

# TERMS AND CONDITIONS OF THE ONLINE STORE AND THE PROVISION OF SERVICES BY ELECTRONIC MEANS

## I. GENERAL PROVISIONS

1. The owner and administrator of the website [www.ajourneytoyourself.com](http://www.ajourneytoyourself.com) is Agata Dzierżawa, conducting business activity under the name of the company AJTY Agata Dzierżawa, ul. Józefa Dietla 66 lok. 4a, 31-039 Kraków, NIP: 6422485721, REGON: 386984566, address e-mail: [ajourneytoyourself@ajourneytoyourself.com](mailto:ajourneytoyourself@ajourneytoyourself.com).
2. These Regulations define the type and scope of services provided electronically by the Website, the conditions for their provision and the rules for concluding and terminating contracts for the provision of these services, as well as the complaint procedure.
3. Each person may browse the resources of the Website, but as soon as any activities are performed on this website (for example by: registering on the Website or placing an Order), such a person becomes its User and declares that they has read these Regulations and the Privacy Policy fully accepts the provisions contained therein and undertakes to comply with them.
4. Regulations constitute a template of the contract that is concluded between the Service Provider and the Customer.

## II. DEFINITIONS

The terms used in the Regulations mean:

- 1) Service Provider - the owner and administrator of the Website, i.e. Agata Dzierżawa, running a business under the name of AJTY Agata Dzierżawa, ul. Józefa Dietla 66 lok. 4a, 31-039 Kraków, NIP: 6422485721, REGON: 386984566;
- 2) Website - means a website called at the address of the internet domain [www.ajourneytoyourself.com](http://www.ajourneytoyourself.com), to which the Service Provider has the applicable law;
- 3) Client / User - a natural person, legal person or organizational unit that is not a legal person, the provisions of which specifically grant legal capacity, which uses the Services provided by the Service Provider as part of the Website or who places an Order as part of the Online Store. The User using the Services may only be an adult with full legal capacity, capable of expressing consent and incurring obligations;
- 4) Service - a meeting between the Client and the Therapist carried out on the agreed date and time specified in the option selected by the Client on the subpage of the Website, through the form for arranging meetings on the subpage of the Website, taking place in the form of a video conversation conducted with the use of equipment and software enabling transmission voice and image in real time (with or without video preview, depending on the client's expectations);
- 5) Therapist - a natural person conducting meetings with the client based on intuitive methods, alternative forms of therapy;
- 6) Consumer - a natural person who uses the Services provided by the Service Provider on the Website or places an Order for purposes not directly related to business or professional activity;
- 7) Entrepreneur - a Customer who uses the Services provided by the Service Provider as part of the Website or places an Order for purposes related to their trade, business,

- craft or freelance activity, including the Customer who places an Order through any other person acting on their behalf or on their behalf;
- 8) Regulations - these regulations for the provision of electronic services;
  - 9) Online Store - a subpage of the Online Service through which the Customer may, in particular, place Orders available at [www.ajourneytoyourself.com](http://www.ajourneytoyourself.com);
  - 10) Goods - products presented in the Online Store;
  - 11) Webinar – digital content not saved on a tangible medium in the form of a presentation, course or training available in electronic form in the form of an e-book, audiobook, videocourse in PDF, MP3, MP4, EPUB, MOBI format, intended for reading, listening or other reproduction, offered by the Seller via Online store. Whenever the Regulations refer to Goods, this also applies to Webinars, unless otherwise stated in the content of a given provision;
  - 12) Registration Form - an electronic form by means of which the Customer may register an Individual Customer Account;
  - 13) Individual Customer Account - a subpage of the Website, available after registration and logging in by the Customer, through which the Customer can use the services provided by the Service Provider on the Website or place Orders and, inter alia, manage personal data, change the Password. Access to the Customer Account is protected by a Password and Login specified by the Customer;
  - 14) Agreement - an agreement concluded between the Service Provider (Seller) and the Customer for the provision of the Service or for the purchase of Goods in the Online Store. The contract is concluded at the moment:
    - a) receipt of an e-mail confirming the conclusion of the Agreement - in the case of Services;
    - b) receiving an e-mail Confirmation of placing an order - in the case of purchasing Goods in the Online Store;
  - 15) Agreement for the Supply of Digital Content - an agreement concluded between the Seller and the Customer for the purchase of a Webinar. Whenever the Regulations refer to the Sales Agreement, this also applies to the Agreement for the Provision of Digital Content, unless otherwise stated in the content of a given provision;
  - 16) Order - Customer's declaration of intent, aimed directly at the conclusion of the Agreement, specifying in particular the type and quantity of the Goods;
  - 17) Seller - Agata Dzierżawa, running a business under the name of AJTY Agata Dzierżawa, ul. Józefa Dietla 66 lok. 4a, 31-039 Kraków, NIP: 6422485721, REGON: 386984566.

### III. RULES OF USING THE SERVICES OF THE WEBSITE

1. In order to start using the Services by the Customer, it is necessary to create an Individual Customer Account.
2. Opening an Individual Customer Account is free of charge.
3. To set up an Individual Customer Account, the following steps should be taken:
  - a) enter the Website,
  - b) read all provisions of the Regulations,
  - c) correctly fill out the Individual Customer Account form by providing real personal data required in the form, declare acceptance of the Regulations without any reservations and

fulfillment of the conditions required by the Regulations - by checking the appropriate box on the form,

d) approve the data entered in the form and send them to the Service Provider for processing.

4. After setting up an Individual Customer Account, the Customer will receive an e-mail to the Customer's e-mail address provided in the form, which will contain further instructions regarding the created account. If the Customer has not received the e-mail within 12 hours of creating the account (check all the tabs of your e-mail, including SPAM), they should immediately contact the Service Provider.
5. The performance of the above activities by the Customer will enable the Service Provider to create an Individual Customer Account on the Website in accordance with the data provided in the form. The Service Provider may refuse to create an account with a specific name if it is already used by another entity on the Website, is against the law or violates the legitimate interests of the Service Provider.
6. The creation of an Individual Customer Account results in obtaining by them, in particular, the possibility of sending messages, booking meetings, paying for Services, submitting and receiving declarations of will and knowledge.
7. In order to arrange the Service, the Customer should:
  - a) set up an Individual Customer Account / log in to an Individual Customer Account,
  - b) use the form for arranging meetings on the website's subpage,
  - c) choose the therapist with whom he wants to meet,
  - d) choose the date of the Service from among the available dates,
  - e) book the Service,
  - f) make payments in accordance with the applicable price list.
8. After booking the Service, other Clients cannot book the Service with the same Therapist at the same time. If the waiting time for payment is exceeded, the Service booking is canceled.
9. Information about the posting of payment for the Service, constituting a confirmation of the conclusion of the Agreement or the cancellation of the Service reservation, is provided to the Customer in the form of an e-mail to the Customer's e-mail address provided in the form.
10. Postponing the date of the Service is possible 72 hours before the commencement of the Service. After this time, it is not possible to postpone the date.
11. In the event of failure to start the provision of the Service on the selected date for reasons attributable to the Customer, the duration of the Service shall not be extended, and the remuneration paid by the Customer shall not be refunded or reduced.
12. If the provision of the Service is not started on the selected date for reasons attributable to the Therapist, the duration of the Service will be extended accordingly. If it is not possible to extend the Service, the next Service will be extended, and if it is not possible, the Customer will receive a refund of part of the remuneration paid in proportion to the duration of the Service shortened.
13. The Service Provider reserves the right to change the therapist holding the meeting.

#### IV. THE REMUNERATION AND THE METHOD OF ITS PAYMENT

1. When booking the Service to be provided to them, the Customer is obliged to pay the appropriate remuneration.
2. Remuneration for the Service is paid via the Stripe payment channel available through the Website or directly to the bank account.

3. The amount of remuneration for the Service depends on its form and has been included in the price list of services posted on the Website.
4. The remuneration shall be paid upon crediting the Service Provider's bank account.
5. Before confirming the entered data as part of the Service booking procedure, the customer indicates whether they is making a purchase as a taxpayer of value added tax or value added tax, by providing the NIP or EU VAT number.
6. In the case of a recorded sale using a cash register confirmed by a fiscal receipt, an invoice for the taxpayer of the value added tax or value added tax is issued only if the receipt confirming the sale contains the number by which the buyer of the goods or services is identified for the purposes of value added tax or value added tax. Failure to provide the NIP (EU VAT) number before booking the Service, resulting in the issuance of a fiscal receipt without such a number, prevents the subsequent issuance of a VAT invoice for the taxpayer of value added tax or value added tax.

## V. RIGHTS AND OBLIGATIONS OF THE PARTIES

1. Service Provider:
  - a) undertakes to provide the Customer with Services in accordance with the provisions of the Regulations,
  - b) undertakes to keep secret the information related to the Customer and obtained under the Agreement, in particular in the field of the provision of Services, unless the law provides otherwise. The obligation of secrecy is not limited in time,
  - c) may cancel the Service, the date of which has been booked by the Customer. In such a situation, the Customer may choose a different date for the Service or withdraw from the contract regarding this Service,
  - d) there is no obligation to provide the Services if the Customer fails to pay the remuneration,
  - e) has the right to discontinue the provision of Services in the event of illegal or offensive content provided by the Customer,
  - f) has the right to suspend the operation of the Website in the event of ongoing operation and maintenance of the website, software and related technical devices.
2. Costumer:
  - a) has the right to get the Services provided for themself in accordance with the provisions of the Regulations,
  - b) may submit a complaint in accordance with the provisions of the Regulations,
  - c) has the right to withdraw from the contract in accordance with the provisions of the Regulations,
  - d) in the event of blocking the Individual Customer Account by the Service Provider, they cannot re-establish it without the Service Provider's consent in writing,
  - e) is obliged not to disclose the Individual Customer Account to other entities without the consent of the Service Provider in writing,
  - f) undertakes not to use in any way the information obtained under the Agreement without the Service Provider's consent in writing,
  - g) is not authorized to make publicly available the content of the advice provided to them.

## VI. RESPONSIBILITIES

1. The Service Provider is not responsible for interruptions in the provision of the Services or the inability to access the Services resulting from:

- a) failure or malfunction of ICT systems, on which he had no influence;
  - b) incorrect registration of the Customer or other reasons beyond the control of the Service Provider.
2. The Service Provider is not responsible for the consequences of using the Website by the Customer in a manner inconsistent with applicable law, the Regulations or the principles of social coexistence or customs adopted in this regard.
  3. The Customer is forbidden to provide data of an illegal nature or likely to damage computer systems. If such data is provided, the Service Provider may prevent access to it, which will be notified to the Customer. In addition, the Service Providers will be entitled to claims for damages in full. The Service Provider is not liable for any damage resulting from preventing access to illegal data.
  4. The Service Provider is not responsible for the content provided by the Therapist as part of the Services provided.
  5. The Customer acknowledges that the Service Provider is not responsible for decisions or actions taken by the Customer themselves after using the Service.
  6. The Customer acknowledges that the Service is not psychotherapy or treatment, but an alternative form of therapy, thus it does not replace psychotherapy, medical or pharmacological treatment, and is based on intuitive methods, on alternative forms of therapy. A client interested in using the Service, who is undergoing psychotherapy, medical treatment, pharmacological treatment or suffering from any diseases, should consult a doctor or psychotherapist on the possibility of using the Service before using it.
  7. The Service Provider reserves the right to refuse to provide the Service if it deems that a different type of service is needed by the Customer who wants to use it.
  8. In the case of a Customer who uses the Service in a way that violates good manners, legal regulations or personal rights of the Therapist, the Therapist may refuse to continue the Service. In the event of a refusal to continue providing the Service, the Customer is not entitled to any refund of any remuneration paid for the Service. The Customer who has been sanctioned with the refusal to continue the Service cannot book the Service without the prior consent of the Service Provider.

## VII. COMPLAINT PROCEDURE

1. In the event of non-performance or improper performance of the contract by the Service Provider, the Customer has the right to file a complaint.
2. The complaint should be made in writing and sent to the address of the Service Provider.
3. The complaint should contain, first of all, data enabling the identification of the Service and the Customer who is its party and all circumstances raised in connection with the non-performance or improper performance of the Service by the Service Provider.
4. The complaint should be submitted immediately, but not later than within 14 days from the date of the occurrence of the circumstances causing the non-performance or improper performance of the Service by the Service Provider.
5. Consideration of the complaint by the Service Provider will take place immediately after its delivery in writing, but not later than within 30 days from the date of its delivery.
6. In the event that the complaint regarding non-performance or improper performance of the Service is not considered, the Customer may pursue claims in court proceedings.

## VIII. WITHDRAWAL FROM THE CONTRACT

1. Each Customer, who is a final Consumer, has the right to withdraw from the Service Agreement concluded with the Service Provider within 14 days without giving any reason.
2. The deadline to withdraw from the Agreement for the provision of the Service shall expire after 14 days from the date of the Agreement.
3. To exercise the right to withdraw from the Agreement, the Consumer must submit an appropriate statement. The declaration of withdrawal from the contract must be submitted to the Service Provider in one of the following ways:
  - a) sent by post to the address of the Service Provider's headquarters: AJTY Agata Dzierżawa, ul. Józefa Dietla 66/4a, 31-039 Kraków;
  - b) sent by e-mail to the Service Provider's e-mail address: [ajourneytoyourself@ajourneytoyourself.com](mailto:ajourneytoyourself@ajourneytoyourself.com).

The consumer may use the withdrawal form template, but it is not obligatory.

4. To keep the deadline for withdrawing from the Agreement, it is enough for the Customer who is a Consumer to send information regarding the exercise of their right to withdraw from the Agreement before the deadline to withdraw from the agreement.
5. If the Consumer has requested the commencement of the provision of the Service before the deadline to withdraw from the Agreement, the Consumer will pay the Service Provider an amount proportional to the scope of services provided until the Consumer informed the Service Provider about the withdrawal from the Agreement.
6. The right to withdraw from the Agreement is not entitled to the Consumer, in relation to the Agreement for the provision of the Service, which was fully performed with the express consent of the consumer.

## IX. RULES OF USING THE ONLINE STORE

1. Information about the Goods available on the website of the Online Store does not constitute an offer of the Seller within the meaning of the Civil Code, but only an invitation to customers to submit offers to conclude a Sales Agreement.
2. Conclusion of the Goods Sale Agreement on the Online Store's website may take place in two ways:
  - 1) by setting up an Individual Customer Account beforehand, or
  - 2) by making a purchase without prior registration.
3. If the Customer selects the option to purchase the Goods with the prior establishment of an Individual Customer Account, the Customer should perform the registration activities consisting in completing and accepting the registration form, available on the Website.
4. If the Customer decides to make a purchase without prior registration, they will be required to fill in the appropriate form with their data after the purchase, as well as will be required to agree to the content of the Regulations and consent to the processing of the Customer's personal data by the Seller.
5. In order to conclude a Sales Agreement via the Online Store, go to the Online Store website, select the Goods, their quantity, taking further technical steps based on the messages displayed to the Customer and information available on the website. The choice of ordered goods by the customer is made by adding them to the basket.

6. When placing an Order - until the "Payment" button is pressed - the Customer may modify the entered data and modify the selection of the Goods. To do this, follow the messages displayed to the Customer and the information available on the website.
7. After the Customer using the Online Store has added all the necessary data, a summary of the placed Order will be displayed. The summary of the placed Order will contain information regarding:
  - a) the subject of the contract;
  - b) unit and total price of the ordered products or services, including delivery costs and additional costs (if any);
  - c) selected payment method;
  - d) chosen method of delivery;
  - e) delivery time.
8. In order to send the Order, it is necessary to provide personal data marked as mandatory, accept the Regulations and consent to the processing of the Customer's personal data by the Seller and press the "Completion of the order" button".
9. After placing the Order, the Customer receives an e-mail entitled "Confirmation of placing the order" containing the final confirmation of all essential elements of the Order, i.e.:
  - a) data identifying the entrepreneur;
  - b) basic characteristics of the selected good;
  - c) the total price including taxes, as well as delivery, postage and any other additional costs;
  - d) chosen method of payment and delivery;
  - e) the complaint procedure used;
  - f) in the case of the right to withdraw from the contract - the conditions, deadlines and the withdrawal procedure;
  - g) costs of returning items in the event of withdrawal from the contract;
  - h) the date on which the offer or price remains binding.
10. In the case of an Order placed by the Customer for a Webinar, the e-mail message specified in point 9 additionally contains information about the consent granted by the Consumer to the delivery of digital content in circumstances resulting in the loss of the right to withdraw from the contract.
11. As soon as the Customer receives the e-mail "Confirmation of the order", the Contract for the sale of the Goods and the Contract for the Provision of Digital Content are concluded.
12. The conclusion of the Agreement for the Supply of Digital Content allows the use of the Webinar only for the Client's own personal use. Conclusion of the Agreement does not transfer the rights or grant a license to the works, artistic performances or other contributions contained in a given Webinar. Any recording, reproduction, as well as marketing and dissemination of a Webinar other than specified in these Regulations requires the consent of the owner of the rights, except for cases expressly permitted by law.

## X. PRICES AND PAYMENT METHODS

1. The price of the Goods does not include the costs of shipping and delivery of the Goods to the Customer, which price - determined in accordance with the provisions below - will be added to the sale price of the Goods, unless the Customer chooses the option of personal collection of the Goods or the Seller provides free delivery.

2. The Seller reserves the right to change the prices of the Goods in the Store's offer, introduce new Goods to the Online Store's offer, remove the Goods from the Store's offer, carry out and cancel promotional campaigns on the Online Store's websites or make changes to them. These changes will not apply to Orders placed before their implementation.
3. There is a possibility of payment in the Online Store as follows:
  - a) by transfer to the Seller's bank account kept by mbank with the number 76 1140 2004 0000 3602 8043 6856;
  - b) on-line payment via the website Przelewy 24
4. When using the above-mentioned payment methods, the Customer shall not bear any additional costs, except for costs imposed by entrepreneurs through which the payment is made, in particular.

#### XI. EXECUTION OF THE CONTRACT

1. The order is processed within the time limit specified in the Order Confirmation sent to the e-mail address of the Customer placing the Order.
2. In the event of unavailability of some of the Goods covered by the Order, the Customer, within 3 days of placing the Order, will be informed about the status of the Order and decide on the method of its implementation (partial implementation, extension of the waiting time, withdrawal from the Order). Failure to make a decision by the Customer within 10 days from the date of providing him with the information referred to in the first sentence, entitles the Seller to withdraw from the contract and refund the amounts paid by the Customer. Withdrawal from the contract referred to in the second sentence may take place within 30 days from the date of placing the Order by the Customer.
3. Webinar ordering is carried out by sending the Customer, to the e-mail address provided by them, an e-mail with a link to the website from which it will be possible to download the Webinar. From the moment the link to the Webinar is made available, it may be downloaded by the Customer, while downloading the Webinar excludes the possibility of withdrawing from the agreement regarding the Webinar in question - on the terms set out in Chapter XIII.
4. Each completed Order is documented by the Seller with an appropriate accounting document, issued after the Customer has paid the entire amount due for the Order.
5. Before confirming the entered data as part of the Order submission procedure, the Customer indicates whether he is purchasing as a taxable person for value added tax or value added tax, by providing the NIP or VAT number UE.
6. In the case of a recorded sale using a cash register confirmed by a fiscal receipt, an invoice for the taxpayer of value added tax or value added tax is issued only if the receipt confirming the sale contains a number by which the buyer of the goods or services is identified for the purposes of value added tax or value added tax. Failure to provide the NIP (EU VAT) number before placing the Order, resulting in the issuance of a fiscal receipt without such a number, prevents the subsequent issuance of a VAT invoice to the taxpayer of value added tax or value added tax.
7. In the case of sale of promotional or sale products, the quantity of which is limited, the execution of Orders depends on the order in which the Order is received by the Store. The deadline for completing the Order of sale products is 21 days. If, after placing the Order, it turns out that the Ordered Goods are currently unavailable, the Customer will be immediately informed by e-mail about the unavailability of the Goods.



8. In the situation referred to in point. 7, the procedure described in point 2.

## XII. DELIVERY OF THE ORDER

1. The delivery of the Goods is limited to the territory of the Republic of Poland and takes place at the address indicated by the Customer when placing the Order.
2. Delivery of the ordered Goods takes place via a shipping company (courier company) to the address indicated in the Order. Delivery costs depend on the type and weight of the Goods and will be indicated at the time of placing the Order.
3. The Seller is not responsible for damages caused by irregularities (including mistakes) committed by the Customer placing the Order in the Order Form, as a result of which the shipment did not reach the addressee, as well as for unjustified refusal to collect the shipment.
4. The receipt of the Order by the Customer and its release transfers to the Customer the ownership of the Goods and all risks related to the possession and use, in particular the risk of loss or damage to the Goods.
5. Upon receipt of the Order, the Customer is obliged to control the delivery in terms of quantitative compliance with the Order and to check that the Goods do not have mechanical damage caused during transport. The Customer is obliged to perform a qualitative and quantitative control in the presence of the person delivering the Order.

## XIII. INFORMATION ABOUT THE RIGHT TO WITHDRAW FROM THE CONTRACT

1. Every Customer who is a final Consumer and uses the Online Store has the right to withdraw from the concluded Contract for the sale of the Goods without giving a reason.
2. The consumer has the right to withdraw from the Sales Agreement within 14 days without giving any reason. The deadline to withdraw from the Agreement expires after 14 days from the date on which the Consumer acquires the last of the items delivered under one Order or in which a third party other than the carrier and indicated by the Consumer acquires the last of the items delivered on the basis of one Order.
3. To exercise the right to withdraw from the Agreement, the Consumer must submit an appropriate statement. The declaration of withdrawal from the contract must be submitted to the Seller in one of the following ways:
  - c) sent by post to the address of the Seller's registered office: AJTY Agata Dzierżawa, ul. Józefa Dietla 66/4a, 31-039 Kraków;
  - d) sent by e-mail to the Seller's e-mail address: [ajourneytoyourself@ajourneytoyourself.com](mailto:ajourneytoyourself@ajourneytoyourself.com).

The consumer may use the model withdrawal form, but it is not obligatory.

4. To keep the deadline for withdrawing from the Agreement, it is enough for the Customer who is a Consumer to send information regarding the exercise of their right to withdraw from the Agreement before the deadline to withdraw from the agreement.
5. The right to withdraw from the Sales Agreement is not granted to the Customer who is a Consumer in relation to contracts in which the Goods are a non-prefabricated item, manufactured according to the Consumer's specification or serving to satisfy his individual needs.

6. The right to withdraw from the Sales Agreement is not granted to the Customer who is a Consumer in relation to contracts in which the Goods are delivered in a sealed package, which cannot be returned after opening the package due to health protection or hygiene reasons, if the packaging was opened after delivery.
7. The right to withdraw from the Sales Agreement is not granted to the Customer who is a Consumer in relation to contracts in which the subject of the service are sound or visual recordings or computer programs delivered in a sealed package, if the packaging has been opened after delivery.
8. The right to withdraw from the Sales Agreement is not granted to the Customer who is a Consumer in relation to Agreements for the Supply of Digital Content in the form of a Webinar, if the performance began with the express consent of the Consumer before the deadline to withdraw from the contract.

#### XIV. EFFECTS OF WITHDRAWAL FROM THE CONTRACT BY THE CONSUMER

1. In the event of withdrawal from the Sales Agreement, the Seller shall return to the Consumer all payments received from them, including the costs of delivering the goods (except for additional costs resulting from the method of delivery of the Goods chosen by the Customer who is a Consumer, other than the cheapest standard delivery method offered by the Seller), immediately, and in any case no later than 14 days from the date on which the Seller was informed about the Customer's decision to exercise the right to withdraw from this contract.
2. The Seller will refund the payment using the same payment methods that were used by the Customer in the original transaction, unless the Customer expressly agreed to a different solution - in each case the Customer will not incur any fees in connection with this return. The Seller may withhold the reimbursement until receipt of the goods or until the Customer provides proof of its return, depending on which event occurs first.
3. The customer should send back or hand over the item immediately, and in any case not later than 14 days from the date on which he informed the Seller about the withdrawal from the sales contract. The deadline is met if the Customer sends back the item before the deadline of 14 days. The customer will have to bear the direct cost of returning the Goods. The customer is only responsible for reducing the value of the item resulting from using it in a different way than was necessary to establish the nature, characteristics and functioning of items.

#### XV. COMPLAINTS ABOUT GOODS

1. Complaints arising from the violation of the Customer's rights guaranteed by law or under these Regulations should be sent to the following e-mail address: [ajourneytoyourself@ajourneytoyourself.com](mailto:ajourneytoyourself@ajourneytoyourself.com). The Seller undertakes to consider each complaint for items sold within a reasonable time, however, in the event of considering a complaint submitted by a Customer who is a Consumer, this period may not exceed 14 days. The answer to the complaint (both accepting and not accepting the complaint) is provided by the Seller to the Customer in writing or in electronic form.
2. If the complaint is not recognized as justified, the Customer will be notified of the Seller's position within the time limit indicated in point 1 above, stating the reasons for the decision.

Lack of information within 14 days to the Customer who is a consumer means that the complaint is accepted and implemented.

3. In the case referred to in point 2, first sentence, the Customer who is a final Consumer may request intervention from the appropriate body dealing with consumer law. In order to obtain legal assistance or advice, please provide all documents relating to the matter in question, e.g. contracts, invoices, guarantee documents, bills.
4. In the case of a quantitative or qualitative complaint, it is recommended to draw up a damage report in the presence of the person delivering the Order.

## XVI. PERSONAL DATA PROTECTION

Detailed information on personal data is included in the Privacy Policy.

## XVII. TECHNICAL CONDITIONS

1. In order to use the services provided under these Regulations, the Customer should have:
  - a) web browser: Internet Explorer version not older than 8.0 or Mozilla Firefox in the latest version and 4 versions back Chrome in the latest version and 4 versions back or Opera in the newest version and 4 versions back;
  - b) Adobe program;
  - c) an active e-mail address;
  - d) active connection to the Internet.
2. In order to use Webinars, the Customer who purchases Webinars in the Online Store should meet the following technical requirements:
  - a) MOBI files - reader, tablet, smartphone, PC / Mac computer with installed application for opening MOBI files;
  - b) EPUB and PDF files - a PC / Mac computer with a monitor with a minimum resolution of 800x600 pixels, equipped with an operating system and a program capable of opening EPUB, PDF files (e.g. Adobe Acrobat Reader, Caliber, MobiPocket Reader), or other device, including reader, tablet, smartphone with installed application to play the above-mentioned files;
  - c) MP3 and MP4 files - a PC / Mac computer with a monitor with a minimum resolution of 800x600 pixels with an installed sound card and headphones. Speakers or other device that reproduces sound and pictures.

## XVIII. DURATION OF THE CONTRACT FOR THE PROVISION OF ELECTRONIC SERVICES (INDIVIDUAL CUSTOMER ACCOUNT MANAGEMENT)

1. The Customer may terminate the contract for the provision of the Individual Customer Account service (cancel the Customer Account) at any time by submitting to the Service Provider a statement containing an application for the liquidation of the Individual Customer Account. The declaration may be submitted in writing and sent to the address: AJTY Agata Dzierżawa, ul. Józefa Dietla 66/4a, 31-039 Kraków or in the form of an e-mail sent to the address: [ajourneytoyourself@ajourneytoyourself.com](mailto:ajourneytoyourself@ajourneytoyourself.com). The contract is terminated on the date the Customer's statement is delivered to the Service provider.
2. The Individual Customer Account will be deleted immediately after the Service Provider is served with the Customer's statement, but not earlier than after the end of the Services paid by

the Customer. The Customer's account may be deleted before the end of the duration of the Services paid by the Customer only and exclusively upon the Customer's express request together with a statement of the awareness of the legal consequences of submitting such a statement, i.e. the loss of the possibility to use the Services.

3. Submitting a statement containing an application for the liquidation of the Individual Customer Account does not affect the Orders placed until the Customer's Individual Account is liquidated. These orders will be considered in accordance with the principles set out in the Regulations.
4. A customer who terminated the contract for the provision of services in accordance with the provisions of point 1, may re-register on the terms set out in the Regulations.
5. The Service Provider has the right to terminate the contract for the provision of the service of maintaining an Individual Customer Account, with a 14-day notice period, in the case of:
  - a) liquidation of the Website. The termination of the contract may take place not earlier than 30 days before the planned date of closing the activity conducted via the Website;
  - b) gross violation by the Customer of the provisions of the Regulations, after the Customer has been unsuccessfully called to stop the violations. In the event of termination of the contract in this mode, the Customer is not entitled to re-registration.

## XIX. FINAL PROVISIONS

1. The customer may access these Regulations at any time via the link on the home page of the website [www.ajourneytoyourself.com](http://www.ajourneytoyourself.com) and download it and print it out.
2. Consolidation, security, disclosure and confirmation to the Customer of the essential provisions of the Agreement for the sale of Goods takes place by sending the Customer to the e-mail address provided and by attaching to the shipment containing the Goods a printout of the confirmation, Order specification and appropriate accounting document.
3. The Service Provider has the right to amend the Regulations in the event of:
  - a) changes to the applicable legal provisions applicable to contracts concluded or concluded on the basis of the Regulations, in order to adapt the provisions of the Regulations to the applicable law;
  - b) issuing a court judgment, decision or other act addressed to the Service Provider, which will result in the obligation to amend the Regulations, to the extent resulting from the issued ruling, decision or other act;
  - c) change of the Service Provider's data in the form of the name of the Website or Online Store, company, seat, address, contact details;
  - d) introduction of new technical or technological solutions related to the operation of the Website, to the extent affecting the provisions of the Regulations;
4. With regard to contracts for the provision of the service of maintaining an Individual Customer Account concluded before the amendment to the Regulations, the Regulations in the new wording are binding for the Customer, if the Customer does not terminate the contract within 14 days from the date of receipt of information about the changes introduced to the Regulations. Information about the introduced changes will be sent to the Customer to the e-mail address provided during registration.
5. The provisions of the Regulations in their current wording shall apply to Agreements concluded before the amendment to the Regulations, including those concluded as a result of the Orders.
6. Settlement of any disputes arising between the Service Provider and the Customer shall be submitted to the competent courts in accordance with the provisions of the relevant provisions of national law.