

The Polskie Wydawnictwo Muzyczne online store at the web address www.pwm.com.pl is run by Polskie Wydawnictwo Muzyczne headquartered in Kraków (al. Krasieńskiego 11a, 31-011 Kraków, tel. +48 12 422 70 44, fax. 12 422 01 74, email: pwm@pwm.com.pl) NIP: 676-25-02-246, REGON: 363717113.

The online store offers books, sheet music, CDs, stationery, gadgets and files purchased through download services (i.e. are downloaded directly to the client's computer – eBooks, eScores, mp3s) for sale. The commercial information contained on the website does not constitute an offer within the meaning of the Civil Code, but is an invitation to tender.

The technical condition required of the customer is access to a computer with Internet access.

1. Terms of the order

- a. A condition of making the order is for the customer to register and log in to the store, add selected products to the cart, and confirm the order.
- b. The contract of sale is concluded upon receipt by the customer of the confirmation of the order from the online store.
- c. If the goods are absent from the warehouse, the customer is informed of both this fact and a possible extension of the term of the contract. In this case, the customer may agree to extend the term, and cancel either the entire order or the product that would extend the duration of the contract.
- d. In the case of goods marked with an X, i.e. publications prepared specifically at the customer's request, the term of the contract may take up to 3 weeks.
- e. In order to make changes to the order or cancel it – provided that it has not already been sent – please contact the store by email at the address sales@pwm.com.pl, stating your order number and the scope of changes required.

2. Product prices

- a. The product's price is always placed next to the product. The prices include VAT, but do not include postage and packing.
- b. Information on the full payment, including postage, will be presented to the customer after the order summary and choosing the form of shipment.
- c. Products marked as promotional may differ in their condition from the appearance stated on the website.
- d. The store reserves the right to change product prices (this regulation does not cover products already ordered by the customer).

3. Payment options

- a. Credit card – payment in advance.

4. Delivery

- a. Postage and packaging costs shall be borne by the Purchaser.
- b. The store bears no liability for non-delivery or delay in delivery caused by an inaccurate or imprecise address provided by the customer. If for the aforementioned reason re-delivery of the goods is required, this cost shall be borne by the customer.
- c. Delivery options:
- d. Delivery by Poczta Polska
- e. Delivery by UPS courier.

5. Right of withdrawal from the contract – return of purchased goods

a) Pursuant to the "Act on the protection of consumer rights" (Journal of Laws of 24.06.2014, the individual customer* may return goods purchased in the PWM store without giving any reason within 14 days of receipt, provided that the returned goods have not been used, copied or in any way damaged. CDs, DVDs, computer programs and educational games must be returned in their original undamaged packaging. The right to return goods as a customer also applies to the purchase of digital content (e-books, PDF sheet music files), provided that the submission of the desire to return takes place before downloading the content to your computer.

b) The customer may cancel the contract by submitting a declaration of withdrawal from the contract. The declaration may be made on the form by sending it by email to the following address: internet@pwm.com.pl. To comply with the deadline, it is sufficient to send the declaration before its expiry.

c) The postage costs of the return of goods shall be borne by the customer. Returned goods should be returned adequately protected, with the accompanying proof of purchase (VAT invoice or fiscal receipt). After receipt of the goods by the store, the total cost of the order will be returned to the customer by bank transfer or postal order.

d) The Seller will not accept return shipments sent COD.

* the right to return without giving a reason does not apply to orders placed by distributors and institutions.

6. Refunds

a. The customer may make a claim within 2 years from the date of delivery of the ordered product, but confirmation and notification of the product's non-compliance with the agreement must be completed within two months of receipt of the product.

b. Claims should be submitted to the Publisher (in person or via post – the cost of postage shall be borne by the customer).

c. The store has 14 days to consider the claim and inform the customer as to further steps.

d. If the complaint is resolved in favour of the customer, the store is required to replace or repair the product, and if this is not possible – to return the payment within 14 working days.

7. Customer personal data

a. Customers' personal data The personal data provided voluntarily is administered by Polskie Wydawnictwo Muzyczne based in Krakow (31-111) at Al. Krasińskiego 11a. Personal data will be processed in order to ensure the use of the Online Store and for marketing purposes of the data administrator. Please be informed that with the exception of the entities authorized by law, the personal data collected will not be shared. The customer has the right to access and correct their personal data. Data submission is voluntary, but necessary for the implementation of the aforementioned goals.

b. Those registered at www.pwm.com.pl can join the PWM Mail Order Club and receive our newsletter.