















Terms and Conditions of the Website



IM Narzędzia ("Terms")

Document dated: 11.05.2026

	<h4>DEFINITIONS</h4> <p>Website Online Shop IM Narzędzia, available at https://im-narzedzia.pl, operated by the Service Provider.</p> <p>Service Provider Entrepreneurs entered in the Central Register and Information on Economic Activity, kept by the minister responsible for the economy and keeping the Central Register and Information on Economic Activity:</p> <ol style="list-style-type: none">Marek Iwa, NIP 6270017189, REGON no. 271781042, operating under the business name IM BIURO TECHNICZNO-HANDLOWE MAREK IWA - partner in a civil law partnershipSzymon Szypuła, NIP 6471868528, REGON no. 241173254, operating under the business name SZYMON SZYPUŁA Premium Workshop - partner in a civil law partnership conducting business activity as a civil law partnership under the name IM KRAKÓW S.C. MAREK IWA, SZYMON SZYPUŁA with its registered seat at ul. Przemysłowa 12, 30-701 Kraków, Poland, European Union VAT Identification Number PL9452024630, REGON no. 356909200 <p>When such terms as "we", "our", "us", etc. are used in the Terms, they should be understood as referring to the Service Provider.</p> <p>Service Recipient any entity using the Website, including the services available on it.</p> <p>Consumer a Service Recipient who is a natural person using the Website without direct connection to their business or professional activity.</p>
	<h4>CONTACT POINT</h4> <p>To contact us, you can use the following forms of electronic communication:</p> <ul style="list-style-type: none">email: kontakt@im-narzedzia.plcontact form available at: https://im-narzedzia.pl/pl/kontakt <p>In addition to electronic forms of communication - phone contact is also possible at: 124158081</p>
	<h4>LANGUAGE OF COMMUNICATION</h4> <p>You can contact us in the following languages:</p> <ul style="list-style-type: none">Polish,English.
	<h4>TECHNICAL CONDITIONS</h4> <p>For proper use of the Website, it is necessary to meet the following technical conditions:</p> <ul style="list-style-type: none">a device with Internet access,an Internet browser that supports JavaScript and cookies,an active email account - if you use functions that require providing an email address. <p>Any additional technical requirements for Extended Services are indicated to the User in accordance with legal requirements.</p>
	<h4>DIGITAL ACCESSIBILITY OF THE WEBSITE</h4> <p>We ensure:</p> <ul style="list-style-type: none">perceivability,operability,understandability androbustness <p>of our Website.</p> <p>Information about the services offered and provided, as well as information necessary for using the service, is transmitted:</p> <ol style="list-style-type: none">using more than one sensory channel,in a way that ensures their comprehensibility,in text formats enabling their use in alternative and assistive communication, which can be presented using more than one sensory channel,using fonts of appropriate size and style, taking into account predictable usage conditions and applying sufficient contrast and spacing between letters, lines, and paragraphs,with alternative presentation of non-text content.

	<p style="text-align: center;">SERVICES ON THE WEBSITE</p> <p>On our Website, we provide digital services, specified below in the Terms ("Services" or "Service"). Within the Website, we distinguish:</p> <p>a) Basic Services:</p> <ul style="list-style-type: none"> • possibility to browse our Website • possibility to place an order (possible conclusion of a sales contract takes place on the basis of the Shop's Terms and Conditions, available here: https://im-narzedzia.pl/pl/regulamin-sklepu) • contact form allowing you to send us messages • possibility to give consent to receive electronic marketing messages from us <p>and</p> <p>b) Extended Services:</p> <ul style="list-style-type: none"> • user account (the rules for using this service are defined in a separate document, available here: https://im-narzedzia.pl/pl/regulamin-sklepu) • enabling newsletter subscription (the rules for using this service are defined in a separate document, available here: https://im-narzedzia.pl/pl/regulamin-sklepu) • enabling you to submit your own content within the Website (the rules for using this service are described below, in the appendix to these Terms). <p>BASIC SERVICES</p> <p>Use of Basic Services on the Website is free, completely voluntary and depends on your will. To use a Basic Service, you should use the appropriate functions of the Website. We begin providing the Basic Service at the moment you start using this Service. You can withdraw from the provision of the Basic Service at any time without incurring any costs, by stopping using this Service.</p>
	<p style="text-align: center;">HANDLING COMPLAINTS</p> <p>Please submit any complaints regarding the Website and Services through the Contact Point, whose details are provided at the beginning of the Terms. We review complaints within 14 days of their receipt. Detailed complaint procedures for Extended Services are regulated separately, within the rules for the respective service.</p>
	<p style="text-align: center;">PRIVACY AND PERSONAL DATA</p> <p>The principles of personal data processing and the use of cookies are indicated in the privacy policy available at: https://im-narzedzia.pl/pl/polityka-prywatnosci</p>
	<p style="text-align: center;">OTHER PROVISIONS REGARDING SERVICES</p> <p>Each use by you of the Service regulated in this document constitutes a separate contract, and its current content - in the form of these Terms - is available on the Website. It is prohibited to provide unlawful content through our Services. The contract is concluded in English, for the time and purpose of providing the Service. The contract shall be governed by Polish law, with the reservation of the next paragraph. The choice of Polish law for the contract concluded under the Terms with a Consumer shall not waive or limit your Consumer rights granted to you under mandatory provisions of law applicable to you in situations where there is no choice of law. This means, in particular, that if national regulations applicable to you as a Consumer provide for protection that is broader than that provided for under these Terms or Polish law, such broader protection shall apply. None of the provisions of these Terms exclude or in any way limit your rights as a Consumer resulting from the provisions of law. If you are a natural person who concludes or takes steps to conclude the contract under the Terms, that is in direct connection with your business activity, you shall be treated as a Consumer and shall be entitled to the same rights as those enjoyed by Consumers, if the contract is not of a professional nature for you. The preceding sentence shall not apply to the provision in this section regarding the effect of the choice of law on Consumer rights nor to the provisions within the section titled "Provisions applicable to Consumers" in the subpart "Out-of-court complaint and redress mechanism" in the Appendix to these Terms . Subject to the previous provision, in the event of a possible dispute with a user who is not a Consumer, the competent court shall be the one having jurisdiction over our registered office;</p>
APPENDIX TO THE TERMS - RULES REGARDING USER CONTENT POSTED WITHIN THE WEBSITE	
	<p>CONTENT PROVIDED BY USERS</p> <p>Through our Website you can submit content intended to be displayed on the Website. The service is provided at the moment you use it. You may stop entering content at any time by discontinuing the use of this feature. This content includes:</p> <ul style="list-style-type: none"> • opinions about products (including services), • reviews. <p>We ensure that opinions come from people who have used or purchased the product. For this reason, we only send requests for feedback to people who have purchased a product from us.</p>

	<p style="text-align: center;">RESTRICTIONS ON CONTENT PROVIDED BY USERS</p> <p>Remember, when using our Website, you cannot provide illegal content (in particular content such as illegal hate speech or terrorist content and unlawful discriminatory content), or content that the applicable rules render illegal in view of the fact that it relates to illegal activities. Examples of illegal content include:</p> <ul style="list-style-type: none"> • the sharing of images depicting child sexual abuse, • the unlawful non-consensual sharing of private images, • online stalking, • the non-authorised use of copyright protected material, • the illegal offer of accommodation services, • the illegal sale of live animals. <p>You should also not provide content that violates the principles of social coexistence or does not comply with the terms of using our Services, including provisions, rules, conditions, and regulations related to our Website - to the extent that they pertain to the provision of content by you within the Website.</p> <p>In particular, when using our Website, it is prohibited to provide content that may constitute:</p> <ul style="list-style-type: none"> • Degrading, offensive, or humiliating materials: any content that can be considered offensive or degrading, as well as potentially violating anyone's good name. • Erotic content: materials of a pornographic nature or other content with a clear sexual underpinning. • False information and disinformation: dissemination of false information or content that misleads users, particularly regarding the state of medical or scientific knowledge. • Propaganda and totalitarian ideologies: materials promoting ideologies or actions considered illegal in Poland or infringing upon the values of a democratic legal state. • Spam and unsolicited advertising information: sending or publishing unsolicited advertising or marketing materials. • Violation of intellectual property rights: publishing content without appropriate rights or licenses, violating copyright or industrial property rights. • Impersonating other users: pretending to be someone else or publishing content on behalf of another person without their consent. • Content unrelated to the service's activity: publishing materials that are not related to the theme or purpose of the Website. • Content commonly considered indecent: including profanity.
	<p style="text-align: center;">REPORTING ILLEGAL CONTENT</p> <p>If you want to notify us of illegal content, contact us through the Point of contact, whose details are provided at the beginning of these terms.</p> <p>In your notice, please include:</p> <ul style="list-style-type: none"> • a sufficiently substantiated explanation of the reasons why you allege the information in question to be illegal content; • a clear indication of the exact electronic location of that information, such as the exact URL or URLs, and, where necessary, additional information enabling the identification of the illegal content adapted to the type of content and to the specific type of hosting service; • your name or entity name and email address - except in the case of information considered to involve one of the offences referred to in Articles 3 to 7 of Directive 2011/93/EU (i.e., sexual offences against children and child pornography); • a statement confirming your bona fide belief that the information and allegations contained therein are accurate and complete. <p>It is enough to include this information in your message. You may use the template of the notice provided below.</p> <p>We collect this information pursuant to Article 16(2) of the Regulation of the European Parliament and of the Council (EU) 2022/2065 of 19 October 2022 on a single market for digital services and amending Directive 2000/31/EC (Digital Services Act, DSA).</p> <p>If you send a notice in the form of an email or include your electronic contact information in it - we will confirm receipt of the notice to you.</p> <p>We will also inform you about the actions we have taken regarding the illegal content you reported and the possibilities for redress in respect of our decision.</p>
	<p style="text-align: center;">TEMPLATE FOR REPORTING ILLEGAL INFORMATION</p> <p>To facilitate the process of notifying illegal content, we encourage sending information according to the template below. Using the template is NOT mandatory.</p> <p>Name and surname of the notifier:</p> <p>Email address of the notifier:</p> <p>(The fields for the notifier's details do not apply to notices pertaining to information considered to involve one of the offences referred to in Articles 3 to 7 of Directive 2011/93/EU, i.e., sexual offences against children and child pornography)</p> <p>The URL/URLs where the content I am reporting is located:</p> <p>Any additional information enabling the identification of the illegal content:</p> <p>Substantiated explanation of the reasons why I allege the information in question to be illegal content:</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>I declare that I have formed the bona fide belief that the information and allegations in my report are correct and complete.</p>
	<p style="text-align: center;">CONTENT MODERATION</p> <p>Content provided by users is moderated by us in response to user reports.</p> <p>We respond to all reports of possible violations of law or violations of principles of social coexistence, provisions, rules, conditions and regulations related to our Website. We promptly take appropriate action to remove or disable access to illegal content - as soon as we become aware of it.</p> <p>We may also moderate user-provided content on our own initiative. Remember that we are not obligated to independently search for illegal content.</p> <p>Content moderation is based on legal regulations, particularly the provisions of the Digital Services Act (DSA).</p>

	<p style="text-align: center;">JUSTIFICATION OF THE ACTIONS WE TAKE REGARDING USER CONTENT</p> <p>In case of actions taken against illegal content or content that does not comply with the rules described in this document, we inform all interested recipients - if we know their relevant electronic contact details - about the restrictions imposed on the content or the user responsible for it, if applicable due to the nature of the service or other provisions of contracts binding us, in the form of:</p> <ul style="list-style-type: none">• Restrictions on the visibility of certain information provided by us, including content removal, disabling access to content, or demoting content.• Suspension, termination, or other restriction of monetary payments.• Suspension or termination of the service provision in whole or in part.• Suspension or termination of the service recipient's account. <p>Every action we take will be justified.</p> <p>We may refrain from such information if the content in question is deceptive high-volume commercial content.</p>
	<p style="text-align: center;">COMPLAINTS AND CLAIMS</p> <p>Please submit any complaints and claims - regarding content provided by users or the service enabling its provision - to the postal or electronic address indicated in the Terms.</p> <p>We will respond to complaints within 14 days of receiving the complaint notice.</p>



PROVISIONS APPLICABLE TO CONSUMERS

If you are a Consumer, in the case of concluding a contract with you for the provision of a content submission service on the Website ("Contract"), we shall be liable to you for the conformity of the performance with the Contract, as provided by generally applicable legal provisions, particularly by the provisions of the Polish Act of 30 May 2014 on consumer rights ("Consumer Rights Act").

In the event of improper performance of the Contract by us, you may exercise the rights specified in chapter 5b of the Consumer Rights Act.

If we have not supplied the digital service, you may request us to supply it. If, despite the request, we fail to supply the digital service without delay or within an additional period of time expressly agreed between you and us, you may withdraw from the Contract.

You may withdraw from the Contract without requesting the digital service to be supplied if:

- it is clear from our notice or from the circumstances that we will not supply the digital service; or
- we have agreed with you or it is clear from the circumstances of the conclusion of the Contract that a specific date for the supply of the digital service was important to you, and we did not supply it within that date.

If the digital service is not in conformity with the Contract, you may request that it be brought into conformity with the Contract.

In case of non-conformity of the digital service with the Contract, you shall cooperate with us, to a reasonable extent and using technical means that are least intrusive for you, to ascertain whether the lack of conformity of the digital service with the Contract at the adequate time results from the characteristics of your digital environment.

In addition, if the digital service is not in conformity with the Contract, you may give a notice of withdrawal from the Contract when:

- bringing the digital service into conformity with the Contract is impossible or requires excessive costs to be borne pursuant to Article 43m sec. 2 and 3 of the Consumer Rights Act;
- we have failed to bring the digital service into conformity with the Contract within a reasonable time from the moment we were informed by you of the lack of conformity with the Contract, and without undue inconvenience to you, taking into account the nature of the digital service and the purpose for which it is used;
- the lack of conformity of the digital service with the Contract continues despite the fact that we have attempted to bring the digital service into conformity with the Contract;
- the lack of conformity of the digital service with the Contract is so significant that it justifies withdrawal from the Contract without first having recourse to the remedy set out in Article 43m of the Consumer Rights Act (i.e. requesting that the digital service be brought into conformity with the Contract);
- it is clear from our notice or from the circumstances that we will not bring the digital service into conformity with the Contract within a reasonable time or without undue inconvenience for you.

OUT-OF-COURT COMPLAINT AND REDRESS MECHANISM

If you are a Consumer, we inform you about the possibility to use out-of-court procedures for handling complaints and pursuing claims. The rules of access to these procedures are available at the registered offices or on the websites of entities entitled to out-of-court dispute resolution.

As a Consumer, you may use, among others, the assistance of the relevant European Consumer Centre from the European Consumer Centres Network. The centres provide information on consumer rights and help resolve disputes in the case of cross-border purchases. The assistance of the European Consumer Centres is, in principle, free of charge. For a list of country-specific Consumer Centres, see:

https://commission.europa.eu/live-work-travel-eu/consumer-rights-and-complaints/resolve-your-consumer-complaint/european-consumer-centres-network-ecc-net_en#contact-ecc-net;

In addition, the following forms of support are available in the Republic of Poland:

- mediation conducted by the locally competent Wojewódzki Inspektorat Inspekcji Handlowej (Voivodeship Inspectorate of Trade Inspection), to which a request for mediation should be made. In principle, the procedure is free of charge. A list of inspectorates can be found here: <https://uokik.gov.pl/kontakt-inspekcja-handlowa>;
- the assistance of the competent permanent consumer arbitration court operating at the Wojewódzki Inspektorat Inspekcji Handlowej (Voivodeship Inspectorate of Trade Inspection), to which a request should be submitted for consideration of the case before the arbitration court. In principle, the procedure is free of charge. The list of inspectorates is available at: <https://uokik.gov.pl/kontakt-inspekcja-handlowa>;

The preceding provision is for information purposes only and does not constitute an obligation on our part to use out-of-court dispute resolution.

The use of out-of-court dispute resolution is voluntary for both us and the Consumer.

As a Consumer, you may additionally use the free assistance of the municipal or district consumer ombudsman in the Republic of Poland.

RIGHT TO WITHDRAW FROM THE CONTRACT

If you are a Consumer, you have the right to withdraw from the Contract concluded with us within 14 days without giving any reason.

The time limit for the withdrawal from the Contract expires 14 days after the conclusion of the Contract.

In order to observe the time limit for withdrawal, it is sufficient for the Consumer to send information concerning the exercise of their right to withdraw from the contract before the time limit for withdrawal expires.

In order to exercise the right to withdraw from the contract, you must inform us, using the contact information provided the Terms, of your decision to withdraw from the contract by way of an unambiguous statement (for example, a letter sent by post or email).

You may use the model withdrawal form attached below, however, it is not obligatory.

In order to observe the time limit for withdrawal, it is sufficient for you to send information concerning the exercise of your right to withdraw from the contract before the time limit for withdrawal expires.

What follows is a model withdrawal form from the Contract which you may (but do not have to) use.

Model withdrawal form

(complete and return this form only if you wish to withdraw from the Contract)

IM KRAKÓW S.C. MAREK IWA, SZYMON SZYPUŁA

ul. Przemysłowa 12, 30-701 Kraków, Poland

e-mail: kontakt@im-narzedzia.pl

I/We(*) hereby inform about my/our(*) withdrawal from the contract for the provision of the following service(*):

.....

Contract conclusion date(*)

Consumer(s) name and surname:

Consumer(s) address:

Consumer(s) signature (only if the form is sent in paper version):

Date:

(*) Delete as appropriate.