

## **Online shopping rules [www.find-your-files.com](http://www.find-your-files.com)**

### **1. Background**

1. These Rules set forth the rules for shopping in the online shop run Symulator Biznesu Sp. J. Anna Błońska Michał Błoński, ul. Hubala 12,80-289 Gdańsk on the website <http://www.find-your-files.com>, hereinafter the Shop.
2. The online shop sells Symulator Biznesu software via the Internet.
3. Purchases may be made online 24 hours a day, 7 days a week.
4. By placing an order the Buyer declares that he or she has read the Shop Rules and undertakes to comply with them.
5. No other form of selling is acceptable but online selling.

### **2. Sales and activation codes**

1. All prices are provided in US dollars.
2. The price becomes binding upon placing the order by the client. The Shop reserves the right to change the prices of offered products, to add new products to the offer, launch and cancel promotional activities on the Shop's website and change their terms.
3. For the order to be processed the Buyer must fill in the form available on the Shop's website.
4. The activation code for the purchased software is sent to the email address provided in the order form.
5. Settlement of transactions by credit card and e-transfer is carried out through the Centre Dotpay Settlement

### **3. Complaints**

#### Complaints and return of goods

1. Pursuant to Article 7 of the Act of 2 March 2000 on the Protection of Some Consumer Rights and Liability for Damage Inflicted by a Hazardous Product (Journal of Laws No. 22, item 271, as amended), the Customer may withdraw from an online sales contract without providing any reason within 10 days as of the date of providing access to the software.
2. The Customer is obliged to return the unused software immediately, however not later than within fourteen days, in an unchanged condition, unless a change was necessary for normal use, with the original packaging and all the accessories as well as a confirmation of purchase.,
3. The costs of returning the goods are non-refundable.
4. In order to withdraw from the online sales contract, it is necessary to contact our Customer Service Office within 10 (ten) days as of the date of releasing the goods by calling the following phone number: +48 (58) 340-00-23 or sending an email to [administrator@archiveit.pl](mailto:administrator@archiveit.pl) and making a declaration of withdrawal.
5. The Seller will confirm in writing that the goods have been returned (and the VAT invoice has been adjusted accordingly). Should the contract be withdrawn from, it is considered invalid as if it never existed.
6. Pursuant to Article 10 section 3, the Buyer shall not have the right of withdrawal in the case of:
  1. provision of services which started upon the consumer's consent before the expiry of the deadline referred to in Article 7 section 1,
  2. audio and visual records and data recorded on computer data carriers after the consumer had removed them from their original packaging,
  3. contracts related to services the price of which or remuneration for which depends exclusively on the price movement on the financial market,

4. services with features determined by the consumer in his or her order or closely connected with the consumer,
  5. services which cannot be returned due to their nature.
- B) Payment complaints
1. Payment complaints made by the Buyer are considered by Dotpay.
  2. The Shop shall not be liable to the Buyer for any improperly made payments.
  3. Should the Buyer notice an improper payment, he or she is obliged to report this fact to the Seller via email.
  4. A complaint notification sent by the Buyer should include: full name, number, amount and date of transaction. The Seller will send such notification to Dotpay not later than within 2 working days after its receipt.
  5. The Seller undertakes to advise the Buyer of Dotpay's response to the complaint within 7 working days after receiving the complaint. In justified cases, if Dotpay needs to obtain other transaction confirmations or documents, the Seller will inform the Buyer about the inability to meet the deadline and will determine a new timeframe for the response.
7. Complaints other than to return the goods or payments should be reported to the customer service department by calling +48 (58) 340-00-23 or by e-mail: administrator@archiveit.pl.

#### **4. Protection of personal information**

1. Filling in the order form is equivalent to giving a consent for processing personal data by Symulator Biznesu (pursuant to the Personal Data Protection Act of 29 August 1997, Journal of Laws No. 133, item 883). Personal data provided by the Ordering Party will be used only to process the order and to market the Symulator Biznesu products. Such data are confidential and will not be disclosed to third parties.
2. Personal data provided by the Ordering Party, which are protected according to the Personal Data Protection Act, are not handed over, sold or otherwise given to third parties or institutions. Such personal data are necessary for the sales contract to be performed.
3. Personal data provided by the Ordering Party are available only to the administrator of the online shop run by Symulator Biznesu
4. After filling in the order form, the Ordering Party may access his or her personal data to verify or modify them or to request their removal, by sending an email to the administrator to administrator@archiveit.pl email subject: Personal data.