

Terms and conditions of sale in the Cotec.pet Online Store

§ 1. Company data

The owner of the Cotec.pet Online Store operating at <http://cotec.pet> and the Personal Data Controller is: ADOT Sp. z o.o., ul. Partyzantów 11, 41-200 Sosnowiec, NIP: 6443512386 hereinafter referred to as: the „Seller”.

Correspondence address and address for sending returns and complaints: ADOT Sp. z o.o., ul. Partyzantów 11, 41-200 Sosnowiec, e-mail: yours@cotec.pet

§ 2. Making the transaction

When submitting a declaration of intent to accept the offer (order), the Buyer enters into a sales contract with the Seller.

The customer can place an order via the Cotec.pet website or by e-mail: yours@cotec.pet. Store contact details can be found at <https://cotec.pet/kontakt>.

Placing orders via the Cotec.pet website requires registration and logging in to the site.

Personal data is processed for the purpose of carrying out the order, in accordance with the Act of 29.08.1997 "On the protection of personal data" (Journal of Laws No. 133, item 883) and in accordance with the privacy policy and Cookies.

The prices are expressed in PLN or EUR, DKK, SEK, NOK, CHF, USD, CZK, and are gross prices (including VAT). The prices of goods are binding at the time when the Customer places the order. If the Customer is entitled to a "Discount", the system may automatically (after logging in) convert the prices of goods in accordance with the amount of the discount.

Product prices do not include shipping costs, and if any, they shall be covered by the Customer. Shipping costs depend on the total weight of the products and the type of delivery.

The following payment methods are available in the Cotec.pet store:

- on delivery (on collection),
- prepayment by bank transfer,
- prepayment by the Tpay payment system,
- prepayment by credit card and / or PayPal.

In the case of prepayment, the payment deadline is 5 days from the moment of placing the order. After this deadline, the order may be automatically cancelled.

Products shown at promotional prices are available while stocks or the promotion last.

Electronic payments are supported by:

- Krajowy Integrator Płatności SA with its registered office in Poznań at ul. Św. Marcina 73/6, postal code: 61-808, KRS: 0000412357, to the extent necessary to process the payment for the order.
- PayPal (Europe) S.à r.l.et Cie, S.C.A. (R.C.S. Luxembourg B 118 349) ("PayPal").

§ 3. Shipping or collection of ordered goods

Ordered goods can be delivered to the address provided by the Customer, or picked up in person at ADOT Sp. z o. o., ul. Partyzantów 11, 41-200 Sosnowiec. Deliveries to the customer are carried out by courier.

Order processing begins:

- on the first business day from the moment of placing the order, in the case of selected payment on delivery,
- on the first business day from the moment of booking the transfer, in the case of selected prepayment by bank transfer or payment card.

The shipping time of the order depends on the availability of products specified in the product description. The deadline for shipping the order, if the subject of the order is in stock, is up to 10 business days. If the product is not available in the warehouse, the lead time will be agreed individually.

The product availability date is given in business days and is counted from the start of processing the order. If a given product is not available in the quantity ordered, the Cotec.pet store will inform the Customer about this before the availability date. In the event of unavailability of the product, the lead time may be longer, or it may not be possible. The Customer may agree to extend the lead time, make changes to the products, or withdraw from the contract.

Products are delivered without defects, unless the product description provides for otherwise

§ 4. Withdrawal from the order and return of the goods

The consumer making purchases at the Cotec.pet Online Store may withdraw from the order without giving reasons within 30 days from the date of shipping of the item, in accordance with the provisions of the Act on Consumer Rights of 30 May 2014. This right does not apply to non-prefabricated items and items made to the consumer's specifications.

The customer may cancel the order by submitting a written statement. The model withdrawal form is attached to the Act on consumer rights of 30 May 2014.

In case of resignation from the purchased product, the Customer shall send the product to the store to the following address: ADOT Sp. z o.o., ul. Partyzantów 11, 41-200 Sosnowiec.

In the event of withdrawal from the contract, the contract is considered void.

In the event of withdrawal from the contract, the cost of shipping of the returned goods shall be borne by the Customer. In the case of returning very large or heavy goods with a large weight or dimensions exceeding the dimensions of the parcels, the cost of return may be higher than the price of a standard postal parcel.

The Customer who placed the order declares that he has been informed about his right to withdraw from the contract in accordance with the Act mentioned in § 3 point 1.

Download: GOODS RETURN FORM

§ 5. Complaints

In the event of a complaint, the Customer should contact the Customer Service Office: ADOT Sp. z o.o., ul. Partyzantów 11, 41-200 Sosnowiec. The office is open: Monday - Friday, 8-16, tel. +48 600 994 312, e-mail: yours@cotec.pet.

If the Customer complains about the goods, Cotec.pet Store, considering the complaint, may require the Customer to deliver the complained goods to the store's warehouse located at: ADOT Sp. z o.o., ul. Partyzantów 11, 41-200 Sosnowiec with a proof of purchase and description of the complaint.

The Cotec.pet store will respond to the complaint within 14 days of filing the complaint and inform the Customer about further proceedings.

Download: COMPLAINT FORM

§ 6. Final provisions.

Cotec.pet will try to resolve amicably any disputes arising during the implementation of orders.

Any possible disputes shall be settled by Polish common courts. The court's jurisdiction is governed by the relevant provisions of the Civil Code.

The consumer also has the option of using out-of-court dispute resolution. All disputes arising from the sales contract may be resolved before the Permanent Consumer Arbitration Court at the Provincial Inspector of Trade Inspection. Information on the procedures for reporting and settling disputes can be found at: www.uokik.gov.pl, in the tab "Settlement of consumer disputes".

To all matters that are not regulated by these Rules, the provisions of civil code and other appropriate acts shall apply.

These Rules are effective from 01/01/2020