

STATUTE

GENERAL INFORMATION

1. The owner of the online store calorshoe.pl (hereinafter referred to as the "Store") Asiiia Chalaieva, al.Aleja Krakowska, 47, 05-090 Raszyn, NIP 5213997161.
2. The store sews shoes and sells shoes online.
3. Contact with the store is possible via the e-mail address: info@calorshoe.pl and by phone number +48 730 442 442

ORDERS AND IMPLEMENTATION

1. An order via the Store may be placed by: a natural person who is over 18 / a legal person / an organizational unit without legal personality, if under separate provisions they have legal capacity (hereinafter "Ordering Party")
2. Orders in the Store can be placed via calorshoe.pl.
3. Orders can be placed 24 hours a day, including weekends and holidays.
4. When placing orders, the Ordering Party: designs shoes using an online designer / independently measures and provides the dimensions of the length and width of the foot / telephone / e-mail / address to which the purchased goods are to be delivered / method of delivery / method of payment.
5. The order is processed within 7 working days
6. The order is delivered to the address provided by the Ordering Party.
7. Payment for the delivery is covered by the Ordering Party.
8. Prices in the Store are expressed in PLN.
9. The order is carried out at the price that was valid for a given product at the time of its submission and was specified in the exact description of the product.
10. The store has the right to organize and cancel all kinds of promotions and sales, it can also change the prices of products. Each order is carried out at the price that was specified next to the product at the time of its submission, so all ordered goods before the change is sent at the price before the modification. In the case of prepayment, the order is accepted for execution after confirmation of the payment.
11. Promotions and discounts in the store cannot be combined, unless the regulations of a given promotion say otherwise. Any mistake on the part of the store's system that combines promotions makes the order invalid.
12. The amounts given in the store refer to the internet offer.
13. Prices in the Store apply only to orders placed individually by the Ordering Party via the Internet on the website: <http://calorshoe.pl>
14. If the necessary materials are exhausted, the Ordering Party is informed about it electronically, via a bot or by phone and the further course of events is determined, such as cancellation of the order or extension of waiting for its implementation.
15. If the Ordering Party does not agree to change the order completion time due to the lack of materials, the order may be canceled in whole or only in the item that leads to the extension of the order completion time.
16. In case of doubts regarding the order, the Store has the right to contact the Ordering Party at

the e-mail address / phone number / bot provided by him.

17. The store is not responsible for failure to deliver the goods or delay in the delivery of the ordered goods or the execution of the order, if the Ordering Party provides an incorrect delivery address.

18. Changes to the order can be made by contacting the Store at the contact details provided above (telephone or e-mail).

19. Placing an order in the calorshoe.pl online store is a legally binding contract between Calor Asia Chalaieva and the Ordering Party.

PAYMENTS

1. When making a purchase in the Store, the Ordering Party makes a bank transfer for the ordered goods to the following details: Calor Asia Chalaieva, al.Aleja Krakowska, 47, 05-090 Raszyn

77 1020 4900 0000 8902 3516 0777

2. All payments are made by paying a nominal sum expressed in Polish zlotys. If the payment for the order was made from a bank account kept in a foreign currency, the refund will be made to the indicated bank account in Polish zlotys and then converted into the currency in which the given bank account is kept, converted at the average exchange rate of the National Bank of Poland on exercise recognition.

WARRANTY PERIOD FOR SHOES

1. According to Article 556 of Chapter II of the Civil Code of Poland, the seller is responsible to the buyer if the sold product has a defect (warranty).

2. In the event that defects are detected during the warranty period, the seller (executor) shall act in accordance with the provisions of the Civil Code, in particular the provisions on the warranty against defects (Articles 556 - 576).

3. If the warranty period expires, appeals regarding defects will not be considered.

4. When applying for warranty issues, you must have with you:

4.1. Shoes in proper condition (clean, dry, without extraneous odors) and in original packaging;

4.2. an invoice, sales receipt or other document confirming the purchase of goods;

4.3. this warranty card.

5. The product warranty does not apply in case of:

5.1. natural wear and tear of goods;

5.2. mechanical damage to the product;

5.3. non-compliance with the conditions of use of shoes (improper wearing, drying, etc.);

5.4. damage caused by improper maintenance and improper use;

5.5. exposure of shoes to aggressive chemicals, liquids, high temperatures;

5.6. damage due to product washing;

5.7. transfer of shoes for repair to third parties;

5.8. subsidence and deformation of backs and pads, with the exception of defects caused by mechanical damage or improper operation;

- 5.9. non-observance of seasonality periods when using seasonal shoes;
- 5.10. possible staining of the foot or socks from the insole or lining is not a defect.

RETURNS AND COMPLAINTS

1. The Ordering Party may submit a complaint for non-compliance of the goods with the contract electronically to the address calorshoe.pl.
2. The complaint should contain a document confirming the purchase of the goods and a description of the complaint.
3. The claimed goods should be sent to the following address: al.Aleja Krakowska, 47, 05-090 Raszyn, with the note "complaint"/"return".
4. Within 14 (fourteen) business days, the Store will respond to the Customer's complaint and notify him of the further procedure.
5. When the goods have a defect, the Ordering Party may demand repair or withdraw from the contract, unless the Store immediately and without excessive inconvenience to the Ordering Party fixes it.
6. After a positive consideration of the complaint, the Store - depending on the method of settling the complaint - sends a full-fledged product at its own expense to the address provided by the Ordering Party, or, in the event of withdrawal from the contract, returns the amount due for the claimed goods within 14 days from the date of consideration of the complaint.

PROCEDURE AND CONDITIONS OF USE OF FOOTWEAR, RECOMMENDATIONS FOR CARE OF FOOTWEAR

1. When choosing shoes, you should pay attention to the correct selection of the required size and the fullness of the shoes, the foot in the shoes should not be compressed, because in the case of mismatched shoe sizes, problems may arise: on the one hand, the wrong choice endangers the health of the feet, and on the other otherwise, it can cause deformation of shoes, rupture of seams, appearance of cracks and creases.
2. All responsibility for correct shoe size rests with the Customer. Incorrectly selected shoes in terms of size or fullness are not a reason for making a claim.
- 3.3. At first, you should wear the shoes for a short time so that they can adapt to the shape of the foot.
4. After each wearing of shoes, shoes should be put in order. Wet shoes should be dried at room temperature without the use of heating and heating devices, heat sources, avoiding direct sunlight and using internal frame inserts to preserve the shape of the shoes.
5. Shoes must be protected from direct sunlight, steam, gases and chemicals (alkalis, acids, active solvents, etc.).
6. The shoes should not be washed and rubbed strongly, because the shoes will lose their original appearance.
7. It is forbidden to wash shoes in a washing machine, and also to use bleach.
8. Shoes should be worn only with unlaced (unfastened) shoes, use shoe horns - this will help prevent tearing
back seam and will keep the shape of the shoe.
9. Do not pull the laces on the ankle joint. Otherwise, it will cause the skin and attachment to tear.
10. You cannot take off your shoes without untying them and stepping on your butt. Otherwise, it will lead to the separation of the sole.

11. Decorative fittings on shoes (if available) should be handled with care.
12. Do not wear shoes with genuine leather soles and fabric uppers in rainy weather. Getting these shoes wet is not a reason to make a claim.
13. Wearing shoes in snowy weather can lead to the deposition of salt and other chemicals used by utilities to speed up the melting of snow. Spots that appear in this case are not a reason for filing a claim.
14. Shoes with a natural dyed lining may cause staining of the shoes or socks.
15. Replacement of worn laces, as well as care of the inner part of the shoes (replacement of insoles) is the responsibility of the Customer.
16. Shoes should be used in accordance with their intended purpose.

WITHDRAWAL FROM A DISTANCE AGREEMENT

1. The customer may withdraw from this sales contract before starting to sew shoes without giving a reason.
2. To exercise the right to withdraw from the Agreement, the Customer should inform about his decision by writing to the e-mail address info@calorshoe.pl
3. In the event of withdrawal from this contract, the Ordering Party shall return the received payments immediately, and in any case not later than 14 days from the date on which the Store was informed about the Ordering Party's decision to exercise the right to withdraw from this contract.
4. The refund is made using the same payment methods that were used in the original transaction, unless the Ordering Party agreed to a different solution; in any case, the Ordering Party will not incur any fees in connection with the return.
5. In the event of non-compliance of the goods with the contract, the Ordering Party has the right to lodge a complaint under the guarantee, provided that the guarantee was granted for the given products.