

Dear Customer,

Hereunder are the **Terms and Conditions** of the FRØPT online store (hereinafter called „**the FRØPT store**”). Please read these Terms and Conditions carefully before making an order.

1. The Controller

The FRØPT store is owned and administrated by Magdalena Milejska, running a business activity under name ODZWOROWANIE in Kraków, 24/13 J. I. Kraszewskiego's Street, 30-110 Kraków, Poland NIP: 6551902233, REGON: 366929488 (hereinafter called „**Controller**”)

You can contact the Controller at:

- 24/13 J. I. Kraszewskiego's Street, 30-110 Kraków, Poland
- hej@fropt.pl

2. The FRØPT store

On the FRØPT online store you can purchase:

- FRØPT's designed fronts for IKEA's furniture (hereinafter called „**Fronts**”)
- Front's templates (hereinafter called „**Templates**”)

You do not have to register at www.fropt.pl before making an order.

Furthermore, the FRØPT store offers a newsletter subscription service. On pointed e-mail address we will send information about our products and services. The newsletter service is free of charge.

3. Terms and Conditions

This page contains the **Terms and Conditions** of the FRØPT store. By accepting these **Terms and Conditions** you agree to be legally bound by them.

4. Order

To make a purchase of Fronts or Templates at the The FRØPT store:

- choose the „How to make an order” or „Configurator” at www.fropt.pl.
- follow on-screen instructions to add chosen Fronts or Templates to the cart,
- fill out order form and accept the **Terms and Conditions**,
- send the order.

After sending the order you will receive uniquely generated link that will be sent to your e-mail address given in the order form. By clicking above mentioned link, you will receive information about status of your order.

After confirmation of payment your order will be proceeded. However we need your consent to proceed out services.

Remember that by clicking “I order and pay” an agreement is concluded (concerning your order).

5. Payment

Any payments at The FRØPT store are made via bank account.

6. Shipping

Ordered Fronts will be delivered to you by courier. Up to 1000 PLN value gross orders are shipped in package. The shipping cost is 90 PLN.

Orders above 1000 PLN gross are shipped on pallets. In this case it will be necessary to collect the Fronts from the courier. Shipping cost depends on the size of the order. Fronts will be shipped to the address given in the order form by the term stated on The FRØPT store’s website. When Fronts are ready to be shipped, you will be informed by us to confirm the shipping date. On this day you will receive the letter of consignment that will allow you to track your package. The Fronts delivery usually takes up to 48 hours. We do not take responsibility for couriers delay in delivery. To make the package collection easier, we give the courier your phone number.

Take note that we cannot store your order. If you wish to receive you order within a period of more than 6 weeks, please let us know during the ordering process.

7. Complaint (warranty and guarantee)

Fronts are free of defects. In case delivered Fronts are defective you have the right to make a complaint. In accordance with applicable law, the following situations apply:

- Fronts fail to have a property, which a thing of that kind should have regarding the purpose stipulated in the contract or arising from the circumstances or its intended use;
- Fronts fail to have a property, about which we have assured you, specifically by presenting you a sample or a model;
- Fronts fail to lend itself to the purpose, which you indicated to us at the conclusion of the contract, and we failed to make a reservation to such an intended use;
- Fronts were released to the you incomplete;

- Fronts are owned by a third party or if it is encumbered with a third party's right, and if the limitation in its use or disposal arises from a decision or ruling of a competent authority.

Any complaints send at hej@fropt.pl. The complaint should include:

- your full name;
- an address;
- an indication of the defective product that is the cause of the complaint;
- a date of sale or order number;
- a description of the defects that are the cause of the complaint.

Fronts covered by the complaint deliver at: FRØPT, 24/13 J. I. Kraszewskiego's Street, 30-110 Kraków, Poland.

Take note that we shall be liable on account of warranty for physical defects which existed at the time when the peril passed to you or resulted from a reason inherent in the thing sold at that time. If you are a consumer, and the physical defect has been discovered before the lapse of a year after the release of the thing sold, it shall be deemed that the defect or its source existed at the time the peril passed to you.

By making a complaint you may make a declaration on reduction in price or a declaration on renunciation of the contract. You may not renounce the contract if the defect is insignificant.

Take note that in accordance with applicable law we can offer you an immediate replace of the defective Front with a Front free from defects or removal of the defects. This limitation shall not apply if the Front has already been replaced or repaired by FRØPT. If you are a consumer, you may choose between the above, unless restoring Front to a condition consistent with the contract specification in the manner chosen by you would involve excessive costs.

If Fronts are defective you can demand replacing the them with Fronts free from defects or removing defects. In this case we will replace the defective Fronts for free from defects or we will remove the defects. We reserve the right to refuse only if the chosen manner is impossible or in comparison with the second possible manner of restoring the thing to a condition consistent with the contract specification would involve excessive costs. If you are an entrepreneur, we may refuse to replace Front for a Front free from defects or to remove the defect also when costs of meeting this obligation exceed the price of the Front sold.

If you are a consumer and you demanded to have the Front replaced or to have the defect removed or if you have made a declaration on the reduction in price where you indicated the sum by which the price is to be reduced, and we failed to react to such demand within

the time limit of fourteen days, it shall be deemed that we have accepted the demand as justified.

The warranty liabilities shall be fulfilled within the time limit of 30 days from the day we have accepted the demand as justified.

We shall be liable on account of warranty for defects if the physical defect has been discovered prior to the lapse of two years from the day when the Fronts were released to you.

Guarantee

Regardless of the warranty, we issue a guarantee for our Fronts as well.

The guarantee for Fronts is issued on the territory of the Republic of Poland for 24 months from the day when Fronts were released to you.

The guarantee does not cover the mechanical damages caused by:

- an installation not according to the attached manual;
- an improper care;
- an improper storage, an incorrect use, plugging, converting;
- normal wear, scratches, tear or cut also due to mechanical damages cause by an impact or an accident and by pollution from water and sewage installations;
- storing in the open air or in a damp environment on in the conditions other than indoor;
- random.

Any guarantee complaints please send at hej@fropt.pl. The complaint should include:

- your full name;
- an address;
- an indication of the defective product that is the cause of the complaint;
- a date of sale or order number;
- a description of the defects that are the cause of the complaint.

We reserve the right to ask you to submit additional clarification or provide further evidence regarding the guarantee claim, including in particular photos of defective Fronts.

After making the acceptance of the guarantee claim, we will ask you to deliver the defective Fronts to us.

The issued guarantee covers a free of charge removal of Fronts defects. If the removal is impossible, we will replace the defective Fronts with the new ones. If the replacing turns out to be impossible to perform as well, we will refund you the price of the defective Fronts.

The guarantee liabilities shall be fulfilled within the time limit of 30 days from the day of making the complaint.

The mechanical damages are covered by the guarantee provided that you report such damages within 2 days of the delivery of the Fronts. Therefore, we ask you to check the Fronts and their condition immediately after receiving the package. In case the Fronts are damaged, take the photos of them and send them at hej@fropt.pl. Remember to check the packaging before accepting the package. If the packaging is damaged be sure to report it to courier and do not accept the package.

8. Right of renunciation

Due to the fact that every delivered by us Fronts are manufactured for the individual order of our customers, we cannot provide you the right to declare withdrawal of the sale contract and to return the Fronts based on the consumer's rights Act of 30 may 2014.

Please remember about the above before making the order.

However, you can exercise the right to withdrawal of the sale contract of Templates.

The term for exercising the right to withdrawal is 14 days and it commences for Templates sale agreements upon the delivery of the Templates.

The declaration can be submitted in the written or electronic form.

If you exercised the right to withdrawal of the Templates sale agreement, after you have submitted the declaration, return them with the packaging (dedicated envelope) to 24/13 J.I Kraszewskiego's Street, 30-110 Kraków, Poland. Your payment with the shipping cost included will be refunded to your bank account that was used in the purchase.

9. Personal data

To make an order at The FRØPT store it is necessary to provide us with your personal data. In the registration process or in the the electronic order form you will be asked to fill in the following personal data:

- full name,
- delivery address,
- email address,
- phone number.

Subscribing to the newsletter service requires your personal details. You will be asked through sing-up process to fill in the following personal details:

- full name,
- email address.

Your personal data is processed for the sole purpose of performing the provisions of these **Terms and Conditions** (including especially performing orders, responding to your queries and sending newsletter).

The specific policy of personal data processing is governed by our **Privacy Policy** as an integral part of **Terms and Conditions**.

10. Technical functionality

We do not guarantee that there will not be any technical issues concerning the website's functionality. However, we assure you that we will take any necessary steps to provide you with the best experience of using the FRØPT store. We reserve the right to take down the website due to technical issues, necessary software update or any other reasonable causes.

To experience all the FRØPT store's features, it is recommended for you to have:

- a device with an access to the Internet and web browser;
- an active email account.

11. Final Provisions

We have the right to revise and amend these **Terms and Conditions**. The notifying duty about each amendment is fulfilled by publication the revised **Terms and Conditions** at The FRØPT store's website. The orders made before the amendments are governed by the Terms and Conditions come in force on the day of making the orders.

We reserve the right to cease the trading activity in any time. Nevertheless, we assure you that each and every placed order will be performed.