



## FORMAL REQUIREMENTS FOR THE SCOPE OF INFORMATION PROVIDED ON STORE WEBSITES

Dear Sir/Madam,

We kindly advise that according to the Act on the Provision of Electronic Services of 18 July 2002 and the Consumer Rights Act of 30 May 2014 the operator of an online store or service website is required to include the following information on the store or service website:

1. Full name, head office address and VAT number of the company.
2. Contact details of the customer service office, if this activity is carried out outside the seller's premises (address, telephone number, fax number, email address).
3. Price list (if the price is given in a foreign currency, a price list in the Polish currency should be provided next to it).
4. The sale regulations specifying in particular:
  - the type and scope of services provided electronically (detailed description, e.g. the appearance, size, manufacturer's name, model, etc.);
  - the date or delivery of goods or services;
  - the procedure of submitting and processing complaints;
  - possible restrictions on the supply of goods (e.g. restrictions on the size of goods, restrictions on the geographical area in which goods are delivered, etc.);
  - the terms and conditions for entering into and terminating contracts for the provision of electronic services;
  - the procedure for the customer to return the purchased goods;
  - possibilities of using extrajudicial measures of dealing with complaints and asserting claims and the rules of access to these procedures.
5. The customer personal data protection policy (as part of the Regulations or in a separate document, e.g. "Privacy Policy").

Dotpay sp. z o.o. also requires that the Dotpay logo should be placed on the store website in a place visible to the customer placing the order and that the website store or service regulations should contain the information that: "The settlement of transactions by credit cards and eTransfer are conducted through Dotpay.pl". If one of the available methods of payment are credit or debit cards, the store's website will also include VISA and Mastercard acceptance marks.