

## **TERMS OF SALES**

This document explains the rules of processing orders placed in our store by consumers and entrepreneurs for private purposes, not directly related to their professional activity.

Therefore, when we refer to "you" in these terms and conditions, we have in mind a person shopping on [www.coffeedesk.com](http://www.coffeedesk.com) who is not engaged in business or whose purchases are not related to any business activities and an individual shopping in connection with their business, provided that the shopping is not of a professional nature (commonly referred to as an "entrepreneur with consumer rights").

In addition to this document, additional regulations for promotions, discounts, and contests may apply to your orders, if organized by us. The rules for processing your personal data are detailed in our [Privacy Policy](#).

Do you have any questions? Contact us at e-mail [sklep@coffeedesk.pl](mailto:sklep@coffeedesk.pl), or phone number +48 730 88 25 25.

If you are shopping as an entrepreneur, such as for a company or for professional purposes, please use our B2B service at <https://b2b.coffeedesk.com/>.

### ***Who are we and what do our contract terms cover?***

1. We are Coffeedesk and we conduct our business in the form of a joint stock company operating under the name of All Good SA, with its registered office and address in Kolobrzeg, 78-100, 241/U9 Mazowiecka Street, registered in the Register of Entrepreneurs of the National Court Register by the District Court in Koszalin IX Economic Department of the National Court Register under the number 0000773117, NIP: 6711812675, with fully paid-up share capital of PLN 285,515.80. For ease of reference, we continue to write about ourselves in the first person.
2. These terms and conditions, together with your order, primarily determine the rules of sales on the Coffeedesk website and the fulfilment of orders placed by you - both are an integral part of the sales contracts we conclude with you. In addition, the regulations of promotional actions, discounts and contests, if any are organized by us, may apply to your order.

### ***How does our store work and how to create an account with it?***

3. To use our Store properly, you must have an electronic device with Internet access and use one of the latest versions of web browsers. Our Store will function properly if you use a web browser no older than two years old - e.g. Chrome, Mozilla, Opera, Safari, Microsoft Edge.
4. In order for our Store to be displayed to you and for it to be possible to shop there, we use the necessary cookies. You may choose not to allow us to use them, but then our Store may not function properly.
5. You can shop in our Store by registering an account with us in advance, or without registering an account by entering your information in the order form each time.
6. To create an account, select the "Login" button and then "Registration". Fill in all the necessary fields in the form. In particular, we need from you such data as name, surname, e-mail address, password, postal address, or telephone number. You also need to accept the Store Regulations and Privacy Policy. Then select the "Register" button and click on the activation link we sent to your email address.
7. You can log in to our site in two ways. The first is to use the email address and password you selected when registering your account, as we described above. The second way is to log in using your account on another online platform, using a dedicated button with that platform's name.

8. Using your account, you can view your order history, returns and complaints. You will also change and update your data there yourself.
9. If you wish to delete your account, please email us at [sklep@coffeedesk.pl](mailto:sklep@coffeedesk.pl). We will delete your account immediately, no later than 30 days after receiving your request.
10. Complaints about the operation of the Store can be submitted via email address: [sklep@coffeedesk.pl](mailto:sklep@coffeedesk.pl) or in writing by mail to the address: 12 Sienkiewicza Street, 78-100 Kolobrzeg. In the complaint, describe the problem and, if possible, provide evidence of its occurrence (screenshot, photo, video, link). We will respond to your complaint with a substantive answer within 30 days of receipt, or we will inform you within this period of the expected time of our response.
11. We try to ensure uninterrupted availability of the Store, but we stipulate that there may be interruptions in its operation due to the need to change software, repair failures, maintenance work, unavailability of the Internet or power outages. We inform you that shopping may not be possible during system failures, maintenance work, or for other reasons.

### ***How to place an order?***

12. To place an order in our store, add the desired product to your cart. You can do this by clicking the button with the price and icon in the product list or by clicking the "add to cart" button on the product's page. The shopping cart is where you can manage your order before finalizing it.
13. After adding products to the cart, select the "go to checkout" button, log in or enter data in the appropriate fields of the form as a guest, and go to the order summary. Then verify the quantity and type of products ordered, select the method of delivery.
14. You can also add a gift-wrapping service to your order. Follow the link provided in the order summary for a list of packing options and select one of the dozen numbers from the drop-down list. If you don't indicate a number here, we will randomly select the packing method for you.
15. To the order, in the "additional comments" field, you can add your comments or detailed requests regarding the order and its processing. Remember that your comments must not contradict the basic content of the order, i.e. the quantity and price of the products, the selected delivery method, or the selected services. Entering comments to your order may prolong its processing.
16. You can also add a free graphic design service to your order. If your description of the drawing does not violate our standards and ethics, we will create the drawing you describe on separate material or directly on the package in which the order will be delivered. Adding this service to your order, can extend its processing.
17. If you have completed all the data, accept the Terms and Conditions and Privacy Policy, select the "Order and pay" button, after which you will be able to pay for the order in the manner of your choice. When you do this, you will receive an automatic email from us confirming that we have received your order.
18. In the next message we will send you a confirmation of acceptance of your order for processing, together with the details of your purchases (products, prices, terms of delivery and payment, and contact and address information). This will be the moment when the contract is concluded.
19. You will receive additional information about the handling of your order from us or the carrier of your choice who will deliver it to you.

### ***What are the payment and delivery methods?***

20. The prices quoted by us in the Store are gross prices, i.e. they include Value Added Tax (VAT) all taxes and other public charges.
21. You can choose one of the payment methods available in our Store at the time you place your order, such as payment by card or other ways of payment if currently available in our Store.
22. We stipulate that the possibility of selecting certain payment methods may not be possible in a particular case. In particular, technical interruptions are possible both on our side and on the side of the service providers enabling these payment methods. In addition, the providers of these payment

methods may place additional requirements to use these services, such as they may examine your creditworthiness.

23. If you do not pay your order in full within 7 days after placing it in case of payment by bank transfer or 4 days in other cases, we will withdraw from the contract, cancel your order and will not process it.
24. You can choose one of the delivery methods available in our Store at the time you place your order, such as courier delivery to the address you specify or other methods such as parcel machine delivery or personal pickup if currently available in our Store.
25. We stipulate that for some orders, some of the specified delivery methods may not be available. You will know the delivery methods available for your order before placing the order.
26. In our store <https://www.coffeedesk.pl/>, we only deliver orders within Poland. If you want to use shipping outside of Poland, please do your shopping via <https://www.coffeedesk.com/store>.
27. The payment and delivery methods available in our store at the time of placing your order will be displayed in the order summary. There, you can select from the available options, compare delivery costs, and choose the one that best meets your needs.
28. You can get familiar with our Store's current prices and delivery methods and payment methods at this link: [Delivery and Payment](#).
29. In our store <https://www.coffeedesk.com/> we will deliver your order to the address you specify within the European Union. However, for logistical reasons, we do not deliver orders to the non-continental part of the European Union, including islands such as Malta, Mallorca, Guadeloupe, French Guiana, Reunion, Saint Martin, Madeira, Azores or Canary Islands.

#### ***How can you check products at home?***

30. We understand that when you buy products from an online store, you need to check them in your home, evaluate these products for your needs and possibly return (withdraw from the contract), for example, if it turns out that the purchased product does not meet your expectations.
31. Możesz sprawdzić produkty tak, jak w sklepie stacjonarnym czy naszym showroomie. Możesz więc je dokładnie obejrzeć, sprawdzić ich fizyczne cechy - np. wielkość, wagę, materiały, z których zostały wykonane, pod kątem ich cech fizycznych, charakterystyki, sposobu funkcjonowania. Jeśli nie zamierzasz zatrzymać produktu, nie powinieneś go używać czy testować w praktyce (np. robiąc kawę w ekspresie automatycznym czy używając artykułów przeznaczonych do kontaktu z żywnością).
32. Please note that if your inspection of a product goes beyond what is necessary to confirm that it conforms to its description, or if, as a result of such inspection, the value of the product decreases and you return it to us as a withdrawal - we will be able to refund you the correspondingly reduced price of such product. We will examine and evaluate such cases on a case-by-case basis, depending on the specific type of product, its condition, the cost of cleaning, repairing or replacing parts so that we can sell it to someone else. For example, the value of a product may be diminished by such situations as plugging it in and using it, pouring coffee in and starting the grinder or brewer, pouring liquids or food or chemical products into the device, or finally - for example, test making coffee in the machine and returning it as a withdrawal from the contract with a request for a refund of all the money paid.

#### ***When and how can you cancel the agreement?***

33. You may withdraw from the sales agreement within 14 days of the receipt of the order by you or a person indicated by you (e.g., a member of your household) without giving any reason and without incurring additional costs (with certain exceptions described below). You are entitled to this right of withdrawal under the Consumer Rights Act.
34. You can use our withdrawal form (attached) or write the declaration yourself. You can send the declaration to our e-mail address: [sklep@coffeedesk.pl](mailto:sklep@coffeedesk.pl) or by traditional mail to the following

address: ul. Sienkiewicza 12, 78-100 Kołobrzeg, Poland. If you have an account in our store, you can withdraw from the contract after logging in.

35. After you send us the statement of withdrawal, send a package with the products you want to return under the withdrawal. You must do this within 14 days of sending us the statement that you are withdrawing from the contract. Send the returned products to the address: 4 Zachodnia St., Hall C, 78-100 Kołobrzeg.
36. Please note that the law does not allow you to return products that:
  - a. were created to your individual order, manufactured according to your specifications or to meet your individual needs;
  - b. are liable to deteriorate or expire rapidly;
  - c. are supplied in a sealed package which has been opened and is therefore not suitable for return due to health protection or hygiene reasons
37. The right of withdrawal also does not apply to services that, with your express and prior consent, we perform before the withdrawal period expires.
38. Returned products should be sent back to us in the best possible condition, i.e., without any signs of use and without damage. If we determine that a product has been used or damaged, we may reduce the refund amount in proportion to the decrease in the product's value. In exceptional cases, for instance, if the product has been destroyed, we may refuse to issue a refund.

#### ***In what situations can you return products after the cancelation period?***

39. If you are a consumer and were entitled to the 14-day right of withdrawal, but you did not manage to send us the declaration of withdrawal or the products in time, you may take advantage of an additional return period that we grant, provided you meet our additional conditions.
40. The additional return period is 30 days from the day you (or a member of your household) received the order.
41. You may take advantage of the additional return period provided that the returned product:
  - a. is in its original, undamaged packaging;
  - b. has not been used (not even to test its functionality - for example, you cannot withdraw from the contract for products in which coffee has been test-ground, or water or any other liquid has been poured).
  - c. is not a consumable product (e.g., coffee, tea, milk, drinks, chocolate, syrups, sweets).
42. You can notify us of exercising this right by sending a declaration of return. You can write the declaration yourself or use our contract withdrawal form. The declaration can be sent to our e-mail address: sklep@coffeedesk.pl or by traditional mail to the address: ul. Sienkiewicza 12, 78-100 Kołobrzeg, Poland. If you have an account in our store, you can declare the return after logging in.
43. After sending us the declaration, ship the package with the products you wish to return. You must do this within 14 days of sending us the declaration. Send the returned products to our warehouse address: ul. Zachodnia 4, Hall C, 78-100 Kołobrzeg, Poland.
44. After receiving your package with the returned products, we will check if they meet the conditions described in points 39-43. If we determine that you do not meet the conditions for the additional right of return, we will inform you of this within 14 days of receiving your package, refuse to accept your return, and send the package back to you at your expense.

#### ***When and how will we refund your paid funds?***

45. If you withdraw from the contract, we will return the funds due to you within 14 days from the day we collect the products you sent back. We will do this by the same method we received payment from you when you placed your order, unless we agree with you otherwise.
46. If you are withdrawing from a contract that relates to an order you placed with delivery to Poland after registering an account with our store, then you can use the free return shipping methods available there within the territory of Poland. If you have shopped in our store without an account,

then you have to bear the so-called direct costs of sending back the products - the cost of shipping and packaging are not refundable.

***When and how can you complain about a defective product?***

47. According to the law, we, as the seller, are liable for any lack of conformity in the products that exists at the time of delivery and is revealed within 2 years from that date. This means that if the product you bought does not conform to what was agreed upon at the time of purchase - for example, it doesn't match the description, has defects we didn't describe in the offer, or doesn't work properly - you have the right to report it to us and we will take appropriate steps to solve the problem, for example, by repairing it, replacing it with a new product, reducing the price or, as a last resort, refunding your money.
48. If the product's non-conformity with the contract becomes apparent within this 2-year period and you want to exercise your rights, send us a statement by email to [sklep@coffeedesk.pl](mailto:sklep@coffeedesk.pl) or by regular mail to 12 Sienkiewicza Street, 78-100 Kolobrzeg. If you have an account in our Store, you can make a complaint after logging into it by filling in the appropriate fields in your order history. You can also work out the content of the complaint yourself.
49. In the body of the complaint, please describe the defect (the product's nonconformity with the contract), the date it was discovered, and what action you expect from us.
50. You cannot cancel the contract if the product's non-conformity with the contract is not material. This means that if the product you purchased differs from what was specified in the sales contract, but this difference does not significantly affect its use, performance or functionality, you will not be able to exercise your right to withdraw from the contract. An example might be a minor aesthetic defect that does not affect the overall operation or usability of the product. In such cases, the product is presumed to continue to perform its basic functions and be as intended, so the law does not provide for cancellation of the contract for this reason.
51. In addition to your rights under the non-conformity of goods, you can exercise your rights under the warranty, if such applies to the product you bought. You will learn about it from the product description, its specifications or the documents attached to it. Unless otherwise expressly stated in the terms and conditions of the quality guarantee, you should address your claims directly to the guarantor (e.g., the manufacturer).
52. We will process your complaint within 14 days of receipt.
53. If we need to examine the product, we will ask you to send it to us or we will pick it up from you, at our expense. This is not always the case, however, it depends on your expectations for handling the matter, so send the product to us only after we ask you to do so. We will then provide you with the necessary information to do so.
54. You must make available to us (send us) the product if you want to exercise the right to repair or replace the product with a new one or to withdraw from the contract.
55. Remember that under consumer law, you first have the right to request repair or replacement of the product. You can only reduce the price or cancel the contract if:
  - a. we refuse to repair or replace the product,
  - b. we fail to repair or replace the product,
  - c. the non-conformity of the product with the contract is material, i.e. when the product does not correspond to the description given in the Store, does not correspond to the sample you received (e.g. when from the description it appeared that the grinder is electric, and after unpacking it turns out that it is a manual grinder),
  - d. we will inform you that we will not be able to repair the product so that it conforms to the terms of our contract, or that this will be done at an inconvenient time or circumstance for you.
56. If you are due a refund for the product as a result of a complaint, we will reimburse you within 14 days from the time we acknowledge your complaint, receive a statement of price reduction, or from the time you send a shipment with the product from the purchase of which you did under the



complaint. We will refund you in the same way you paid for the product, but with your consent we may also refund you in another way.

57. After the complaint process is completed, we may ask you to rate your experience. Your feedback will help us improve our service quality, but providing it is completely voluntary and does not affect the resolution of your complaint.

#### ***What electronic services do we provide through our store's website?***

58. On our site, we offer the following services free of charge:
- account maintenance (as described above),
  - online text communication through chat,
  - notifications about product availability,
  - publishing or providing feedback about products, services, or shopping experiences at Coffeedesk,
  - customer satisfaction surveys including the evaluation of complaint processes or return handling.
59. You can use the chat by entering your name, e-mail address and the issue requiring clarification in the chat window visible at the bottom of the web page on the site. You can opt out of the chat at any time by closing its window.
60. You can use the product availability notification service by selecting the "Notify me when it's available" or other similar button on the page of the currently unavailable product. Indicate the email address where we are to inform you when the product is available again.
61. We provide a service that allows our customers to give feedback on products and services so as to ensure that only customers who have purchased the product or service give feedback on it. We use a third party (Trustpilot) for this purpose, which will receive your email address. You can receive inquiries from us at your email address asking for your evaluation of your shopping experience, links to a form where you can indicate a score according to a predetermined scale and give us your feedback - separately for each order.
62. Additionally, we provide a customer satisfaction survey service, which allows you to share your evaluation of the experiences related to your contact with us, the purchasing process and its handling, including the complaint or return process. This enables us not only to listen but also to react to our customers' needs, while ensuring that your feedback is submitted through verified and secure channels, making the process as easy as possible for you. We may send you an invitation to share your opinion after the complaint or return process is completed, and your participation is completely voluntary.

#### ***What are our standards for published content on the website?***

63. In accordance with legal obligations, we inform you that it is prohibited to post, share or otherwise distribute illegal content and content on our site that is:
- vulgar, aggressive, abusive, inciting aggression or other negative behavior towards any person or group of persons, especially religious, national, ethnic groups;
  - violating other people's intellectual property rights, personal rights, image, good name, market position;
  - false, misleading, being a paid advertisement for another business or persons;
  - expressing negatively about us, without a legitimate reason.

These standards apply to you whenever you post, share or otherwise distribute content through our service or otherwise (e.g. via email, chat or phone).

64. If we determine that your content is illegal or contrary to our standards, we may:
- remove your content, limit its visibility, deposition or otherwise block its visibility;
  - suspend your account with us;

- c. remove your account in our service;
  - d. refuse to provide you with the services described in these terms and conditions.
- 65. If you see illegal content or content that does not comply with our standards, you can report it to us by writing a message to [sklep@coffeedesk.pl](mailto:sklep@coffeedesk.pl). In your message, include information on:
  - a. why you think the content is illegal or against our standards;
  - b. where the content is located, the location of the content, e.g. by posting a URL, sending a screenshot photo of the illegal content;
  - c. Your name, email address;
  - d. a statement that you are making the application in good faith and are satisfied that your allegations are true and complete.
- 66. Once we receive a report that meets the above conditions, we will acknowledge its receipt and proceed to process it at the email address you provided.
- 67. If you have reported illegal or non-compliant content to us, we will inform you of the steps we have taken with respect to such content without undue delay, possibly within 14 days of receipt of your report.
- 68. If, in our opinion, you post, share or otherwise distribute content that is illegal or does not comply with our standards, we will inform you of this and the steps we have taken in connection with such content. Using your email address, which is known to us, we will promptly inform you of our decision and your right to appeal it.
- 69. You may file an appeal against our decision within 14 days from the day we deliver it to you. We will consider your appeal within 14 days from the day we receive it from you. You can submit your appeal to our e-mail address [sklep@coffeedesk.pl](mailto:sklep@coffeedesk.pl). In your appeal, explain to us the reasons why you think your content is illegal or not in compliance with our standards

#### ***What else do you need to know?***

- 70. We will resolve disputes with you amicably in the first place. We hope that together we will be able to find a solution that resolves the problem you have raised.

Remember that you can also seek legal support to resolve any disputes out of court. Having the rights of a consumer, you can refer your case, for example, to a consumer ombudsman, Provincial Trade Inspectorates also to use mediation or to have your case heard by one of the permanent arbitration courts (list of courts: [https://uokik.gov.pl/stale\\_sady\\_polubowne.php](https://uokik.gov.pl/stale_sady_polubowne.php)).
- 71. We may change these terms and conditions if the law, the economic situation, the scope and type of our business, the rules of operation or functionality of our store change, ambiguities or doubts arise in the enforcement of these terms and conditions, we perceive violations or abuses in connection with the application of these terms and conditions, our data, procedures or standards change.
- 72. We will notify you of any changes via email. If you object to the amended regulations, you have 14 days from the date of notification to express your objection. If you do, we will assume that you no longer consent to maintaining your account in our store and providing additional services. Changing the address information referenced in these terms and conditions does not constitute a change to the terms and conditions themselves.
- 73. Changes to regulations will not affect the content of contracts for the sale of products by our store concluded before the effective date of the amended regulations.
- 74. These regulations are effective from September 24, 2025, until revoked or amended.