

TERMS AND CONDITIONS — WWW.PAT-SEGE.COM

Extended version including international sales

1. GENERAL INFORMATION

These Terms and Conditions govern the general rules, sales process, and transaction procedures for the online store at WWW.PAT-SEGE.COM. The store is operated by Patrycja Segedyn, trading under the name **PAT SEGE**.

2. DEFINITIONS

Terms and Conditions — this document.

Seller — Patrycja Segedyn, trading as PAT SEGE, registered address: ul. Górnicza 1a, 59-800 Lubań, Poland. Tax ID (NIP): 8982303969, Business Registry No. (REGON): 527752611.

Customer — any individual or entity that may receive electronic services or enter into a sales agreement with the Seller in accordance with these Terms and Conditions and applicable law.

Consumer — a private individual making a purchase that is not directly related to their professional or business activity.

Business Customer — a natural person, legal entity, or organisational unit with legal capacity under applicable law, acting in the course of their professional or business activity.

Store — the online store operated by the Seller at WWW.PAT-SEGE.COM.

Product(s) — items offered for retail sale through the Store.

Price — the amount, expressed in a given currency, that the Customer is required to pay the Seller for a Product.

Order — a purchase request for one or more Products placed by the Customer through the Store in accordance with these Terms and Conditions.

Newsletter — an opt-in email subscription service that sends Customers regular updates about products, promotions, new arrivals, and news related to the Seller and the PAT SEGE brand. Emails are sent to the address provided by the Customer. Full details are described in Section 10 of these Terms and Conditions.

European Union (EU) — the member states of the European Union.

Non-EU Countries — countries outside the European Union.

International Delivery — delivery of Products outside Poland, including to EU member states and non-EU countries.

3. GENERAL PROVISIONS

All rights to the Store — including intellectual property rights, copyrights, the store name, domain, website, design templates, forms, and logos — belong to the Seller. Any use of these materials is permitted only in accordance with these Terms and Conditions and with the Seller's prior written consent. This does not apply to third-party logos or product images displayed on the website for presentation purposes, which remain the property of their respective rights holders.

The Seller will make reasonable efforts to ensure the Store is accessible and fully functional across all major browsers, operating systems, device types, and internet connections.

The Store uses cookies, which are stored on the Customer's device by the Seller's server during browsing. Cookies are used to ensure the Store functions correctly on the Customer's device. They do not damage the device or alter its configuration or installed software. Customers may disable cookies in their browser settings at any time; however, doing so may limit or prevent access to certain features of the Store.

To place an order or use any electronic services offered through the Store, Customers must have a valid, active email address.

Customers must not submit unlawful content or use the Store, its website, or any free services provided by the Seller in a manner that violates applicable law, accepted standards of conduct, or the rights of third parties.

The Seller acknowledges that using the internet and electronic services carries inherent risks, including the possibility of unauthorised access to or modification of Customer data. Customers are encouraged to use appropriate security measures, such as antivirus software and identity protection tools. The Seller will never ask Customers to share their password in any form.

The Store's resources and features must not be used for activities that could harm the Seller's interests — including advertising a competitor's business or products, posting content unrelated to the Seller's activity, or publishing false or misleading information.

4. PLACING AN ORDER

Customers can place orders through the Store's website 24 hours a day, 7 days a week.

To place an order, add the desired item(s) to your cart by clicking **"ADD TO CART"** on the product page. Once you have reviewed your cart and selected a delivery method and

payment option, enter the required details and confirm your order by clicking "**Buy now and pay**". Before submitting your order, you will be shown a full summary of the total cost, including the price of the Products and any delivery charges or additional fees.

Information required under Article 12(1) of the Polish Consumer Rights Act of 30 May 2014 will be sent to the email address provided during checkout.

5. SALES AGREEMENT AND ORDER PROCESSING

A sales agreement is formed at the moment the Customer submits an Order. After placing an order, the Customer will receive a confirmation email with a summary of their order.

Sales agreements concluded through the Store are stored in the Store's system for a minimum of 3 months from the date of each agreement. This information is accessible only to the parties involved or to authorised public authorities as required by law.

The terms of each sales agreement are governed by these Terms and Conditions, applicable law, and any individual arrangements made between the Seller and the Customer.

6. PRICING AND PAYMENT

6.1 Payments for Orders Within Poland

Payment for Products and delivery can be made by:

- **Bank transfer** to the Seller's bank account. If you choose this option, payment must be made within 3 business days of placing your order. Orders not paid within this period will be automatically cancelled.
- **Online payment** via [Przelewy24](#) or **PayPal**.

Payments may only be made by persons authorised to use the selected payment method. Any suspected fraud will be reported to the relevant authorities without delay.

Prices in the Store are listed in **Polish Zloty (PLN)**. The Seller operates under a flat-rate tax scheme and is not required to charge VAT.

6.2 Pricing for International Orders

For orders to EU countries:

Prices are displayed in **Polish Zloty (PLN)** or **Euro (EUR)**, at the Customer's choice. Prices do not include VAT, as the Seller operates under a flat-rate tax scheme. Within the EU, goods move freely without customs duties, so no additional customs charges apply upon delivery.

Please note: Some EU countries may have local VAT regulations that apply to imported goods. We recommend checking with your local tax authority if you have any questions about your tax obligations.

For orders to non-EU countries:

Prices are displayed in **PLN** or **EUR**, at the Customer's choice. Prices do not include VAT, customs duties, import taxes, or any other local charges applicable in the destination country.

The Customer is responsible for paying all customs duties, import taxes, and any other local fees that may be imposed by the customs or tax authorities of the destination country. The Seller has no control over these charges and cannot predict their amount. We recommend contacting your local customs office before placing an order to find out what fees may apply.

Refusing to pay customs duties or taxes upon delivery may result in additional costs (such as return shipping fees or storage charges), which will be charged to the Customer or deducted from any refund. If the refused item was made to the Customer's individual measurements (made-to-order, including length or width adjustments), the cost of the item will not be refunded.

Currency conversion:

When paying in a currency other than PLN, the exchange rate applied is the average rate published by the National Bank of Poland (NBP) on the date the order is placed. The final amount due in the selected currency will be shown before the order is confirmed.

Compliance with local regulations:

By placing an order, the Customer agrees to comply with all applicable laws in the destination country, including customs, tax, health, and safety regulations. The Seller is not responsible for any violations of local laws by the Customer, including incorrect customs declarations, missing permits or certificates, or other breaches of the destination country's regulations.

7. DELIVERY

7.1 Delivery Within Poland

Orders are shipped via courier through the Seller's delivery partners. Products can be delivered by courier or to an InPost parcel locker.

The Seller commits to delivering items free from defects.

Delivery costs, in addition to the product price, are displayed during checkout. Estimated delivery times are published on the Store's website.

Orders are delivered to the address provided in the order form.

7.2 International Delivery

Delivery areas:

The Seller ships internationally to EU member states and selected non-EU countries, provided the destination country accepts online orders for clothing and footwear from the EU. An up-to-date list of countries we ship to is available in the **Delivery & Payment** section of the website.

The Seller reserves the right to refuse delivery to certain countries due to legal, logistical, customs, or other restrictions.

The Seller also reserves the right to cancel an order in the following situations:

- The order could not be confirmed.
- The Customer has not complied with these Terms and Conditions.
- The order cannot be fulfilled for logistical reasons (e.g., customs restrictions or delivery limitations to the destination country).
- The item is out of stock.
- There are clear grounds for suspecting fraudulent activity.

In any of these cases, the Seller will notify the Customer by email as soon as possible.

Couriers and delivery times:

The Seller works with various courier companies depending on the destination country to ensure the best possible service. Estimated delivery times from the date of dispatch are as follows:

Destination	Estimated Delivery Time
Poland	1–3 business days
European Union	3–7 business days
Non-EU countries	5–10 business days

These are estimates only and are not guaranteed. Actual delivery times may vary depending on the destination country, customs procedures, weather conditions, and other

factors beyond the Seller's control. The Seller is not liable for delays caused by customs inspections, border controls, weather, or other circumstances outside its control.

Delivery costs:

International shipping costs are shown during checkout and vary by destination country.

For locations classified as **remote areas** by courier companies, additional delivery surcharges may apply. In such cases, the Seller will contact the Customer before dispatch to confirm acceptance of the additional cost.

Customs delays and border controls:

For orders shipped outside the EU, parcels are subject to customs and border control procedures in the destination country. These processes may cause delays beyond the Seller's control. If your order is delayed, we recommend contacting your local customs office or relevant authority before raising a complaint with us.

Customs authorities in the destination country may send the Customer billing documents for additional duties after the delivery date. This does not constitute a delay on the Seller's part, and the Seller is not responsible for delivering such documents.

The Seller has no control over the duration of customs procedures and is not liable for delays resulting from customs inspections, incomplete customs documentation provided by the Customer, or other customs-related factors.

The Customer is responsible for providing all information and documents required for customs clearance, where applicable.

Customs declaration:

For orders shipped outside the EU, the Seller is required to attach a customs declaration to the parcel. This declaration includes the value of the goods, a description, the tariff code, and the country of origin.

The Seller declares the actual value paid by the Customer. The Seller cannot understate the declared value at the Customer's request, as this would be a violation of applicable law.

Collecting your parcel:

Customers must collect their parcel within the timeframe specified by the courier. If a parcel is not collected in time, it may be returned to the Seller, and the Customer will be charged for the return shipping costs.

If a parcel is returned to the Seller due to non-collection, the Seller will refund the cost of the Products, minus the original shipping costs and any return shipping fees.

8. RETURNS

8.1 Returns for Orders Within Poland

Subject to the exceptions listed below, Customers who are Consumers have the right to withdraw from a purchase without giving a reason, in accordance with Article 27 of the Polish Consumer Rights Act of 30 May 2014. This right must be exercised within **14 days** of receiving the item. It is sufficient to send the withdrawal notice before this deadline expires.

If you withdraw from a purchase, you must return the item to the Seller within 14 days of notifying us, following the **Return Procedure** available on the Store's website.

When a withdrawal is accepted, the sales agreement is considered void.

The right of withdrawal does not apply in the following cases, as specified in Article 38(1) of the Polish Consumer Rights Act:

- Services that have been fully performed with the Consumer's prior consent, where the Consumer was informed before the service began that the right of withdrawal would be lost upon completion.
- Items made to the Consumer's individual specifications or clearly personalised.
- Items that, by their nature, become inseparably mixed with other items after delivery.

For **personalised products** (items made to the Customer's individual measurements, including length or width adjustments), withdrawal from the agreement is only possible with the Seller's consent. To request a return for a personalised item, please email CONTACT@PAT-SEGE.COM. The Seller will review the request within 14 days and respond by email.

Refunds are issued within **14 days** of the Seller receiving the withdrawal notice. However, the Seller may hold the refund until the returned item has been received or until the Customer provides proof of return, whichever comes first.

Upon a valid withdrawal, the Seller will refund all payments received from the Customer. If the Customer chose a delivery method more expensive than the standard option offered by the Seller, the Seller is not required to refund the difference in delivery cost.

Items must be returned promptly and no later than 14 days after notifying the Seller of the withdrawal. Sending the item before this deadline is sufficient to meet the requirement.

All returned items must be in their original condition, with all original tags attached and in undamaged packaging.

Customers are responsible for any reduction in the item's value resulting from handling beyond what is necessary to assess its nature, characteristics, and function.

The Seller may refuse a return if the item has been altered — in particular, if it is incomplete, missing tags, used, washed, or damaged — unless such alteration was necessary to assess the item's nature, characteristics, and function.

Refunds are processed using the same payment method used for the original purchase, unless the Customer explicitly agrees to a different method at no additional cost.

8.2 International Returns (EU and Non-EU)

Right of withdrawal for EU customers:

Customers from EU countries who are Consumers have the right to withdraw from a purchase within **14 days** of receiving the item, in accordance with EU Directive 2011/83/EU on Consumer Rights and the Polish Consumer Rights Act of 30 May 2014. The return procedure is the same as for customers in Poland (see Section 8.1).

Right of withdrawal for non-EU customers:

Customers from non-EU countries who are Consumers also have the right to withdraw from a purchase within **14 days** of receiving the item, in accordance with the Polish Consumer Rights Act of 30 May 2014. The return procedure is the same as for customers in Poland (see Section 8.1).

Return shipping costs:

The Customer is responsible for the cost of returning the item to the Seller, unless the item is faulty.

Customs and taxes on returns (non-EU countries):

For returns from non-EU countries, the Customer may be required to pay customs duties or taxes on the return shipment if the return instructions were not followed correctly or if customs authorities impose such charges. The Seller does not refund any customs duties or taxes paid by the Customer upon receiving the original shipment.

If the Seller incurs customs or tax charges on a returned parcel, these costs will be deducted from the Customer's refund.

International return procedure:

Before sending an item back, please contact the Seller at CONTACT@PAT-SEGE.COM to notify us of your intention to return. The Seller will provide return instructions, including the return address and any required documentation (e.g., a customs declaration for non-EU returns).

Items must be returned unused, with all tags attached, and in their original packaging. Refunds are issued within 14 days of the Seller receiving the returned item, minus any applicable return costs.

Returns not accepted from certain countries:

Due to high international return shipping costs and customs procedures, the Seller reserves the right to decline returns from certain non-EU countries. If this applies to your country,

you will be informed before completing your order.

9. COMPLAINTS

Any complaints regarding a Product or the fulfilment of a sales agreement can be submitted in writing to: CONTACT@PAT-SEGE.COM.

Your complaint should include the following information: your full name, address, order number, date of purchase, and a description of the issue and its cause.

Complaints will be reviewed within **14 days** of receipt. You will be notified of the outcome by email.

The full complaints procedure is available on the Store's website under the **Complaints Policy** section.

10. NEWSLETTER

Customers can voluntarily subscribe to the Newsletter to receive updates on new products, promotions, and news from the Seller and the PAT SEGE brand. Newsletter emails may include marketing and commercial content.

To subscribe, enter your email address in the subscription form on the website, or tick the relevant box during registration or checkout.

Providing your email address is required to use the Newsletter service. The service is free and only activated once you have opted in.

The Newsletter is sent on a recurring basis for an indefinite period, until you unsubscribe or the Seller discontinues the service.

You can unsubscribe at any time by clicking the unsubscribe link in any Newsletter email, or by contacting the Seller directly.

The Seller reserves the right to discontinue the Newsletter service at any time, with prior notice to subscribers.

11. DATA PROTECTION AND PRIVACY

GDPR — Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data (General Data Protection Regulation).

Personal data is processed for the purpose of fulfilling orders, on the legal basis of Article 6(1)(b) of the GDPR. Data is provided voluntarily by Customers, but is required to complete

a purchase — without it, a sales agreement cannot be concluded.

The data controller is: Patrycja Segedyn, trading as PAT SEGE, ul. Górnicza 1a, 59-800 Lubań, Poland. Tax ID (NIP): 8982303969, Business Registry No. (REGON): 527752611. Personal data will be retained for an indefinite period.

Customers have the right to access, correct, delete, or restrict the processing of their personal data, as well as the right to object to processing and the right to data portability.

Customers also have the right to lodge a complaint with the supervisory authority — in Poland, this is the President of the Personal Data Protection Office (UODO).

The Seller commits to maintaining the confidentiality of Customer data, not sharing it with unauthorised parties, and taking appropriate measures to protect it from unauthorised access.

Customer personal data may be processed for one or more of the following purposes:

- To take steps at the Customer's request prior to entering into an agreement.
- To conclude and fulfil the agreement between the Customer and the Seller.
- To comply with the Seller's legal obligations.
- To pursue the Seller's legitimate business interests.

Transfer of personal data outside the EU:

For international orders, Customer personal data may be shared with courier companies and customs authorities in the destination country for the purposes of delivery and customs clearance. The Seller ensures that any transfer of personal data outside the EU complies with the GDPR and is subject to appropriate safeguards, such as Standard Contractual Clauses approved by the European Commission.

12. FINAL PROVISIONS

The Seller is liable for non-performance or improper performance of the agreement. However, in agreements with Business Customers, the Seller's liability is limited to cases of wilful misconduct and does not exceed the actual losses incurred by the Business Customer.

These Terms and Conditions can be saved, printed, or downloaded from the Store's website at any time.

Governing law and dispute resolution:

Customer Location	Governing Law	Dispute Resolution
Poland	Polish law	Courts with jurisdiction over the Seller's registered address

		(Lubań)
European Union	Polish law (subject to mandatory consumer protection rules of the Customer's country of residence)	Parties will seek an amicable resolution first; EU Consumers may also use the ODR platform
Non-EU countries	Polish law	Courts with jurisdiction over the Seller's registered address (Lubań)

Language of the agreement:

Sales agreements are concluded in Polish. For international customers, the Seller provides an English translation of these Terms and Conditions for informational purposes. In the event of any discrepancy between the Polish and English versions, the Polish version shall prevail.

Any matters not covered by these Terms and Conditions are governed by:

- The Polish Consumer Rights Act of 30 May 2014
- The Polish Act on the Provision of Electronic Services of 18 July 2002
- The Polish Civil Code
- Regulation (EU) 2016/679 (GDPR)
- Other applicable provisions of Polish and EU law

These Terms and Conditions do not limit or exclude any consumer rights arising from non-conformity of goods with the agreement. All provisions of these Terms and Conditions shall be interpreted in a manner consistent with applicable law.

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