

## **INFORMATION REGARDING THE EXERCISE OF THE RIGHT OF WITHDRAWAL FROM THE CONTRACT**

Under the terms set out in the Terms and Conditions of the online store operated at [www.pretende.pl](http://www.pretende.pl), you have the right to withdraw from this contract within 14 days without giving any reason.

The withdrawal period expires 14 days after the day you receive the Product (take possession of the Product), or if the order includes multiple Products delivered separately, from the day you receive the last of the ordered Products.

To exercise the right of withdrawal, you must inform us Tomasz Ciepliński PRETENDE, ul. Szczęśliwa 50, 80-176 Gdańsk, e-mail: [kontakt@pretende.pl](mailto:kontakt@pretende.pl) of your decision to withdraw from this contract by making an unequivocal statement (e.g., a letter sent by post to Tomasz Ciepliński PRETENDE, ul. Szczęśliwa 50, 80-176 Gdańsk, or by email to [kontakt@pretende.pl](mailto:kontakt@pretende.pl)).

If you choose to send your statement by email, we will promptly confirm receipt of your withdrawal notice on a durable medium—via electronic mail.

You may use the model withdrawal form, but this is not mandatory.

To meet the withdrawal deadline, it is sufficient for you to send the notification regarding the exercise of your right of withdrawal before the withdrawal period expires.

### **Effects of Withdrawal from the Contract**

If you withdraw from this contract, we will refund all payments received from you, including the costs of delivering the goods (except for additional costs resulting from your choice of a delivery method other than the least expensive standard delivery method we offer), without undue delay and, in any event, no later than 14 days from the day on which we were informed of your decision to exercise your right of withdrawal from this contract.

We will make the refund using the same payment method that you used in the original transaction unless you have expressly agreed otherwise; in any case, you will not incur any fees related to the refund. We may withhold the refund until we have received the goods or until you provide us with proof of their return, whichever occurs first.

Please return or hand over the goods to the following address: Tomasz Ciepliński PRETENDE, ul. Szczęśliwa 50, 80-176 Gdańsk, without undue delay and in any case no later than 14 days from the day you informed us of your withdrawal from this contract. The deadline is met if you send the goods before the 14-day period has expired.

You are only responsible for any reduction in the value of the goods resulting from handling them in a way that is different from what is necessary to establish their nature, characteristics, and functioning.