

## GENERAL PROVISIONS

### § 1

#### [Subject matter]

1. These Terms and Conditions ("**Terms**") set out the conditions under which we – 2IT1 Co. Limited liability company based in Katowice (40-851), Face2Face Business Campus at ul. Źelazna 2, registered in the National Court Register kept by the District Court Katowice-Wschód in Katowice, 8th Commercial Division of the National Court Register, under KRS number: 0001121859, VAT ID: PL6343043437, with a share capital of 5,000.00 PLN – provide services electronically, consisting of entering into remote contracts (via the Internet) with us through an online trading platform available at <https://ppf-world.com/>.
2. In addition to these Terms, the content of the contract is determined by the statements you make when creating a user account and entering into the contract, as well as – in some cases – other documents that we will provide to you before concluding the contract in the same form as these Terms, so that you can store and access them at any time.
3. Information on the processing of your personal data, as referred to in Articles 13 and 14 of the Regulation of the European Parliament and of the Council of April 27, 2016, on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (Official Journal of the EU.L119, p. 1), is set out in our Privacy Policy, which is available in the same form on the trading platform in the footer section under "Privacy Policy".

### § 2

#### [Contact]

1. You can contact us:
  - 1) in writing at our address: 2IT1 Co., Face2Face Business Campus, ul. Źelazna 2, 40-851 Katowice, Poland;
  - 2) by email at the email address provided on the platform;
  - 3) via the contact form on the platform under the "CONTACT US" section.
2. You can also contact us through social media – on Facebook or Instagram, with hyperlinks available on the platform, and while we strive to respond to inquiries there promptly, it is not always possible.
3. We will contact you via email – at the email address linked to your user account or the one you use to message us, and in some cases, such as matters related to contract performance, we may also contact you by phone.

### § 3

#### [Language Versions]

1. The platform and these Terms have been prepared in Polish and English, and some elements of the platform may also be translated into other languages, including through automated translation software, so please be cautious when using the platform – especially when reading the Terms – in a language other than Polish, which is the authoritative version in case of any natural discrepancies between the translated and Polish versions.
2. Despite the availability of the platform in languages other than Polish, we do not target our services at consumers whose habitual residence is outside Poland, and even if your habitual residence is in another country, contracts entered into with us are governed by Polish law.

### § 4

#### [Scope of Application]

1. Creating a user account and entering into a contract with us means that you have read these Terms and accept their provisions as the terms of the contract between us. If you do not agree with the Terms, you should not create an account on the platform or enter into a contract with us.

2. If you are not a consumer, these Terms take precedence over any standard contract terms or other documents you use, and except for the exceptions mentioned above, these Terms are the sole document defining the conditions for our electronic services and the content of contracts entered into in this manner.

## **§ 5**

### **[Availability of the Terms]**

1. The Terms are available in the footer section of the platform under "PPF WORLD Platform Terms and Conditions" as a PDF file, signed with a qualified electronic signature and timestamped on a durable data medium – in Polish and English. You can download it to store and access it at any time.
2. We will also provide you with the Terms when creating a user account, as well as their current version before each contract is concluded – in the same form as they are available on the platform – as a hyperlink next to the statement you will need to make when concluding each contract.
3. If you are a consumer and, despite this information, decide to enter into a contract with us through the platform, the version of the Terms applicable to the given contract will be sent to you together with the contract confirmation to the email address linked to your account. We may also provide you, free of charge, with the current or past version of the Terms in the same form in which we make them available, so that you can store and access them at any time.

## **TYPE AND SCOPE OF SERVICES PROVIDED ELECTRONICALLY**

## **§ 6**

### **[Rodzaj usług]**

The platform is used to enter into the following remote contracts with us via the Internet:

- 1) a sales contract for non-prefabricated goods available in our offer;
- 2) a contract for specific work for the delivery of pre-cut PPF film (templates);
- 3) a license agreement for the use of software for cutting PPF film.

## **§ 7**

### **[Scope of Services]**

1. The platform is intended for entrepreneurs – individuals conducting business activities in the field of vehicle repair or maintenance (including auto detailing, surface protection, color change, and window tinting) who enter into a contract directly related to this business activity and of a professional nature for them.
2. If you are a consumer, you may use the platform solely for entering into a remote sales contract with us via the Internet for non-prefabricated goods available in our offer.

## **§ 8**

### **[Limitation or Discontinuation of Services]**

We reserve the right to modify or temporarily or permanently discontinue the provision of services through the platform, in whole or in any part, even without prior notice. If you are a consumer, such a decision will not affect the performance of a contract previously concluded.

## **CONDITIONS OF SERVICE PROVISION**

## **§ 9**

### **[Technical Requirements]**

To use the platform, your device (computer, laptop, or any other device you use to access the Internet) must have an active Internet connection that allows two-way communication via the HTTPS protocol and:

- 1) a properly installed, configured, and up-to-date web browser;

- 2) JavaScript and cookies enabled;
- 3) a screen width of at least 430 px.

## § 10

### [Access to the Platform]

To use the platform and enter into remote contracts with us via the Internet, it is necessary to create a user account.

## USER ACCOUNT

## § 11

### [Legal Capacity]

A user account can only be created by a person with full legal capacity, meaning an adult natural person, a legal entity, or an organizational unit with legal capacity.

## § 12

### [Creating an Account]

1. You can create a user account using the form available on the platform under the "Registration" section. When creating an account, you make a binding decision on whether you are registering as a consumer ("Private Individual") or a business entity ("Company").
2. After creating an account, you will not be able to change its type. To do so, you must create a new account.
3. You cannot transfer ownership of your user account. The transfer of an account to another person is only possible in cases of inheritance or, if you are a legal entity or an organizational unit, in the event of transformation, division, or merger.

## § 13

### [Private Individual Account]

1. If you want to create a user account as a Private Individual, you must provide us with your personal data, including:
  - 1) your first and last name;
  - 2) your phone number and email address;
  - 3) a password consisting of 8 to 72 characters.
2. To create an account as a Private Individual, you must submit declarations by selecting the appropriate checkbox, confirming that:
  - 1) you have read these Terms, with a hyperlink provided to the version in effect at the time of account creation, and accept their provisions;
  - 2) you have read our Privacy Policy, with a hyperlink provided to the version in effect at the time of account creation, and consent to the processing of your personal data;
  - 3) you acknowledge that our services may not be directed at individuals residing in the country of your habitual residence, and that contracts entered into with us are governed by the law applicable to our registered office.

## § 14

### [Business Account]

1. If you want to create a user account for a Business, you must provide the following information:
  - 1) your first and last name;
  - 2) the full company name;
  - 3) VAT identification number;
  - 4) phone number and email address;

- 5) a password consisting of 8 to 72 characters.
2. To create a business account, you must submit declarations by selecting the appropriate checkbox, confirming that:
  - 1) you have read these Terms, with a hyperlink provided to the version in effect at the time of account creation, and accept their provisions;
  - 2) you have read our Privacy Policy, with a hyperlink provided to the version in effect at the time of account creation, and consent to the processing of your personal data;
  - 3) you are a legal entity, a statutory entity, or a natural person conducting business in the field of vehicle repair or maintenance (including auto detailing, surface protection, color change, and window tinting), and that the contracts you enter into will be directly related to your business activity and of a professional nature for you.

## **§ 15**

### **[Password]**

1. You are responsible for ensuring that the password you set for your account is secure and confidential. You are liable for all actions performed from your account, so we recommend securing it with a strong password consisting of 16–20 randomly arranged characters, including uppercase and lowercase letters, numbers, and special characters.
2. If you suspect that someone has gained unauthorized access to your account, you should inform us immediately. We are not responsible for any damages resulting from the use of your password or account, especially if you have not secured it with a strong password.

## **§ 16**

### **[Moment of Account Creation]**

1. A user account is created when you confirm the provided information and declarations mentioned above by clicking the "CREATE ACCOUNT" button. You will receive confirmation of account creation at the email address you provided, with these Terms and our Privacy Policy attached.
2. We do not verify the information you provide when creating a user account and are not responsible for any false or incorrect data. You can update your information at any time by logging into your user account under the "Information" section.

## **§ 17**

### **[Prohibition of Unlawful Activities]**

1. Your user account may only be used to enter into remote contracts with us via the Internet in a lawful manner and in accordance with good practices, respecting personal rights as well as our copyrights and intellectual property.
2. We may block your user account, even without prior warning, if you:
  - 1) use the platform in a way that is inconsistent with its intended purpose or to the detriment of another person;
  - 2) hinder others from using the platform, including by interfering with its individual components;
  - 3) attempt to access another user's account password, including by trying to guess it;
  - 4) have shared your user account with another user or an unauthorized person;
  - 5) upload to the platform or its IT environment any script, program, or file that may disrupt the platform's operation;
  - 6) use solutions, including devices or software, that allow unauthorized use of the platform;
  - 7) violate these Terms despite our prior notice to you.

## **§ 18**

### **[Account Deletion]**

1. You can delete your user account by sending us an appropriate statement. To do this, simply contact us from the email address provided during account creation.

2. We may delete your account if we determine that you are acting in violation of these Terms or if you have not entered into any contract with us for 12 months. In such a case, the account will not be deleted earlier than 24 hours after we notify you of our intention to delete it.
3. When a user account is deleted, all information about your activity on the platform, including transaction history, is automatically removed. Creating a new account will not restore this data.

### CONTRACT CONCLUSION PROCESS

#### § 19

##### [Mode of Contract Conclusion]

The conclusion of a contract through the platform follows the so-called offer-based procedure, which means that it occurs when you accept our offer posted on the platform.

#### § 20

##### [Offer Content]

1. The goods and services presented on the platform constitute an offer to enter into a contract, specifying the type of goods or services and the price, excluding delivery costs. If you are using a business account, the prices displayed on the platform do not include value-added tax, which may be applied at the order processing stage – before the contract is concluded and payment is made.
2. In addition to these Terms, the content of a contract concluded through the platform is also determined by:
  - 1) the information provided on the platform in the section related to the given goods or services;
  - 2) statements, including consents, that you express during the contract conclusion process;
  - 3) provisions from other documents if they are referenced in the section related to the given goods or services.

#### § 21

##### [Contract Conclusion Process]

1. A contract is concluded by:
  - 1) adding your selected goods or services to the cart using the "ADD TO CART" button;
  - 2) then starting the checkout process using the "PROCEED TO CHECKOUT" button:
    - a) after adding your selected goods or services using the "ADD TO CART" button; or
    - b) by accessing your cart ("Cart") in the top right corner and clicking the "GO TO CART" button;
  - 3) providing billing address details, including the delivery address if you did not select personal pickup and want the goods delivered to an address different from the billing address;
  - 4) confirming the declarations made when creating your user account;
  - 5) making a payment through the online payment system or using loyalty program points or a promo code, unless you selected personal pickup with cash payment or cash on delivery.
2. Before concluding the contract – placing an order – you have the opportunity to review the offer details, including the price and the terms of contract performance – order fulfillment, as outlined further in these Terms.
3. Before making a payment, you can add a comment to your order, which may only relate to delivery-related matters. We will make every effort to forward your comment to our warehouse or the courier, but this is not always possible, so the contract cannot be conditional upon fulfilling the request made in the comment.

4. The online payment system we use allows payments in Polish zloty (PLN), euros (EUR), US dollars (USD), or British pounds (GBP). Our platform automatically converts prices, and in case of any discrepancies between these currencies, you are not entitled to any claim or complaint against us.
5. Regardless of the language version of the platform you use, the contract is concluded in Polish.

**§ 22****[Time and Place of Contract Conclusion]**

1. The contract is concluded at the moment you make a payment through the online payment system or by using loyalty program points. The place of contract conclusion is our registered office.
2. You will receive confirmation of the contract conclusion at the email address linked to your user account, along with the invoice.
3. If you are using a private individual account, the content of your declarations, including consents, as well as other documents referenced in the section related to the given goods or services, will be delivered to you in electronic form along with the contract confirmation to the email address linked to your user account.

**LOYALTY PROGRAM****§ 23****[Loyalty Points]**

1. For every full currency unit paid (1 PLN, 1 EUR, 1 USD, 1 GBP) for goods purchased on the platform, you receive 1 loyalty program point, which corresponds to 1 unit of any currency.
2. Points are awarded automatically after each contract is concluded during each calendar quarter. If you withdraw from the contract or fail to pay for the goods, the points awarded for the purchase of those goods will be adjusted accordingly.
3. Points are added to your user account and cannot be transferred to another person. You can check your points balance in the "Your Account" section of your user account.

**§ 24****[Use of Points]**

1. If you have at least 100 points, you may use the accumulated points as a form of payment for a contract concluded through the platform, excluding the cost of delivery. Each point is equivalent to one currency unit (1 point = 1 PLN / EUR / USD / GBP).
2. You should use the points by the end of the calendar quarter in which they were awarded. Any unused points will expire (be forfeited) after the end of each calendar quarter. Under no circumstances can the accumulated points be exchanged for cash.
3. If you withdraw from a contract for which you used points as payment, we will refund the equivalent value in any currency in the form of a discount code corresponding to the number of points. This discount code will be valid for 3 months.

**CONTRACT PERFORMANCE****§ 25****[Method of Performance]**

1. We deliver the goods from our warehouse via a courier company unless you have chosen personal pickup from one of our pickup points.
2. If you have purchased a license to use PPF film cutting software, you will receive a download link and instructions for activating the license at the email address linked to your user account.

**§ 26****[Time of Performance]**

1. We strive to ship goods available in our warehouse within 2 business days from the date of contract conclusion, but this period may be extended to up to 60 days. The same applies to personal pickup.
2. If you are a consumer and we do not provide or ship the goods to you within 30 days from the date of contract conclusion, you may withdraw from the contract without any consequences, and we will refund all payments you have made.
3. You will receive a download link for PPF film cutting software and instructions for activating the license after the contract is concluded, no later than within 24 business hours from the date of contract conclusion.

### **§ 27**

#### **[Inspection of Goods]**

1. When accepting a shipment from the courier, check if it is externally damaged. If you notice any visible damage, refuse to accept the shipment or fill out an appropriate report with the courier. Accepting a shipment without reservations despite visible damage results in the loss of the right to claim compensation from the courier for damages incurred during transport.
2. After receiving the shipment, immediately check if the goods inside match the description and are undamaged, but no later than within 7 days from the date of receipt. If you discover damage that was not visible from the outside, report it to the courier within 7 days from the date of receipt.
3. If you accept a shipment with externally damaged packaging without filling out an appropriate report with the courier or if you fail to check within 7 days from the date of receipt whether the goods inside are damaged, we are not liable for any potential damage.
4. From the moment you receive the shipment, you are the only person entitled to file a complaint with the courier company. If you are a consumer and notify us immediately, but no later than within 7 days from the date of receipt, that the goods in the shipment were damaged, we will file a complaint on your behalf.

### **§ 28**

#### **[Replacement of Damaged Goods]**

1. If the goods were damaged during transport, we may replace them with undamaged ones, provided that you have carried out the actions described above. To do so, you must contact us and provide copies of documents confirming that you have complied with the necessary procedures with the courier company.
2. A condition for replacing the goods is that you submit a statement in documentary form (a scan of a signed document), in which you commit to properly conduct the complaint procedure in accordance with the courier company's regulations, and to transfer to us any compensation paid by the courier in the event of a successful complaint.
3. If you are a business entity and the courier company rejects your complaint - especially due to an improper handling of the complaint procedure on your part - you will be obliged to pay us the price of the resent goods as well as the shipping costs.

### **§ 29**

#### **[Failure to Collect Goods]**

1. If you fail to collect the goods or if the shipment is returned to our warehouse due to non-collection within the specified time or if you refuse to accept it without reason, we may charge you a storage fee of 1/365 of the item's value for each day of storage. This fee will be applied if, within 14 days from the notification of the shipment's return or the possibility of personal collection, you do not request a re-shipment or fail to collect the goods personally if you chose personal pickup.
2. We will release the shipment to you or resend the returned shipment only after you have covered the costs of its return and re-shipment, as well as the storage fee if it has been charged according to the above rules.
3. If you do not claim the returned shipment within 30 days from the notification of its return to our warehouse or the possibility of personal collection if you selected that option, we may sell the goods on your behalf after setting an additional deadline for you to collect them. In the event of a sale, we will notify you and refund the received price within 14 days, reduced by the incurred costs and fees.

**CONSUMER RIGHT OF WITHDRAWAL****§ 30****[Deadline]**

If you are a consumer, you may withdraw from the contract concluded with us through the platform without providing a reason within 14 days from the date of receiving the goods. If the order included multiple goods delivered separately, this period is counted from the date of delivery of the last item.

**§ 31****[Method of Withdrawal]**

1. To exercise your right of withdrawal, you must inform us of your decision in a clear manner. You can do this in writing, electronically via our email address, or by using the form available on the platform. However, using the form is not mandatory.
2. To meet the withdrawal deadline, it is sufficient that you inform us of your decision before the 14-day period from the date of receipt of the goods expires.

**§ 32****[Effects of Withdrawal]**

1. If you withdraw from the contract, we will refund all payments received from you in connection with that contract, including delivery costs, unless you selected a more expensive delivery option than the cheapest one available on our platform.
2. We will refund your payments promptly, but no later than within 14 days from the date you inform us of your withdrawal from the contract. However, the refund will not be issued before we receive the returned goods or proof of their return to our address.
3. The refund will be made in the same currency and using the same payment method you used in the original transaction unless you explicitly agree to a different arrangement. If you collected the goods in person or used cash on delivery, we will ask you to provide a bank account number for the refund. In any case, you will not incur any additional fees related to the refund.

**§ 33****[Return of Goods]**

1. If you withdraw from the contract, you must return the goods to us at your own expense without delay, but no later than within 14 days from the date you inform us of your decision. It is sufficient if you send the goods before the deadline expires.
2. The goods must be returned to our warehouse address: 2IT1 Co., ul. Stefana Banacha 11, 41-200 Sosnowiec, Poland.
3. You are responsible for any decrease in the value of the goods if you have used them beyond what is necessary to determine their nature, characteristics, and functionality. In such a case, we may deduct an appropriate amount from your refund.

**COMPLAINT PROCEDURE****§ 34****[Complaint]**

1. You may submit a complaint to us if you believe that:
  - 1) the platform is not functioning properly;
  - 2) the contract was concluded in violation of these Terms;
  - 3) the delivered goods, service, or digital content do not conform to the contract.
2. The complaint must be written in Polish or English and sent to us using any of the contact methods available, except for social media. If you submit a complaint via social media, we reserve the right to leave it unanswered.



## § 35

### [Response to Complaint]

1. We will make every effort to respond to your complaint promptly, but no later than within 14 days from the date of its submission.
2. You will receive our response to your complaint exclusively at the email address linked to your user account. In exceptional cases, we may send the response to another email address specified by you or in writing to the address provided in your complaint.

## § 36

### [Out-of-Court Dispute Resolution]

1. If you are a consumer and our response to your complaint is unsatisfactory, you may use a procedure for out-of-court consumer dispute resolution. To do so, you can access the EU's ODR platform at: <http://ec.europa.eu/consumers/odr/>.
2. We will inform you in our response to your complaint whether we agree to participate in such a procedure. If we do not address this matter in our response, you may assume that we agree to take part. The competent institution for conducting the procedure, based on our registered office, is the Wojewódzki Inspektorat Inspekcji Handlowej w Katowicach.

## LIMITATION OF LIABILITY

## § 37

### [Entire Contract]

1. These Terms, the information provided on the platform in the section related to the given goods or services, the statements and consents you have expressed during the contract conclusion process, and the provisions of other documents referenced in the section related to the given goods or services together constitute the full content of the contract you enter into with us.
2. By deciding to enter into the contract, you may not rely on any statements, guarantees, or commitments that are not included in the above-mentioned documents, nor claim that you were induced to enter into the contract based on them.

## § 38

### [Manufacturer's Assurances]

1. The properties of the goods described in the section related to a given product are assurances provided by the manufacturer.
2. If you are a business entity, we are not liable to you if a product does not have the properties assured by its manufacturer, as listed in the section related to that product. Any claims related to the lack of these properties under these Terms should be directed directly to the manufacturer, whose details are provided in the section related to the given product.

## § 39

### [Statutory Warranty]

1. If you are a business entity and the goods delivered by us have defects other than those mentioned above, our liability is limited to either replacing the goods with the same defect-free goods or reducing the price. Under no circumstances do you have the right to withdraw from the contract on this basis or to make any further claims.
2. In such a case, we commit, at our discretion, to either replace the goods with defect-free ones or reduce the price. The reduced price will be proportional to the price you paid for the goods, in the same ratio as the value of the defective goods compared to the value of defect-free goods.

## AMENDMENTS TO THE TERMS

## § 40

### [Form of Amendment]

1. We reserve the right to amend these Terms at any time, as well as to modify the information provided on the platform in the section related to a given product or service, the statements and consents required during the contract conclusion process, and other documents referenced in that section.
2. The above-mentioned changes will be made in a manner appropriate to their type. Amendments to these Terms will be made in the same form in which they were originally drafted.

**§ 41****[Notification of Changes]**

1. We will notify you of the above-mentioned changes via the platform by making the relevant updates on the platform. In the case of amendments to these Terms, we will inform you via email at the address linked to your account.
2. If you do not agree with the changes to the Terms, you may delete your account at any time. However, deleting your account will not affect contracts that have already been concluded unless the changes explicitly apply to those contracts.
3. If the changes also apply to contracts that have already been concluded, we will explicitly inform you of this via email at the address linked to your account. If you do not agree to the changes, you will have the right to withdraw from the contract within 7 days from the date of our notification.

**FINAL PROVISIONS****§ 42****[Consent for Assignment]**

If you are a business entity, the transfer of your rights and obligations arising from the concluded contract, in whole or in part, including the assignment of claims, also those arising from non-contractual obligations, requires our written consent under the penalty of invalidity.

**§ 43****[Governing Law]**

1. All matters related to or arising from the conclusion of a contract through the platform, including non-contractual obligations, are governed by Polish law.
2. The United Nations Convention on Contracts for the International Sale of Goods (CISG) of April 11, 1980 does not apply to the sales contract.

**§ 44****[Jurisdiction]**

If you are not a consumer, any disputes arising from or related to the conclusion of a contract through the platform, including those concerning non-contractual obligations, shall be resolved by a Polish court with jurisdiction over our registered office.

**§ 45****[Form and Effective Date]**

1. We have prepared these Terms in electronic form as a PDF file, which has been signed with a qualified electronic signature and timestamped (certain date).
2. These Terms are effective from 23.04.2025.