GENERAL TERMS OF COOPERATION (GTC) with **Poligraf Pro Sp. z o.o.** registered office: ul. Leszczynowa 48D/26, 80-175 Gdańsk, Poland, Tax ID (NIP): 5833569028, REGON: 54477497300000

effective from 1 June 2026

1. General provisions

1.1 These General Terms of Cooperation (GTC) set out the rules of cooperation between **Poligraf Pro** (hereinafter the "Contractor") and the Client with regard to brokering the organisation of printing services, including prepress, printing, finishing and delivery of printed products.

1.2 By placing an order, the Client declares that they have read these GTC and their annexes and accept their provisions in full.

1.3 Matters not regulated by these GTC are governed by the provisions of the Polish Civil Code and other applicable provisions of Polish law.

2. Offer and conclusion of the contract

2.1 A price offer is valid for 14 days from the date it is sent, unless a different period is stated in the offer.

2.2 Orders should be placed in writing (via the website, by e-mail or using the order form).

2.3 The contract is concluded when the Contractor confirms the order in writing.

2.4 The Contractor may make the execution of an order conditional on payment of an advance of 30–100% of the order value.

3. Terms of sale

3.1 All prices are quoted in PLN as **net** prices. VAT is charged at the rate applicable on the invoice date.

3.2 Discounts, special terms and promotional prices are granted only individually or as part of periodic promotional campaigns.

3.3 The Client may cancel an order only before the production process has started. If the order is cancelled after production has started (plate preparation, purchase of materials, imaging), the Client is obliged to cover the costs incurred.

3.4 The Contractor reserves the right to change the price if the cost of materials or subcontractor services increases by more than 8% after the offer has been made. The Client will be informed of the change without delay, with every effort made to do so before production starts.

4. Graphic files, materials and approval procedure

4.1 The Client is obliged to supply graphic files in accordance with the current "Guidelines for preparing files for print".

4.2 The Contractor carries out a free basic technical check of the files.

4.3 **Approval procedure:**

- The Contractor sends the Client a **digital proof** (PDF) for approval, where applicable to the project.
- The Client has **48 hours** from receipt of the proof to approve it or request corrections, unless agreed otherwise individually. Approval should be given by a named person.
- No response within 48 hours is treated as **tacit approval**.
- Once the "Approved for print" statement has been given, responsibility for errors in content, spelling, factual and legal information passes entirely to the Client.
- Any changes after proof approval are chargeable.

4.4 The Client bears full responsibility for the content of the materials supplied.

5. Lead times

5.1 Lead times are counted in working days and start from the day of receipt of **complete and correct files** and payment of the advance (if required).

5.2 The Contractor is not liable for delays caused by force majeure, machine failures at a subcontractor, lack of materials or delays on the part of the Client.

6. Payments

6.1 The payment term is **14 days** from the invoice date, unless the parties agree otherwise.

6.2 In the event of late payment, the Contractor has the right to:

- charge statutory interest for late payment in commercial transactions,
- suspend current and future orders,
- charge the Client with debt collection costs.

7. Delivery and acceptance

7.1 The method and cost of delivery are set out in the order confirmation.

7.2 When the product is handed over to the carrier (courier), the risk of loss, damage or destruction passes to the Client.

7.3 **Liability for damage in transit** The party liable for damage occurring in transit is the **carrier** (courier). The Client is obliged to inspect the shipment upon receipt and, if any damage or shortages are found, to draw up a **damage report** with the courier driver.

7.4 The Client submits complaints about damage in transit directly to the carrier. Poligraf Pro will make every effort to assist the Client in the complaint process and keep it as short as possible.

8. Complaints and liability

8.1 Complaints about quality defects (not related to transport) must be submitted in writing within 14 days of receipt.

8.2 Complaints about mechanical damage or quantity shortages arising in transit require a damage report to have been drawn up with the carrier beforehand (in accordance with point 7.3).

8.3 **The Contractor's liability** is limited solely to the net value of the completed order and does not cover lost profits or indirect damage.

8.4 The Contractor's maximum liability for damages on any grounds may not exceed **100% of the net value** of the given order.

9. Personal data protection (GDPR)

9.1 The Contractor is the controller of the Client's personal data to the extent necessary to perform the contract.

9.2 Detailed information is provided in the GDPR Information Notice available on the Contractor's website.

9.3 With regard to personal data of third parties contained in production files, the Contractor acts as a **processor** under Art. 28 GDPR.

10. Confidentiality and copyright

10.1 All information and materials received from the Client are treated as confidential.

10.2 The Client grants the Contractor a non-exclusive licence to use the files solely for the purpose of executing the order.

10.3 The Contractor has the right to use photos of completed work for marketing purposes, unless the Client objects in writing before the order is executed.

11. Final provisions

11.1 Any disputes will be resolved amicably and, failing agreement, by the court having jurisdiction over the Contractor's registered office (Gdańsk).

11.2 The Contractor reserves the right to amend the GTC. Amendments take effect 14 days after publication on the website. Orders placed before an amendment are executed on the existing terms.

11.3 In the event of any conflict between the GTC and an individual order confirmation, the provisions of the order confirmation prevail.