

INFORMATION REGARDING WITHDRAWAL FROM THE SALES AGREEMENT

To meet the withdrawal deadline, it is sufficient for the Consumer to send the declaration of withdrawal before the expiry of the 14-day period from the date of receiving the product.

The declaration may be sent by traditional mail, registered mail, or electronically by e-mail to: butik@babydoro.pl

Returned goods should be sent to:

baby d'Oro Boutique
ul. Długa 8/14
00-238 Warsaw
Poland

INFORMATION REGARDING WITHDRAWAL FROM THE AGREEMENT

1. The Customer has the right to withdraw from the Sales Agreement within 14 days without giving any reason.
2. The withdrawal period begins on the day the Product is delivered to the Customer.
3. If the Agreement covers multiple Products delivered separately, in batches or in parts, the withdrawal period begins from the delivery of the last item, batch or part.
4. The Customer may withdraw from the Agreement by submitting a declaration of withdrawal to the Seller. To meet the withdrawal deadline, it is sufficient for the Customer to send the declaration before the expiry of the withdrawal period.
5. The declaration may be sent by traditional mail or electronically by e-mail to the Seller's e-mail address. The Customer should use the withdrawal form available in the Returns section of the online store.
6. If the declaration is submitted electronically, the Seller will immediately send the Customer confirmation of receipt of the declaration to the e-mail address provided by the Customer.
7. Effects of Withdrawal
 - a. In the event of withdrawal from a distance contract, the Agreement shall be deemed not to have been concluded.
 - b. The Seller shall reimburse the Customer without undue delay, and no later than within 14 days from the date of receiving the Customer's declaration of withdrawal, for all payments received from the Customer, including the costs of delivery, except for any additional costs resulting from the Customer's choice of a delivery method other than the least expensive standard delivery offered by the Seller.

- c. The Seller shall make the reimbursement using the same means of payment that the Customer used for the original transaction, unless the Customer has expressly agreed to another method of reimbursement which does not involve any additional costs.
- d. The Seller may withhold reimbursement until the returned Product has been received or until the Customer has provided proof of its return, whichever occurs first.
- e. The Customer should return the Product to:
baby d'Oro
ul. Długa 8/14
00-238 Warsaw
Poland
no later than 14 days from the date on which the Customer informed the Seller of the withdrawal from the Agreement. In the case of furniture, the return address should be agreed in advance by telephone at +48 519 68 68 68. The deadline is met if the Customer sends the Product before the expiry of the 14-day period.
- f. The Customer bears the direct costs of returning the Product.

8. If, due to the nature of the Product, it cannot be returned by regular postal services, information regarding the method and cost of return will be provided in the Product description in the Store.

9. Exceptions to the Right of Withdrawal

The right to withdraw from a distance contract does not apply to agreements:

- a. where the subject of the agreement is a non-prefabricated item manufactured according to the Customer's specifications or intended to meet the Customer's individual needs;
- b. concerning services where the Seller has fully performed the service with the Customer's explicit consent, provided that the Customer was informed before the performance began that, once the service had been fully performed, the right to withdraw from the Agreement would be lost. This applies in particular to window decoration services.