

1. Customer registration

In our e-shop you can order products even without registration.

However, a registered user gains the following benefits:

- Information on the status of his/her purchase order
- Overview of all hitherto purchased products
- Possibility to receive regular information about news and promotions

2. Condition of the age of 18 years

The e-shop dictador.com is primarily intended for users older than 18 years. A visitor under the age of 18 years may only order products that contain no alcohol or tobacco.

3. Privacy and data protection

The owner of the e-shop is Dictador Europe Sp. z o.o. with headquarter in Katowice (40-061), ul. Fabryczna 15, Poland.

The e-shop dictador.com agrees that any provided personal data shall only be used for the purpose of concluding and performing a contract under the Terms and Conditions of Sale, and that it is bound to maintain the confidentiality of such data. We guarantee all our customers personal data protection and that such data will not be disclosed to any third party or otherwise misused.

For the purpose of concluding and performing a contract under the Terms and Conditions of Sale by submitting a purchase order, the buyer as an individual grants consent to the processing of his/her personal data whose scope includes his/her name, surname, billing address, e-mail, phone number, and if the buyer is a legal entity or sole trader, it shall provide its business name, registered address, business identification number, tax identification number, e-mail and phone number by completing and submitting a purchase order or by registering in accordance with Act. on Personal Data Protection, as amended. Such consent shall be granted for an indefinite term and may be revoked at any time, or the buyer's personal data may be changed at any time via e-mail or after logging in to the user account in the section "My Account".

Personal data are intended to be used to identify the buyer for the purpose of handling his/her purchase order and issuing an invoice. Personal data may only be processed by the controller – the e-shop onlinestore.dictador.com, which shall guarantee that it will not use the processed personal data contrary to the legitimate interests of the buyer and its conduct will not wrongfully infringe upon the latter's right to protection of personality and privacy. Such personal data shall be duly designated and anonymised as soon as possible, or destroyed when they become useless.

When making payments for goods, you will not enter any information on the website of our e-shop, but all bank account information will be entered on the website of your bank, which will only inform us electronically of the payment you have made, and we will know that we can start handling your purchase order.

The e-shop dictador.com is obliged to maintain the confidentiality of the personal data it processes. The confidentiality obligation shall continue even after such processing is completed. The confidentiality obligation shall also apply to other persons who will come across the personal data

kept by the controller as part of their employment or occupational duties. The confidentiality obligation shall survive the termination of their employment. The buyer shall have the right to information about the state of the processing of his/her personal data, the right to make copies of his/her personal data that have been processed, the right to rectification of inaccurate, incomplete or outdated personal data that are subject to processing, as well as the right to destruction of his/her personal data, provided that the purpose of processing such data is met.

By getting registered, the buyer grants consent to the sending of informative e-mails, which consent may at any time be withdrawn. The buyer may, through a free written request, object to the processing of personal data which he/she assumes to be processed, used or provided for direct marketing purposes without his/her consent, and request the destruction of such data.

4. Value added tax (VAT)

All product prices are listed inclusive of VAT.

5. Purchase order

In order to order a product, you shall click your mouse on the shopping cart picture with the respective product name and the product will be added to the shopping cart. Then you can choose to either close the purchase (by filling in the prepared form) or continue purchasing. Once a purchase order is confirmed firmly, you will immediately receive a confirmation of acceptance of your purchase order at the e-mail address you have stated. At the same time, your purchase order will be archived in the section My Account, subsection My Purchase Orders, to which you will only have access after logging in.

6. Order completion period

A order completion period is set individually for each product, and normally is from 4 to 7 working days. If a purchase order is placed for two or more pieces (units) of a product in case of which it is stated that the product is in stock, we do not guarantee the instant availability of all ordered pieces (units). In case of products with worse availability, the order completion period can be extended, of which you will be informed as soon as we have more detailed information on the availability of the particular product (in some cases it can be shortly after the expiry of the originally set order completion period). If you order a product that the manufacturer or the supplier has sold out or withdrawn for whatever reasons without any notice to us, we will promptly inform you (by phone or e-mail) accordingly, cancel the purchase order, and if the purchase price or its part has already been paid, you will receive a refund thereof within 15 days into the bank account designated by you unless otherwise agreed between you and us. In case of products that have not yet been manufactured (pre-sale), all order completion dates are merely indicative and non-binding; the ordered product will be released to you immediately after it is delivered by the supplier to our warehouse. Purchase orders are handled on an ongoing basis on each working day.

7. Purchase order cancellation

If you wish to cancel your order which has not yet been handled, please contact us as soon as possible and state your purchase order number. If your purchase order has already been paid, you will receive a refund thereof within 15 days into the bank account from which the payment was

made. In case of payments via CardPay (VISA, MasterCard), this deadline can be extended, depending on the bank procedure applied to refunds of payments made via payment cards.

We also reserve the right to cancel your order for goods if we are no longer able to deliver the goods to you because of them being sold out or if we are unable to deliver them to you at the price listed in the e-shop, except that a substitute delivery is agreed between you and us. You will be forthwith informed of the cancellation of your purchase order by phone or e-mail. If the purchase price has already been paid, you will receive a refund thereof within 15 days into the bank account from which the payment was made unless otherwise agreed between you and us.

8. Mode of payment

Dictador Europe Sp.z o.o.
ul. Fabryczna 15
40-611 Katowice
NIP 6423098529

PLN payment account:
PL 76 1030 1508 0000 0008 2270 1000
Citi Bank Handlowy

EUR payment account:
PL 23 1050 1214 1000 0090 3074 5575
Nr BIC (SWIFT) INGBPLPW

ING Bank Śląski SA
GBP payment account:
PL 76 1050 1214 1000 0090 3074 5591
Nr BIC (SWIFT) INGBPLPW
ING Bank Śląski SA

Enclosed with each completed order is an invoice - tax document (unless you elect otherwise). If the invoice is missing, please inform us as soon as possible by e-mail to the following address office@dictador.com.

9. Receipt of ordered products

The sale and delivery of the ordered products to the buyer takes place at the seller's point of sale at the address 2 Skosna street, Mikolow, Poland. You can pick up the ordered products at the point of sale in person or through a representative of your choice. The brokerage costs are borne by the buyer.

If you choose a representative recommended by the seller, you will always be charged for international shipping.

The fee for the service of a representative depends on the particular country and on the shipment weight. After entering a purchase order, please wait for instructions from our staff. We will contact you to inform you of the possibility of shipping the goods to the particular country and of the amount to be charged.

- Unless you agree with postage amount, we will cancel the purchase order.
- If you agree with the postage amount, payment shall be made into our account in advance. After the payment is credited to our account, we will release the products to the representative of your choice.

10. Shipment inspection

The buyer shall inspect the content of the shipment received from the representative in the presence of the carrier. If any defect is identified (the shipment is incomplete, the goods have been damaged during the transport, etc.), the recipient shall not accept delivery of the shipment, and shall make a complaint thereof directly with the carrier. You are requested to promptly notify us of the fact that a defect was identified when receiving the goods so that we can agree upon the further procedure. A later complaint of a defect (goods damaged during the transport, incomplete shipment) identified in the absence of the carrier will not be taken into account.

NOTE: It is not allowed to sell goods that contain alcohol or tobacco to persons under the age of 18 years! Goods will only be delivered to persons who, when taking delivery of the goods, will produce their identity card proving they are older than 18 years.

11. Returning the goods

A consumer may return goods without stating the reason, within 14 days, in accordance with the Complaint Handling Rules and Act No. 634/1992 Coll.

The seller's statement as to whether the goods return request will be granted and whether all the conditions have been satisfied will be communicated to the consumer within 30 days after the delivery of the returned goods to the supplier's address. If the returned goods are accepted, the consumer shall sign a credit note for the goods sent to him/her and deliver such signed credit note to the seller's address (by post or in person). Based on the signed credit note, the consumer will be refunded the amount he/she paid for the returned goods.

Please also note! In order for the returned goods to be accepted, the following conditions must be satisfied:

- the goods must be returned complete and in original condition, including the original packaging
- the goods or their packaging must not be damaged in any manner
- the goods must not show the signs of having been consumed, used or worn out

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