

TERMS AND CONDITIONS OF THE ONLINE STORE

www.azielectro.eu

The online store available at www.azielectro.eu is operated by ALRIGHT HOLDING PL SPÓŁKA Z OGRANICZONĄ ODPOWIEDZIALNOŚCIĄ, based in Kraków, ul. Szlak 77/222, 31-153 Kraków, registered in the Register of Entrepreneurs of the National Court Register kept by the District Court for Kraków-Śródmieście in Kraków, 11th Commercial Division of the National Court Register under number KRS: 0001142104, NIP: 6793316912, REGON: 540405339, with a fully paid-up share capital of PLN 5,000.00, hereinafter referred to as the "Seller."

The Store has appointed an electronic contact point for direct communication with state authorities, the European Commission, the Digital Services Board, and customers: office@azielectro.eu. Contact is also possible via the contact form available on the Store's website or by phone during business hours 10:00–18:00, Monday to Friday, at: +48 536 323 338. Communication may be conducted in Polish or English.

§1 GENERAL PROVISIONS

1. The following definitions shall apply: TERMS – these Terms and Conditions, CUSTOMER – a natural person, legal person or organizational unit without legal personality but having legal capacity, placing an Order via the Store, ENTREPRENEUR WITH CONSUMER RIGHTS – a sole proprietor registered in CEIDG who places an Order related to their business activity but not of a professional nature. This status applies only to Customers whose delivery address or seat is in Poland. CONSUMER – a Customer being a natural person using the Store not directly related to their business or professional activity, PRODUCT – a movable item presented in the Store, which is the subject of a Sales Agreement, SALES AGREEMENT – a contract for the sale of Products concluded between the Seller and the Customer via the Store, ONLINE STORE (STORE) – the online store available at www.azielectro.eu, ORDER – a declaration of will by the Customer specifying the type and quantity of Products aimed at concluding a Sales Agreement.
2. The Store sells selected models of mobile phones and smartphones, both new and used, and enables Customers to place Orders for products via the website. The Store also buys phones under the conditions set out in these Terms. Browsing product pages is free and available without registration.
3. Purchase and sale take place via the Internet between the Customer as the buyer and the Store as the Seller.
4. Every Customer is required to read these Terms before making a purchase.

§2 TECHNICAL REQUIREMENTS FOR PLACING ORDERS

1. To use the Store's services, the following technical requirements must be met: a) Internet access, b) a properly configured web browser, c) an active and properly configured email account, d) cookies and JavaScript enabled, e) a program capable of opening PDF files.
2. Failure to meet these requirements may affect the proper functioning of the Store and the ordering process.
3. The technical requirements for using digital content are stated on product pages.
4. It is prohibited to submit unlawful content, including in product reviews.
5. The Store ensures all product reviews come from verified buyers.
6. Customers may subscribe to the Store's newsletter. Unsubscribing is possible at any time.

§3 CONTENT SAFETY

1. Customers are prohibited from posting: – irrelevant or duplicate content, – advertisements, external links, vulgar or hateful content, – content violating the law or third-party rights.
2. The Store may moderate or remove such content.
3. Illegal content can be reported to office@azielectro.eu.
4. The Store will respond within 14 days. Appeals may be submitted within 14 days.

§4 REGISTRATION

1. Registration is free and optional, required only for selling phones.
2. It requires filling a registration form, accepting the Terms, and consenting to data processing.
3. The agreement for account creation is concluded upon email confirmation.
4. Orders can be placed without registration by filling in the order form.

5. Accounts can be deleted upon request unless an Order is in progress.

§5 ORDERS FOR USED PRODUCTS

1. Product listings are invitations to contract (per Polish Civil Code art. 71).
2. Used phones may show defects detailed in their descriptions.
3. Refurbished phones may lack waterproofing certification.
4. Placing an Order requires selecting a variant, confirming price and delivery, and providing delivery data.
5. Acceptance of the Terms and Privacy Policy is required.
6. Used products are sold under VAT Margin or VAT 23% procedure.
7. Order confirmation email constitutes contract conclusion.
8. Incomplete orders are void.
9. Entrepreneurs must provide a VAT ID to receive an invoice.
10. Assessment of consumer rights for entrepreneurs is done individually.
11. Payment method, delivery, and address must be selected. Orders can be edited in the cart.

§6 ELECTRONICS REPAIR SERVICES

1. The Store offers phone repair services, especially for premium brands.
2. Customers submit a repair request online, describing the device and issue.
3. After assessment, the Store sends a quote. The Customer can accept or decline.
4. Customers must own the devices they send.
5. Inspection may require device disassembly.
6. Remove SIM cards, memory cards, and accessories before sending.
7. Pack each device separately.

§7 PRODUCT PRICES AND PAYMENT METHODS

1. Prices are gross, include VAT if applicable, and exclude delivery costs.
2. Delivery costs depend on the method selected and are shown during checkout.
3. Payment methods include: – bank transfer, – electronic payments (BLIK, Google Pay, Apple Pay, cards, PayU, Przelewy24), – cash on delivery (if available).
4. Orders unpaid within 3 days may be canceled.

§8 COMPLAINTS

1. Products are covered by legal conformity warranty per consumer law.
2. Complaints can be submitted to office@azielectro.eu or by post.
3. Include name, email, order number, and defect description.
4. Complaints are reviewed within 14 days.
5. The Customer may request repair or replacement.
6. If not possible, a price reduction or contract withdrawal is allowed.
7. Refunds or replacements occur within 14 days.
8. Transport costs are covered for justified complaints.

§9 WARRANTY

1. Used products are covered by a 24-month warranty.
2. The warranty applies only within Poland.
3. Covers functional defects not caused by misuse or damage.
4. Wear of batteries and ports is excluded.
5. Claims are submitted to office@azielectro.eu.
6. Transport costs are covered if the claim is justified.

§10 RIGHT OF WITHDRAWAL

1. Consumers or entrepreneurs with consumer rights may withdraw within 14 days.
2. A withdrawal form is available from the Store.
3. Return the product within 14 days of the notice.
4. Refunds are issued via the same method unless agreed otherwise.
5. No withdrawal is allowed for personalized or used goods beyond normal use.

§11 PERSONAL DATA PROTECTION

1. Personal data is processed according to GDPR. Details are in the Privacy Policy.
2. Customers may access, edit, or request deletion of their data.
3. Customers must secure personal data on devices sent for repair.

§12 COPYRIGHT

1. All content, images, and texts in the Store are copyrighted.
2. Commercial use without consent is prohibited.

§13 FINAL PROVISIONS

1. VAT invoices are issued electronically if consented.
2. Polish law applies to all matters not covered herein.
3. Disputes shall be resolved by competent Polish courts.
4. Terms may be amended. Customers will be notified 14 days in advance.
5. Orders placed before changes are governed by the previous version.