
26. Cash – payment on receipt at the Store at ul. Matejki 32/38, Łódź.
27. Withdrawal from the contract.
28. The Customer may cancel an order until the item is shipped.
29. The cancellation may be made via e-mail sklep@uni.lodz.pl or on the UL Store website.
30. The Customer may withdraw from the contract of sale of a product purchased in the UL Store within 14 (fourteen) calendar days from the date of receipt of the purchased goods without giving any reason and without incurring costs, except for the costs specified in point VI.6.
31. A withdrawal under paragraph 3 shall be notified to the UL by means of an express statement (letter sent by post or e-mail). A model statement is attached as Annex 1 to the Terms and Conditions, however, for it to be effective, it is not required to submit a statement that is consistent with the model annexed to the Terms and Conditions.
32. In the case of withdrawal from the contract, the Customer is obliged to return the product purchased in the UL Store in an undamaged condition and without traces of use. Upon an item is returned, the UL shall refund the Customer the amount paid by the Customer.
33. The Customer shall pay the shipping costs when returning of purchased goods as a result of withdrawal from the contract. The Customer is responsible for any reduction in the value of the goods as a result of using the goods.
34. When withdrawing from the contract, the Customer is obliged to return the purchased goods to the UL without delay, but not later than within 14 days from the date of the withdrawal (i.e. the date of notifying the Store in writing or by e-mail) to the address of the University of Lodz Store at ul. Matejki 32/36, 90-237 Łódź.
35. The UL shall not accept shipments of returned goods on a cash-on-delivery basis addressed to the university and shall not be liable for the costs related to such shipments.
36. Reimbursement in case of cancellation or withdrawal.
37. The UL reimburses the due amount constituting the selling price of the goods purchased in the Store in the case of:
38. Order cancelation;
39. Withdrawal from the contract;
40. Acceptance of a complaint and the product cannot be replaced, a defect cannot be removed or the price cannot be reduced.
41. The Customer should include a receipt or a VAT invoice to the goods to be returned. In the absence of a document confirming the purchase of goods in the UL Store, it will not be possible to return the items.
42. The Customer will get a refund of the price of the items purchased at the UL Store immediately, but not later than within 14 calendar days from the date of submission of the declaration of cancellation, return of the purchased goods, or acceptance of a complaint and when the product cannot be replaced, a defect cannot be removed or the price cannot be reduced.
43. The Customer will get a refund of the price of the items purchased at the UL Store to the Customer’s bank account if the payment was made by transfer or by the Customer's payment or credit card, or to a shop assistant in the case of purchase on site in the Store.
44. Complaints
45. The Customer may report any irregularities in the Service or its functionality.
46. If the purchased Product is not consistent with the contract (defective product), the Customer, subject to paragraph 4, may make a claim under implied warranty (repair of goods, exchange of an item for a defect-free product, reduction of the price of the goods, withdrawal from the contract of sale) in accordance with the Civil Code Act. In such a case, the Customer should return the purchased goods to the UL at: Biblioteka Uniwersytetu Łódzkiego, 90-237 Łódź, ul. Matejki 32/38, together with a complaint form, including a description of the purchased goods, specification of the type of defect and description, as well as the date on which the defect occurred. A complaint form is attached as Annex 2 to the Terms and Conditions. A document confirming the purchase of the goods (receipt or invoice) should also be attached to the complaint.
47. Complaints are processed within 7 working days from the date of receipt by the UL Store of the goods complained about, receipt/invoice and a completed complaint form – Annex 2 to the Terms and Conditions. Within the same period, the Customer should be informed on how the complaint has been processed.
48. If the complaint is accepted, the UL will immediately exchange the defective product for a defect-free one or remove the defect and cover the costs of delivery resulting from the complaint procedure. This does not affect the Customer’s right to demand a price reduction or withdrawal from the contract in accordance with applicable provisions. If it is not possible to replace the goods, remove the defect or reduce the price, the UL will immediately refund the Customer the amount due, which is the selling price of the goods purchased in the UL Store, together with the costs of delivery resulting from the complaint procedure in accordance with applicable laws.
49. Personal data
50. The Controller of the Customer’s personal data collected by means of the Online Store is the University of Lodz, ul. Narutowicza 68, 90-136 Łódź.
51. Contact details of the Personal Data Protection Officer of the University of Lodz, e-mail: odo@uni.lodz.pl
52. The Customers’ personal data collected by the controller by means of the UL Store are collected solely with a view to performing the provisions of a contract of sale and, should the Customer agree, for marketing purposes as well.
53. The recipients of The UL Store Customers’ personal data may be:
54. In the case of a Customer who in the UL Store uses the method of delivery provided by the regular post or a courier service, the Controller makes the collected personal data of the Customer available to a selected carrier or an intermediary carrying out shipments on behalf of the Controller.
55. In the case of a Customer who in the UL Store uses an online payment method or a payment card, the Controller makes the collected personal data of the Customer available to the selected entity handling the aforementioned payments in the UL Store.
56. The Customer has the right to access and correct their data.
57. Personal data are freely given, but failure to provide personal data necessary to conclude a contract of sale as indicated in the Terms and Conditions precludes the conclusion of the contract.
58. The Customer has the right to lodge a complaint with the data protection authority if they suspect a breach of law in the processing of their personal data.
59. Miscellaneous
60. Using the services of the website is tantamount to consent to all the provisions and information specified in these Terms and Conditions.
61. CP reserves the right to block access to the UL Store for those users who are suspected of tampering with or attempting to tamper with the contents of the UL Store by taking actions that jeopardize the software used or aim to destabilize it, or otherwise violate the provisions of these Terms and Conditions.
62. The Service Provider reserves the right to amend these Terms and Conditions. Any amendments to the Terms and Conditions will be communicated by the Service Provider on the website.
63. Amendments to the Terms and Conditions shall come into force as of the date of their publication on the website and have no retroactive effect.
64. In matters not regulated by these Terms and Conditions, the provisions of Polish law, including the Civil Code, shall apply.