

Letter and information on how to exercise your right of withdrawal

You have the right to withdraw from this agreement within 14 days from the day you took possession of the item or the day a third party, other than the carrier and indicated by you, took possession of the item, without providing any reason. The withdrawal period expires 14 days after the day you took possession of the item or the day a third party, other than the carrier and indicated by you, took possession of the item.

To exercise the right of withdrawal, you must inform us, Sales Monopoly sp. z o.o., of your decision to withdraw from this agreement through an unequivocal statement (e.g., a letter sent by post or email).

You may use the model withdrawal form, but it is not mandatory. You can also complete and submit the withdrawal form or any other clear statement electronically. If you choose this option, we will promptly send you confirmation of receipt of your withdrawal on a durable medium via email.

To meet the withdrawal deadline, it is sufficient for you to send your communication concerning your exercise of the right of withdrawal before the withdrawal period has expired.

In the event of withdrawal from this agreement, we will reimburse all payments received from you, excluding the direct costs of returning the products, without undue delay and in any event no later than 14 days from the day we are informed of your decision to withdraw from this agreement.

We will make the reimbursement using the same means of payment as you used for the original transaction unless you have expressly agreed otherwise.

Please return the item to the supplier's address indicated in the order confirmation without undue delay and in any event no later than 14 days from the day you informed us of your withdrawal from this agreement. The deadline is met if you send back the item before the 14-day period has expired.

You will bear the direct costs of returning the item. You are only liable for any diminished value of the item resulting from handling it in a manner other than what is necessary to establish the nature, characteristics, and functioning of the item.