DOCUMENTS · TERMS OF SERVICE

Service Terms

Below you will find the full rules for **accepting devices for service, diagnostics, repairs, warranty, complaints, payments and withdrawal from the contract**. These Terms form an integral part of every service order.

Version 2.0 · in force from **9 June 2026**

AT A GLANCE

- **Free initial diagnostics** for consumers (desktop PCs: PLN 150 only if you decline the repair).
- Service warranty **12 months by default** — details in the service table.
- Payment **after the repair** — cash, card, BLIK or bank transfer.
- Sending your device by courier? You have **14 days to withdraw** from the contract (§15).

Service & warranty table

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1 General provisions

1.1. These Terms set out the rules for accepting Devices for service, carrying out diagnostics, repairs and additional services, storing Devices, settlements, warranty, complaints, withdrawal from the contract and the liability of the parties.

1.2. Services are provided by CSE POLAND spółka z ograniczoną odpowiedzialnością, with its registered office in Warsaw:

COMPANY **CSE POLAND Sp. z o.o.**	REGISTERED OFFICE **Aleja Stanów Zjednoczonych 72/13A, 04-036 Warsaw, Poland**
KRS **0001056727**	VAT ID (NIP) **PL1133107861**
REGON **526339576**	SHARE CAPITAL **PLN 200,000.00**
PHONE **+48 512 800 030**	E-MAIL **kontakt@csepoland.eu**
OPENING HOURS **Mon–Fri 09:00–19:00, Sat 10:00–14:00**	

1.3. You can contact the Service by phone at +48 512 800 030, by e-mail at kontakt@csepoland.eu, and in person at the Service point during its opening hours.

1.4. These Terms form an integral part of the service order.

1.5. Before handing over the Device, the Customer has the opportunity to read these Terms. Handing the Device over to the Service and placing the service order constitutes acceptance of these Terms.

1.6. These Terms are available at the Service point and on the Service's website at csepoland.eu/terms-of-service, and may also be made available electronically in a way that allows the Customer to read them before the contract is concluded.

1.7. Matters not regulated by these Terms are governed by Polish law, in particular the Civil Code, the Consumer Rights Act and data protection regulations.

1.8. The provisions of these Terms do not exclude, limit or suspend the Customer's rights arising from mandatory provisions of law, in particular the rights of a Consumer and a Sole Trader with consumer rights.

2 Definitions

2.1. The terms used in these Terms mean:

- **Service** — CSE POLAND Sp. z o.o., referred to in point 1.2, providing diagnostics, repair, maintenance and other services relating to electronic devices;
- **Terms** — these terms of service together with their annexes;
- **Customer** — a natural person, legal person or organisational unit using the Service's services;
- **Consumer** — a Customer who is a natural person entering into a contract with the Service not directly related to their business or professional activity;
- **Sole Trader with consumer rights** — a natural person entering into a contract directly related to their business activity, where the contract is not of a professional nature for that person;
- **Business Customer** — a Customer who is neither a Consumer nor a Sole Trader with consumer rights, in particular a legal person, an organisational unit or an entrepreneur for whom the contract with the Service is of a professional nature;
- **Device** — electronic, computer, mobile or other equipment handed over to the Service by the Customer;
- **Service order** — acceptance of the Device by the Service in order to perform diagnostics, repair, maintenance or another agreed service;
- **Service receipt** — a document (paper or electronic) confirming acceptance of the Device and forming the basis for its collection;
- **Diagnostics** — activities aimed at establishing the cause of the fault, the scope of possible repair and the approximate cost of the service;

- **Initial diagnostics** — a free (subject to these Terms) preliminary determination of the source of the fault, referred to in §7;
- **Cost estimate** — information on the expected scope of work, the approximate or final cost of the repair and, where possible, the expected lead time;
- **Service table** — a list of services together with warranty periods, constituting **Annex 1** to these Terms, available at csepoland.eu/service-table;
- **Website** — the Service's website available at csepoland.eu;
- **Business day** — a day from Monday to Friday, excluding public holidays;
- **Service opening hours** — Monday–Friday 09:00–19:00, Saturday 10:00–14:00 (excluding public holidays).

3 Conclusion of the contract and handing over the Device

3.1. The service contract is concluded when the Service accepts the Device and issues a Service receipt.

3.2. The Device may be handed over in person at the Service point or via a carrier (courier) or the Customer's own shipment — in accordance with §12.

3.3. For a Consumer or a Sole Trader with consumer rights, a contract concluded using means of distance communication or off the Service's premises (in particular by courier) is, respectively, a distance contract or an off-premises contract, to which §15 (right of withdrawal) applies.

3.4. Before the service begins, the Service informs the Customer about the main features of the service, the total price or how it is calculated, the method and time of payment and — for a Consumer and a Sole Trader with consumer rights — about the right of withdrawal and the circumstances of its loss, in accordance with §15.

4 Service receipt and collection of the Device

4.1. When accepting a Device for diagnostics, repair or another service, the Service issues the Customer a Service receipt confirming acceptance of the Device. Where the Device is handed over by courier, the Service receipt may be provided electronically.

4.2. The Service receipt is the basic document entitling the holder to collect the Device from the Service.

4.3. If the Service receipt is lost, the Device may be collected after presenting a photo ID (identity card, driving licence or passport) and consenting to the Service noting the data necessary to confirm collection, in particular the full name and the type and number of the document presented.

4.4. If the Customer intends to authorise a third party to collect the Device without presenting the Service receipt, they should inform the Service in advance, providing data enabling identification of that person. The person collecting the Device should present a photo ID and a written authorisation from the Customer.

4.5. The Service may refuse to release the Device to a person whose identity or right to collect it cannot be sufficiently confirmed.

4.6. Release of the Device may be conditional on payment of amounts due for the service performed, accepted costs, storage fees and other amounts provided for in these Terms, unless applicable law provides otherwise.

5 Acceptance of the Device and the Customer's information duties

5.1. When accepting the Device, the Service may record a description of its external condition, the reported symptoms, visible damage, missing items, accessories and other information relevant to the order.

5.2. The Customer should inform the Service of any known damage, previous repairs, liquid damage, power surges, self-repair attempts, modifications, software issues and other circumstances that may affect diagnostics or repair.

5.3. The Service is not liable for failing to detect circumstances the Customer was aware of but did not disclose when handing over the Device, if those circumstances affected the diagnostics, repair or later operation of the Device.

5.4. The Service may refuse to accept a Device if its technical condition, degree of damage, contamination, safety risk, lack of available parts or other objective reasons prevent or significantly hinder the service.

6 Diagnostics and acceptance of the cost estimate

6.1. As a rule, the order is carried out as follows: acceptance of the Device, diagnostics, preparation of a cost estimate, the Customer's acceptance of the estimate, performance

of the repair and release of the Device.

6.2. Diagnostics aim to establish the source of the fault, the scope of possible repair, parts availability and the expected cost.

6.3. After diagnostics, the Service informs the Customer about the proposed scope of repair, the expected cost and, where possible, the approximate lead time.

6.4. A paid repair is carried out after the Customer accepts the cost estimate, unless the parties have agreed in advance an acceptable cost limit within which the Service may proceed without further confirmation.

6.5. Acceptance of the estimate may be given in particular in writing, by e-mail, SMS, telephone, via a messenger used by the Service, or in another way that confirms the Customer's decision.

6.6. If, during the repair, additional damage, hidden defects, the need for additional work or a change in the cost of parts emerges, the Service will contact the Customer to obtain acceptance of the changed scope or cost.

6.7. Failure to accept a changed estimate may result in suspending the repair, releasing the Device without further work, or settling work already performed, in accordance with these Terms and applicable law.

6.8. If the Customer does not respond to the cost estimate or the Service's query about further steps, the Service may suspend the order until the Customer's decision is received. Storage of a Device awaiting a decision is governed by §24.

7 Initial diagnostics

Initial diagnostics are free for a Consumer and a Sole Trader with consumer rights (except desktop computers — point 7.5).

7.1. Initial diagnostics aim to preliminarily establish the source of the fault and are free for a Consumer and a Sole Trader with consumer rights, subject to point 7.5.

7.2. The Service points out that initial diagnostics may not detect every cause of failure, every defect of the Device, or every circumstance affecting the final cost or scope of repair.

7.3. In the course of further work, after agreement with the Customer, a change in the scope, nature or cost of the repair may prove necessary.

7.4. Initial diagnostics are paid for a Business Customer and cost **PLN 250 gross**. This amount is credited towards the final repair cost if the Business Customer accepts the repair and it is carried out by the Service. The fee is non-refundable in the event of refusal of the repair, cancellation after diagnostics, or non-acceptance of the estimate, unless applicable law provides otherwise.

7.5. **Exception for desktop computers (PCs):** diagnostics of desktop computer components are free provided the Customer orders the repair or replacement of the component concerned — the diagnostics cost is then included in the price of the service performed. If, after diagnostics, the Customer declines the repair and collects the Device, the Service may charge a diagnostics fee of **PLN 150 gross**, also from a Consumer and a Sole Trader with consumer rights. This rule applies only to desktop computers (PCs); for other categories of Device, initial diagnostics remain free under point 7.1. The Customer is informed of this rule before the Device is accepted. This provision does not limit the Customer's rights under §15.

8 „Express Repair" service

8.1. The „Express Repair" service consists of prioritising the diagnostic and repair work on the Device. An additional fee of **PLN 250 gross** is charged for this service.

8.2. The service is carried out on Business days, during Service opening hours, excluding public holidays and other days on which the Service does not provide technical support.

8.3. The lead time is counted in Service opening hours. Handing over the Device near the end of a business day does not mean the diagnostics or repair must be completed the same day.

8.4. Where the service is organisationally described as performed within 24 hours, this means **up to 24 working hours** of the Service, counted in Business days and Service opening hours from acceptance of the Device and acceptance of the service terms by the Customer — not 24 clock hours.

8.5. The service does not guarantee completion of the repair on the day the Device is brought in, where this is not possible for technical, organisational or independent reasons, in particular due to the type of fault, the need to order parts, the discovery of hidden damage, or the need for additional tests.

8.6. If the repair is cancelled, the „Express Repair” fee is non-refundable where the Service has started work in express mode, unless applicable law provides otherwise and subject to §15.

9 Lead times

9.1. Lead times given by the Service are indicative, unless the parties have expressly agreed otherwise in a form allowing such agreement to be confirmed.

9.2. The lead time may change in particular due to parts availability, the need to order components, the discovery of hidden faults, the need for additional tests, waiting for the Customer's decision, or the actions of suppliers, manufacturers or other third parties.

9.3. The Service exercises due care to perform the service as quickly as possible, taking into account the type of fault, repair technology, parts availability and the safety of the Device.

9.4. A delay caused by reasons beyond the Service's control does not in itself reduce the Service's remuneration, unless mandatory provisions of law provide otherwise.

10 Spare parts

10.1. For repairs the Service may use original parts, replacement parts, used parts, refurbished parts or parts obtained from disassembly, where their use is technically justified and has been agreed with the Customer.

10.2. Where the type of part used affects the repair cost, lead time, properties of the Device or the scope of warranty, the Service informs the Customer before performing the repair, where possible.

10.3. The Service may refuse to fit parts supplied by the Customer if their origin, technical condition, compatibility, quality or safety raise justified doubts.

10.4. Where parts supplied by the Customer are fitted, the Service is not liable for the quality, durability, compatibility or defects of those parts, subject to liability for the correct performance of the fitting itself.

10.5. Ordering parts specifically for a given order may entail an obligation for the Customer to cover their cost, where the Customer has accepted the estimate or separately approved the parts order.

11 Payments and settlements

11.1. The Service's remuneration covers the cost of the service (labour), the cost of parts and materials and — if ordered — the cost of additional services, in accordance with the accepted cost estimate.

11.2. The Service accepts the following payment methods: cash, payment card, BLIK and bank transfer.

11.3. The Service issues a fiscal receipt or an invoice in accordance with applicable law. At the Customer's request an invoice is issued — the Customer must then provide the necessary data before the Device is released or within the time limits arising from tax law.

11.4. Payment for the service is made after the repair, before the Device is released, unless the parties have agreed a different time or method of settlement.

11.5. As a rule, the Service does not collect advance payments — the Device remaining at the Service secures the amounts due until settlement. However, if the Customer wishes to take the Device back while waiting for an ordered part (e.g. to keep using a laptop until a battery is delivered), release of the Device before the repair is conditional on an advance payment equal to the price of the ordered part. The advance is credited towards the final repair cost.

The table below summarises the fees provided for in these Terms:

ITEM	AMOUNT (GROSS)	NOTES
Initial diagnostics — Consumer / Sole Trader	Free	Exception: desktop PCs — PLN 150 if the repair is declined (§7.5)
Initial diagnostics — Business Customer	PLN 250	Credited towards the repair if it is carried out (§7.4)

„Express Repair” service

AMOUNT (GROSS)

+PLN 250

NOTES

Priority; up to 24 working hours (§8)

ITEM

Storage after 21 days

AMOUNT (GROSS)

PLN 15 / day

NOTES

Total no more than the value of the Device (§24.3)

ITEM

Cancellation during repair

AMOUNT (GROSS)

PLN 250 + parts

NOTES

§25.1

ITEM

Cancellation while awaiting parts

AMOUNT (GROSS)

PLN 150 + parts

NOTES

§25.2

ITEM

Re-diagnostics after an unfounded complaint

AMOUNT (GROSS)

PLN 100

NOTES

Business Customer only (§22.7)

12 Shipping and transport of the Device

12.1. The Customer may hand over the Device to the Service and collect it after the service via a carrier (DPD courier) or their own shipment. Transport is provided within Poland.

12.2. The detailed rules for ordering a courier, shipping costs, packaging rules, lead times and liability for transport are set out in separate regulations available with the courier order forms:

- **Service Shipping Regulations** — form: csepoland.eu/order-courier, document: regulamin_przesyki.pdf (paid transport: PLN 20 gross per leg, PLN 40 gross round trip);
- **Free Thermomix Shipping Regulations** — form: csepoland.eu/order-courier-thermomix, document: regulamin_darmowej_wysyki_thermomix.pdf (free pick-up and return for Thermomix devices; if the repair is declined, the Customer pays only the DPD courier cost both ways — 2 × PLN 20, PLN 40 gross in total).

12.3. Submitting a request via a courier order form constitutes acceptance of the relevant shipping regulations. As regards the organisation of transport, shipping costs and carrier liability, the shipping regulations take precedence over this paragraph.

12.4. The Customer must pack the Device properly and safely in line with the packaging instructions. The Service is not liable for damage occurring in transport carried out by the carrier, in particular resulting from improper packaging by the Customer.

12.5. The lead time is counted from the actual delivery of the Device to the Service, not from dispatch of the shipment.

13 Warranty

13.1. The Service provides a warranty on the services performed for a period of **12 months** from the date the Device is released to the Customer, unless the Service table (Annex 1) provides a different, shorter warranty period for a given service. A shorter warranty period may apply in particular to services such as repair after liquid damage, maintenance and cleaning, and other services listed in the Service table. The warranty period applicable to a given service is shown in the Service table and, where possible, on the Service receipt or settlement document.

13.2. The warranty covers only the work actually performed by the Service and the items directly covered by the service performed.

13.3. The warranty does not cover, in particular:

- mechanical, chemical or thermal damage, or damage caused by contact with liquid, moisture or other substances;
- damage resulting from unauthorised interference with the Device, self-repair attempts, modifications or work performed by another service;
- faults arising from using the Device contrary to the manufacturer's instructions, its intended use or generally accepted rules for operating electronic equipment;
- damage resulting from improper installation, storage, transport, maintenance or use of the Device in conditions not provided for by the manufacturer;
- failures caused by excessive soiling, lack of required periodic maintenance, cooling system inefficiency, operating the Device in an unsuitable environment or outside the manufacturer's parameters;
- damage caused by fortuitous events (fire, flooding, surge, lightning) or other external events beyond the Service's control;
- faults resulting from natural wear of the Device or its components in the course of normal use;
- problems arising from software, the operating system, drivers, configuration, viruses, malware or software from an illegal or unverified source;
- cases where the Service's markings, seals, serial numbers or other identifiers placed by the Service have been removed, defaced, damaged or rendered illegible for reasons attributable to the Customer;
- other faults not directly related to the service performed by the Service.

13.4. The warranty does not exclude, limit or suspend the Customer's rights under the law, in particular the rights of a Consumer and a Sole Trader with consumer rights under statutory warranty or lack of conformity of the service with the contract.

13.5. For a Consumer or a Sole Trader with consumer rights, provisions of these Terms less favourable than mandatory provisions of law do not apply and are replaced by the relevant provisions of law.

14 Warranty seals

14.1. Removing, damaging, breaching or attempting to interfere with the Service's warranty seals, service markings or identification numbers may result in loss of warranty to the

extent it prevents the Service from verifying the condition of the Device, the work performed or the cause of the reported fault.

14.2. Breaching the seals does not deprive the Customer of rights arising from mandatory provisions of law where those provisions grant such rights regardless of the Service's warranty terms.

15 Right to withdraw from the contract (Consumer and Sole Trader with consumer rights)

> A model withdrawal form and full instructions are set out in **Annex 2** to these Terms.

15.1. A Consumer or a Sole Trader with consumer rights who has concluded a distance or off-premises contract with the Service (in particular by courier) may withdraw from the contract within **14 days** without giving a reason and without incurring costs, except for the costs referred to in point 15.6.

15.2. The withdrawal period expires 14 days after the contract is concluded. To meet the deadline it is enough to send the statement before it expires.

15.3. To exercise the right of withdrawal, the Customer informs the Service of their decision by an unequivocal statement, for example by post sent to the Service's registered office or by e-mail to kontakt@csepoland.eu. The Customer may use the model withdrawal form (Annex 2), but this is not mandatory.

15.4. In the event of withdrawal, the Service returns the payments received without delay, no later than 14 days from receiving the statement, using the same payment method the Customer used, unless the Customer has expressly agreed to another method of return.

15.5. If the Customer requested that the service begin before the withdrawal period expires, they make an express statement to that effect. The Customer is then informed that: (a) if the service is fully performed with their express consent before the period expires, they will lose the right of withdrawal (Article 38(1) of the Consumer Rights Act); (b) if they withdraw after requesting that the service begin but before it is fully performed, they must pay for the services rendered up to the moment of withdrawal, in proportion to the scope of the service performed by then.

15.6. The Customer may be required to bear the direct cost of returning the Device as a result of withdrawal, in accordance with the information provided before the contract

was concluded.

15.7. This paragraph does not affect the Customer's other rights. The fees provided for in §8.6 and §25 apply to a Consumer and a Sole Trader with consumer rights only to the extent consistent with this paragraph and with mandatory provisions of law.

16 Passwords, access codes and user accounts

16.1. If access to the operating system, a user account or specific Device functions is necessary to perform diagnostics, tests or repair, the Customer may provide the Service with a service password, access code, temporary test account details, or otherwise enable the necessary work.

16.2. The Service recommends that, before handing over the Device, the Customer create a temporary service account or temporary password intended solely for diagnostics and repair.

16.3. The Service uses the passwords, access codes and accounts provided only to the extent necessary to perform the diagnostics, repair, tests, configuration or other work covered by the order.

16.4. The Customer should not provide the Service with passwords to private accounts, online banking, e-mail, social media, cloud services or other services unrelated to the order, unless this is necessary to perform the order and is done at the Customer's express initiative.

16.5. The Service is not liable for being unable to perform full diagnostics or tests if the Customer does not provide the access needed to check the Device's operation.

16.6. After the service is completed, the Customer should promptly change any passwords, access codes or other credentials provided to the Service.

17 Customer data and Device contents

17.1. Before handing over the Device, the Customer is required to **make their own backup of the data**.

17.2. The Service is not liable for loss, damage, alteration or unavailability of data on the Device where this did not occur through the Service's fault. The above does not exclude or

limit the Service's liability for damage caused intentionally, nor its liability towards a Consumer and a Sole Trader with consumer rights to the extent arising from mandatory provisions of law.

17.3. For orders whose subject is data recovery, the scope and conditions of the Service's liability are governed by individual arrangements with the Customer and applicable law; point 17.2 does not exclude the Service's liability for improper performance of such a service.

17.4. The Customer is responsible for the content, data, files, programs and software on the Device before handing it over, including the legality of the software used.

17.5. The Service does not verify the legality of content, files or software on the Device, unless such an obligation arises from law or is necessary to perform the order.

18 Personal data protection (GDPR)

18.1. The controller of the Customer's personal data is CSE POLAND Sp. z o.o., with its registered office at Aleja Stanów Zjednoczonych 72/13A, 04-036 Warsaw. Contact on data matters: kontakt@csepoland.eu, phone +48 512 800 030. No Data Protection Officer has been appointed.

18.2. Data is processed in order to accept and carry out the order and to conclude and perform the contract (Article 6(1)(b) GDPR), to fulfil legal obligations, in particular tax and accounting (point (c)), and to pursue the Service's legitimate interests — contact, settlement, complaint handling, and the establishment, exercise or defence of claims (point (f)). Processing for marketing purposes and for analytical and advertising cookies is based on consent (point (a)); details are set out in the Privacy Policy.

18.3. Recipients of the data may include, in particular, carriers (courier companies, e.g. DPD, InPost), the order-management system provider (CRM), hosting and IT support providers, payment service providers and entities providing accounting and legal services — only to the extent necessary and under appropriate agreements. The full list of categories of recipients is set out in the Privacy Policy.

18.4. Data is stored for the duration of the order and for the period arising from law (in particular settlement documentation — 5 years from the end of the financial year) and the limitation period for claims. Detailed retention periods are set out in the Privacy Policy.

18.5. The Customer has the following rights:

- **Access**
- **Rectification**
- **Erasure**
- **Restriction**
- **Data portability**
- **Objection**
- **Withdrawal of consent**

Withdrawing consent does not affect the lawfulness of processing carried out before withdrawal. The Customer also has the right to lodge a complaint with the supervisory authority — the **President of the Personal Data Protection Office** (ul. Stawki 2, 00-193 Warsaw).

18.6. Providing data is voluntary but necessary to accept and carry out the service order and to issue settlement documents.

18.7. The Service applies appropriate organisational and technical measures to protect the Customer's data. Regardless of this, the Customer is required to back up their data before handing over the Device, in accordance with point 17.1.

18.8. Detailed rules on the processing of personal data are set out in the Privacy Policy.

19 Liability of the Service

19.1. The Service is not liable for the effects of processes not initiated by its actions, in particular progressive corrosion after liquid damage, hidden damage after earlier repairs, mechanical stresses, wear, cooling system inefficiency and failures resulting from the Device's earlier technical condition.

19.2. The Service is not liable for the effects of repairs, modifications or interference carried out by the Customer themselves or by third parties, including other services.

19.3. The Service is liable only for the work performed by the Service within the accepted and agreed order.

19.4. The limitations of liability set out in these Terms apply only to the extent permitted by law and do not affect the Service's liability towards a Consumer and a Sole Trader with consumer rights arising from mandatory provisions of law, nor liability for damage caused intentionally.

20 Modifications during diagnostics or repair

20.1. The Customer acknowledges that some diagnostic work may require disassembling the Device, disconnecting components, temporarily replacing test elements or

performing other technical work necessary to establish the cause of the fault.

20.2. In the event of refusal of repair, impossibility of repair or the Customer's withdrawal from further work, the Device may be released in the condition resulting from the diagnostics performed, including with symptoms different from those reported at acceptance, where such differences result from the nature of the fault, the Device's earlier condition or the necessary diagnostic work.

20.3. The Service does not perform paid repairs exceeding the agreed scope without the Customer's acceptance, unless the parties separately agree another way of performing the order.

21 Return of parts

21.1. Parts replaced during the repair may be returned to the Customer if the Customer requests this no later than when handing over the Device or before the repair begins, provided that returning the part is technically possible and does not breach the law.

21.2. In the absence of such a request, the Service may pass the replaced parts for recycling, disposal or destruction in accordance with applicable law and waste management rules.

22 Complaints

22.1. After the repair, the Customer may submit a complaint about the service performed — in person at the Service point, by post to the Service's registered office, or by e-mail to kontakt@csepoland.eu.

22.2. The complaint should concern a fault directly related to the service performed by the Service.

22.3. The Customer should report any visible reservations promptly after noticing them, preferably within 72 hours of collecting the Device. This period is organisational and does not exclude, limit or suspend the Customer's rights arising from mandatory provisions of law.

22.4. A complaint should contain data enabling identification of the order, a description of the reported fault and, where possible, the circumstances of its occurrence.

22.5. The Service handles the complaint without delay, no later than within **14 days** of receiving it, and informs the Customer of the outcome. Where provided for by law, failure to handle a Consumer's or Sole Trader's complaint within this period means it is upheld.

22.6. If the complaint concerns new faults caused by the Customer, improper use, mechanical damage, liquid damage, unauthorised interference or other circumstances excluding the warranty under §13, the warranty on the service performed does not apply. Any repair may be carried out as a new order after the Customer accepts the costs.

22.7. Handling a complaint is free of charge. If the Device proves to be working in the scope complained of, or the report concerns a fault unrelated to the Service's work, the Service will inform the Customer, and any further work may be carried out as a new, paid order after the costs are accepted. For a Business Customer, the Service may in such a case charge a re-diagnostics fee of PLN 100 gross.

23 Out-of-court complaint handling and dispute resolution

23.1. A Consumer may use out-of-court methods of handling complaints and pursuing claims. In particular, a Consumer may:

- apply to the permanent consumer arbitration court at the voivodeship inspector of the Trade Inspection to resolve the dispute;
- apply to the voivodeship inspector of the Trade Inspection to initiate out-of-court consumer dispute resolution proceedings;
- obtain free assistance from the poviat (municipal) consumer ombudsman or a social organisation whose statutory tasks include consumer protection.

23.2. Detailed information is available on the website of the Office of Competition and Consumer Protection (uokik.gov.pl) and at the offices and websites of the voivodeship inspectorates of the Trade Inspection.

23.3. Using out-of-court methods of handling complaints and pursuing claims is voluntary.

24 Storage of the Device and uncollected equipment

24.1. The Service stores a Device ready for collection for **21 days** from the date the Customer is informed that it may be collected.

24.2. The information that the Device may be collected may be provided via the contact method chosen or indicated by the Customer, in particular by e-mail, SMS, telephone or post to the correspondence address, if the Customer provided one.

24.3. After the period in point 24.1, the Service may charge a storage fee of **PLN 15 gross for each commenced day**. The total storage fee will not exceed the market value of the Device established as at the date it was accepted by the Service (or, where this cannot be established, the value estimated by the Service based on the Device's technical condition).

24.4. If the Customer does not collect the Device within 6 months of being first informed that it may be collected, the Service will call on the Customer to collect it, setting an additional period of not less than 14 days.

24.5. The call will be sent via the contact method chosen or indicated by the Customer (e-mail, SMS or post). Where the Customer provided several contact methods, the Service may send the call via one or more of them.

24.6. The call should contain at least: identification of the Device or the order number, information on the place and method of collection, the amount of storage fees charged, the additional collection period and information on the possible consequences of continued failure to collect.

24.7. If the additional period set in the call expires without effect, the Service may take further steps permitted by law, in particular to end storage, pursue amounts due or hand the Device over for disposal, where its technical condition, value, ongoing storage costs, safety or waste management regulations justify such action.

24.8. The Device may be handed over for disposal only after the additional period set in the call has expired without effect and with regard to applicable law, in particular on consumer protection, safekeeping of items and the management of waste electrical and electronic equipment. Before disposal, the Service permanently erases data from storage media where technically possible.

24.9. The Service is not liable for being unable to contact the Customer effectively if the Customer provided incorrect, outdated or incomplete contact details or failed to notify changes to them.

24.10. Release of the Device may be conditional on payment of amounts due for the service performed, accepted costs, storage fees and other amounts provided for in these Terms, unless law provides otherwise.

25 Cancelling the service

25.1. Cancelling the service and requesting the release of a Device that is under repair entails an obligation to pay a settlement fee of **PLN 250 gross**, covering the organisational and technical work undertaken up to cancellation, as well as an obligation to cover the cost of spare parts, materials or components ordered or used in connection with the order, unless law provides otherwise.

25.2. Cancelling the service and requesting the release of a Device awaiting spare parts entails an obligation to pay a settlement fee of **PLN 150 gross** and to cover the cost of spare parts, materials or components ordered specifically for the order, unless law provides otherwise.

25.3. If ordered parts can be returned to the supplier at no cost to the Service, the Service may refrain from charging the Customer the full cost of those parts or reduce the amount due by the sum actually recovered from the supplier.

25.4. Release of the Device after cancellation may take place after settlement of amounts due for the work performed, ordered parts, diagnostics, additional services and other fees provided for in these Terms.

25.5. For a Consumer and a Sole Trader with consumer rights, the fees in this paragraph apply having regard to §15 and only to the extent corresponding to the work actually performed and costs actually incurred, within the limits permitted by mandatory provisions of law.

26 Force majeure

26.1. The Service is not liable for non-performance or delay caused by force majeure or other circumstances beyond its control that could not be foreseen or prevented with due care.

26.2. Such circumstances include in particular: natural disasters, fires, floods, infrastructure failures, power outages, IT system failures, actions of public authorities, transport restrictions, lack of parts availability from suppliers, manufacturer delays, supply-chain disruptions and other external events beyond the Service's control.

26.3. The occurrence of such circumstances may result in an extension of the lead time or the need to change the scope, manner or time of performance.

27 Final provisions

27.1. The Service may amend these Terms. Orders accepted before the amended Terms enter into force are governed by the Terms in force when the order was accepted, unless law provides otherwise or the change is favourable to the Customer.

27.2. If any provision of these Terms proves invalid, ineffective or unenforceable, this does not affect the validity of the remaining provisions.

27.3. For a Consumer or a Sole Trader with consumer rights, these Terms may not be interpreted in a way that excludes or limits the rights granted to them by mandatory provisions of law.

27.4. The current version of these Terms is available at the Service point and on the Service's website at csepoland.eu/terms-of-service.

27.5. These Terms enter into force on **9 June 2026** and apply to orders accepted from that date.

Annexes:

- **Annex 1 — Service table** (warranty periods): csepoland.eu/service-table
- **Annex 2 —** Model withdrawal form (available at the Service and with the courier order forms).

This English version is provided for the Customer's convenience. In the event of any discrepancy, the Polish version of the Service Terms prevails.