

Regulations

Attention,

if you make a purchase using company data and you wish to exercise your consumer rights - please include this information in the message attached to your order. This message should contain information that the purchased furniture is an item of merchandise outside of your company's field of business. Remember that such a purchase may be questioned by the Tax Office as a business expense.

Dispositions made after the order and payment have been made will not be honored.

TERMS AND CONDITIONS OF PURCHASE

1. GENERAL PROVISIONS

1.1 The online store available at megliodesign.com is operated by Paweł Bombas operating under the name Megliodesign.com Paweł Bombas with registered office in 32-087 Babice, ul.Warszawska 111, NIP: 55 32 44 22 44, REGON:361196153, hereinafter referred to as the Seller.

1.2 Definitions:

- a) Business day - one day from Monday to Friday excluding public holidays.
- b) Customer - an adult natural or legal person or an organizational unit without legal personality, who concludes a sales contract with the Seller.
- c) Consumer - a natural person carrying out legal transactions with the Seller which are not directly connected with his/her business or professional activity.
- d) Buyer - a customer and a consumer.
- e) Seller - Paweł Bombas conducting business under the name megliodesign.com Paweł Bombas, 32-087 Bibice, Warszawska 111
- f) Electronic account - a set of data in the Seller's ICT system, protected by a login and password given by the Buyer, containing Buyer's data and information about orders placed by him in the Internet store. It is the only way to check the status of orders.

1.3 The way of contact:

- a) by e-mail at the address: internet@megliodesign.com.

b) the only place to check the status of orders is at megliodesign.com/status, customer service staff are not required to check statuses.

1.4 To use the Vendor's ICT system, the Vendor shall have:

(a) a computer, laptop, tablet, smartphone or other multimedia device with Internet access with a recommended resolution of 1024x768,

b) access to electronic mail,

c) access to any web browser, including the ability to save cookies and Javascript.

1.5 Personal data are processed by the Seller only to the extent and on the basis of these Regulations. The Buyer provides the data voluntarily and has the right to inspect their content and to update and correct them.

2. PLACING AND PROCESSING ORDERS

2.1 Orders are accepted:

a) via the website: megliodesign.com through the application of the "shopping cart", where the Buyer provides contact details, indicates the ordered goods and chooses the form of payment,

b) by e-mail at the address: info@megliodesign.com.

2.2 When placing an order through the application "shopping cart" the Buyer receives a confirmation of order acceptance to the specified e-mail address.

2.3 Orders placed by phone must be confirmed by sending a message to the indicated e-mail address.

2.4 In the case of placing an order by e-mail, after the Buyer sends information about the order the Seller confirms the conditions of sale by sending to the e-mail address specified in the order, together with a presentation of the total value of the contract including value added tax (VAT).

2.5 If the Buyer does not collect the ordered products on their own and thus decides to deliver the purchased products using transportation organized by the Seller, then the quote sent by the Seller will also include transportation costs.

2.6 For the Seller to be able to determine the amount of payment for the transport of ordered products, the Buyer is obliged to indicate the exact address

for delivery of goods.

2.7 The execution of the order shall begin:

a) in case of orders payable on delivery - after confirmation of receipt of the advance payment

b) in the case of orders payable by bank transfer, electronic payment - after the funds are credited to the Seller's bank account.

2.8. Before placing an order the Buyer should read the provisions of these Regulations, and transport conditions.

2.9. The term of the contract is specified in the terms and conditions of sale prepared and sent by the Seller and is counted in working days.

2.10. In the case of goods marked as "promotion" or goods marked as "sale" the order of execution of orders shall be determined by

the order of receipt of confirmed orders for these goods. The number of goods at promotional or sale prices is limited.

2.11. If the Seller is not able to produce, prepare for

for shipment and deliver the ordered products within the time limit specified in the order (maximum lead time for all orders as described in section 3.5)

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2.12. Electronic services provided by the Seller in the form of order form and account are free of charge.

2.13. In the case of non-standard orders, i.e. changes in sizes, fabrics, guides, hinges due to the possibility of shortages or technical capabilities, we reserve the right to make the furniture in the standard variant, to which the customer agrees.

2.14. In the case of non-standard orders is not possible to withdraw from the contract on standard terms, the seller may, but does not have to accept such instructions.

3 DELIVERY

3.1 The seller offers the following methods of collection and delivery

of purchased products:

a) personal collection at the company's registered office at 32-087 Bibice, 111 Warszawska Street

b) courier delivery,

c) the Seller's own transport.

3.2 It is recommended that all products that due to their characteristics and dimensions could be damaged during transport by courier, and are not received by the Seller.

courier shipment and are not collected personally by the Buyer, were delivered to the Buyer by the Seller with his own transport, after prior approval of the amount of payment for the transport of the Seller.

3.3 At the time of receipt of the order the Customer is obliged to carefully check the contents of the consignment. Complaints concerning damage

mechanical damage will be considered only in the case of damage protocol, confirmed by the signature of the Customer and the provider of the consignment.

3.4 The goods remain the property of the Seller until the payment is made by the Customer.

3.5 The average lead time is 4-8 weeks, but the maximum lead time can be up to 12 weeks.

3.6 In case of fortuitous events, independent of the Seller, and hindering or preventing him from performing the service in the declared time, the order will be implemented without regard to point 3.5 of these regulations.

3.7. In the case of any changes in size, color, dye, delivery time may be extended, which the customer accepts.

4. PAYMENTS

4.1 The Buyer can pay for the ordered goods:

a) in cash at the Seller's premises - at the latest at the time of personal collection of the order,

b) in cash at the Seller's employees - at the time of delivery, after payment of a 30% advance,

c) transfer to the following bank account of the Seller:

Paweł Bombas

Meglio Design

111 Warszawska street

32-087 Bibice

66 1020 2892 0000 5602 0722 2757

d) cash on delivery at the time of collection of the consignment from the courier, after prior payment of 30% deposit,

e) by electronic payment and payment card of the Tpay service (detailed information about the service is available on the website at tpay.pl)

5. COMPLAINT PROCEDURE

5.1 The Seller is obliged to deliver goods free from legal and physical defects. Goods purchased by the Consumer are covered by a two-year warranty, calculated from the date of sale.

5.2 Furniture are designed for indoor use only at a temperature of 15-30 degrees Celsius. Wooden furniture can not be

Wooden furniture cannot be used outdoors. Storing them in the sun, in humid rooms, or at low temperatures can lead to the formation of

5.3 Wooden furniture should not be used outdoors.

5.3 Waxed wooden furniture should be cleaned only with products intended for its care. Do not use wet cloths for furniture care,

damp cloths should not be used for furniture care. When using the furniture, avoid placing wet or hot objects on it - they can dissolve the protective layer of wax and discolor the surface. In this case, the entire piece of furniture should be re-waxed.

5.4 Due to the limitations of computer monitors, the colors of the furniture shown may vary slightly from actual colors. Wood is

a natural material with its own grain and unique structure, so that each piece of furniture made by us has an individual and unique character. Its natural characteristics cause the possibility of color differences in individual pieces of furniture. The use of different staining technologies in the production of furniture may result in differences in highlighting the natural structure and grain of the wood.

5.5 Dimensions given on the website are the outer dimensions of the furniture.

5.6 The Seller reserves the right to design changes that do not affect the functioning of the furniture, in order to improve the product. On the presented graphics, especially with products available in many variants, the proportions of the furniture may differ from the final delivered to the customer.

5.7 Complaints should be submitted in writing via e-mail to: reklamacje@megliodesign.com or by mail to the address

5.7. Complaints should be submitted in writing via e-mail to: or by post to the address of the company's registered office, preferably by completing the form at megliodesign.com/reklamacje. In order to facilitate the processing of complaints, it is recommended to provide data such as:

- (a) name, surname, address of the ordering party,
- b) description of the subject of the complaint along with photos depicting the reported defects,
- c) indicate the request.

5.8 Complaints are handled within 14 days of receipt. The Buyer receives a reply in writing.

5.9 As a standard, the company offers replacement of defective items, or compensation. The Seller is not responsible for

5.9. The Seller is not responsible for lost profits by the Customer.

6.0. Furniture should be assembled maximum two weeks after delivery. Wood improperly stored in packages can deform, warp, there may be differences in sizes of the elements. After this time, complaints will not be considered positively.

6.1 On the website megliodesign.com/instructions are the technical conditions of the furniture, the things presented there as special features of the product will not be positively considered in the complaints.

6. OUT-OF-COURT SETTLEMENT METHODS

OUT-OF-COURT PROCEDURES FOR HANDLING COMPLAINTS AND ASSERTING CLAIMS, AND

RULES OF ACCESS TO THESE PROCEDURES

6.3 Detailed information on the out-of-court complaint handling and claim investigation procedures and rules of access to these procedures

6.3. Detailed information about the out-of-court complaint handling and claim investigation procedures and rules of access to those procedures can be obtained at the offices and websites of district/city consumer ombudsmen, Provincial Inspectorates of

Inspectorates of Trade Inspection and the Office of Competition and Consumer Protection.

7 WITHDRAWAL FROM A CONTRACT

7.1 Unless the parties have agreed otherwise, the consumer does not have the right to withdraw from a remote agreement in the case:

a) in which the object of performance is a non-reproduced item, so in this case all collections presented on the site, which are manufactured to the individual order of the customer and/or produced according to the specifications of the consumer or serving to meet his individualized needs;

b) in which the subject of performance are things that after delivery, due to their nature, are inseparable from other things,

c) purchase of a mattress as a hygienic product

7.2 In the case of withdrawal from the contract, the cost of return transport to the seller shall be borne by the buyer.

7.3 In the case of withdrawal from the contract, the buyer is responsible for any transport damage on the way back to the seller.

7.4 In the case of withdrawal, the customer is responsible for any diminution in the value of the goods resulting from the use beyond the necessary.

8. FINAL PROVISIONS

8.1. Promotions apply to the receipt of instructions in electronic form, sent at the request of the customer to the e-mail indicated in the order.

8.2 In the case of changing the size of furniture, making other changes such as installation of guides, etc., it is understood that the customer can order such a service indicating the proposed changes in the order, we reserve the right, however, in cases where technology will not allow us to make changes to apply the standard dimensions / alterations available on the site.

8.3 Contracts concluded between the Seller and the Buyer are concluded in the Polish language.

8.4 The use of services provided electronically is associated with particular risks resulting from the interference of third parties. The Seller has no influence on the operation and availability of the Internet. The Buyer making payments using the "electronic payments" should particularly protect the information against disclosure to third parties.

8.5 The Seller reserves the right to make changes to these terms and conditions for important reasons such as changes in law.

8.6 In the area not covered by these terms and conditions, the relevant provisions of Polish law shall apply, in particular: Civil Code, Act on Provision of Electronic Services of 18 July 2002, Act on Consumer Rights a of 30 May 2014.

Terms of the promotion available at

If a piece of furniture is marked with a percentage promotion (e.g. -25%, -30% etc) the promotion is calculated only if:

1. the customer accepts a maximum lead time of 12 weeks.
2. the customer agrees to receive instructions for the furniture electronically at megliodesign.com/instructions, or by email
3. the customer agrees to automatic service after the order is placed (this includes checking order status, responding to correspondence automatically, etc)

If a customer does not want to take advantage of this promotion because they want their order to be processed faster, or they need a paper manual, or they need and want to check the status of their order by phone or email - they are not eligible for this promotion.

We require that the customer immediately after ordering the furniture to the address: internet@megliodesign.com submit an instruction to withdraw from the promotion. Then the customer buys furniture for the price shown on the website as crossed out, higher by a certain factor visible next to each piece of furniture covered by the promotion.

If the customer does not make such an instruction, it is assumed that the customer benefits from this promotion.

If the customer, on any medium (FB, google, trustpilot) assesses the way the company operates at a low rating, he will be contacted by an employee of the BOK with a question whether the customer wishes

- faster order processing
- printed instructions
- specific verification of the order status

If the customer confirms, Meglio Design Paweł Bombas will change the product price to non-promotional without the need for further instructions.

Order status verification services as electronically performed services are not subject to sub-stepping in accordance with the provisions of Articles 30 -34 of the Consumer Rights Act