

TERMS AND CONDITIONS OF THE WIELICZKA SALT MINE ONLINE SHOP

These Terms and Conditions govern the conclusion and performance of sales contracts through the online shop, set out the rights and obligations of the Wieliczka Salt Mine Shop and the Consumer, and describe the complaints procedure.

By placing an order, the Consumer accepts these Terms and Conditions.

§ 1

General provisions

1. The Wieliczka Salt Mine online shop is operated at <http://www.kopalnia.pl> by Kopalnia Soli "Wieliczka" Turystyka Sp. z o.o., with its registered office in Wieliczka at Park Kingi 10, 32-020 Wieliczka, entered in the National Court Register maintained by the District Court for Kraków-Śródmieście in Kraków, 12th Commercial Division of the National Court Register, under KRS number 0000030908, with a fully paid-up share capital of PLN 810,000, tax identification number (NIP) 683-14-80-313, statistical identification number (REGON):351197769, hereinafter referred to in these Terms and Conditions as the 'Mine' or the 'Shop'.
2. The Consumer may obtain information about an order they have placed
 - 1) during the Shop's business hours (Monday to Friday, from 06:00 to 14:00, excluding public holidays), using the contact details below:
 - a) telephone numbers (Sales and Purchasing Department): +48(12) 278 73 30
 - b) email address for sales enquiries: sklep@kopalnia.pl
 - c) Shop website: <http://www.kopalnia.pl>
 - d) email address for notices of withdrawal from the contract: sklep.odstapienie@kopalnia.pl
 - e) email address for complaints about goods: sklep@kopalnia.pl
 - 2) via the Shop's assistant chatbot, for information about an order and its status.
3. The Mine's online Shop sells goods over the internet.
4. Orders are accepted through the order form at <http://www.kopalnia.pl>
5. If the Consumer chooses, an information chatbot may be used to handle enquiries, provide user support and information about services, products and offers, and answer order status enquiries.
6. The Shop will confirm the conclusion of the distance contract on a durable medium no later than the date on which the goods are delivered or the service begins (email or a paper document will be the primary durable medium used). The confirmation will also include key information from the Shop's Terms and Conditions and information about the Consumer's consent to receive digital content.
7. The standard order processing time is 48 hours (excluding Saturdays and Sundays), although this may be extended in exceptional circumstances. This is an estimated period from receipt of payment confirmation to dispatch of the order.
8. The order will be fulfilled provided that the goods are available in stock or from the Shop's suppliers. If any of the goods ordered are unavailable, the Consumer will be informed of the order status and will decide how to proceed (partial fulfilment, a longer waiting period or cancellation of the entire order).
9. Only a limited quantity of goods is available for promotional offers and clearance sales. Confirmed orders for these goods are fulfilled in the sequence in which they are received, while the stocks allocated to the offer or sale last.
10. The Consumer pays for the goods ordered by bank transfer to the Shop's account.
11. A VAT invoice is issued for every order. The VAT invoice is issued once all the goods ordered by the Consumer have been assembled and are ready for dispatch. The Consumer receives the original invoice, signed by the Shop. Please note that if a Consumer who is a natural person places an order or makes a

purchase using details relating to their business (for example, by providing its name or trading name), the purchase will be presumed to be connected with that business and the invoice will be issued to the purchaser in their capacity as a business operator.

12. The Consumer may amend their order until they receive confirmation from the Shop that the contract has been concluded.
13. All prices are stated in Polish zlotys and include VAT. The price displayed for each item is binding at the time the Consumer places the order.
14. In countries where shipments are subject to customs duty, the Consumer bears that cost. In such cases, the dispatch time is extended by 24 hours.
15. The transaction submission and Shop verification process is carried out by <http://www.payu.pl>
16. The goods are delivered by the method specified in the order. Deliveries are made by:

UPS Polska Sp. z o.o.
ul. Prądyńskiego
1/3, 01-222
Warszawa, Poland
Tel.: +48 22 534 00 00
Fax: +48 22 534 08 01

or

InPost Sp. z o.o.
ul. Wielicka 28
30-552 Kraków
Tel. +48 722444000
(service available in Poland only)

17. The exact cost of the goods ordered and their delivery is displayed clearly and prominently to the Consumer on the order form immediately before the Consumer places the order.
18. Before confirming the order on the website, the Consumer must acknowledge that the purchase entails an obligation to pay the cost of the confirmed order. The Consumer gives this acknowledgement by selecting a separate option on the order form labelled: 'ORDER WITH OBLIGATION TO PAY'.
19. The distance sales contract between the Shop and the Consumer is concluded when the Shop receives the order placed by the Consumer. The contract is for the sale of the goods listed in the order.

§ 2

Delivery terms

1. The total cost of the order comprises the price of the products ordered and the charge for delivering them to the Consumer. The Consumer bears the cost of the order. The Consumer is informed of the total cost of the order and the payment deadline before placing the order. Unless otherwise specified, payment for the goods ordered is due within 5 working days of the date on which the Consumer places the order. If payment is not made within that period, the Shop will cancel the order and promptly notify the Consumer on a durable medium.
2. All payments in the Wieliczka Salt Mine online Shop are handled by the www.payu.pl payment system.
3. Deliveries are made by:

the courier company UPS Polska Sp. z o.o., with its registered office in Warsaw at ul. Prądyńskiego 1/3
or

Inpost, with its registered office in Kraków at ul. Wielicka 28 (service available in Poland only)

to the address specified by the Consumer in the order.

4. Recipients in countries outside the European Union may be required to pay customs duty. The amount of customs duty is determined under each country's domestic regulations.
5. The Shop reserves the right to suspend the processing of an order and verify it if there are reasonable doubts as to the authenticity of the completed order form or the order placed.

§ 3

Terms of withdrawal from the contract

1. The Consumer may withdraw from the contract concluded with the Shop without giving a reason and without incurring additional costs within 14 days of receiving the order. The Shop informs the Consumer of the right of withdrawal and the conditions for exercising it when the Consumer places the order. The Consumer also receives a model withdrawal form together with the Shop's confirmation that the contract has been concluded.
2. The Consumer may give notice of withdrawal from the contract in writing to the Shop's address specified in § 1(1) of these Terms and Conditions, or electronically by sending the notice to the Shop at sklep.odstapienie@kopalnia.pl.
3. If notice of withdrawal from the contract is given electronically, the Shop will promptly acknowledge receipt by email to the Consumer.
4. If the Consumer withdraws from the contract, the Shop will refund the price of the goods together with the cost of delivering them to the Consumer. The refund will be made without undue delay and in any event no later than 14 days after receipt of the Consumer's notice of withdrawal from the contract. Payments will be refunded within 5 working days after the Shop receives the goods or the Consumer provides evidence of having sent them back, by bank transfer to the account specified by the Consumer or by postal transfer to the address specified in the order. The refund will be made using the same payment method as the Consumer used, unless the Consumer agrees to another method of reimbursement.
5. Where goods are returned following withdrawal from the contract, the Consumer will bear the direct cost of returning them. If the Consumer chose a delivery method other than the least expensive standard delivery offered by the Shop, the Shop is not obliged to reimburse the Consumer for the additional cost incurred.
6. The Consumer must return the goods to the Shop or hand them over to a person authorised by the Shop without undue delay and in any event no later than 14 days after withdrawing from the contract. The Consumer meets the return deadline if they send the goods back before that period expires.
7. The goods must be returned in an unchanged condition, meaning that they must not have suffered any deterioration or damage. The goods should be returned with their packaging. The goods must be sent back together with the VAT invoice received. If the value of the goods has diminished as a result of use beyond what is necessary to establish their nature, characteristics and functioning, the Consumer will bear a proportionate cost for that loss of value.
8. The Consumer has no right of withdrawal from the contract in the case of goods liable to deteriorate or expire rapidly, or goods supplied in sealed packaging which, once opened, cannot be returned for health protection or hygiene reasons, if the packaging has been opened after delivery.

§ 4

Complaints

1. The Shop undertakes to deliver the goods ordered to the Consumer free from defects. The goods delivered

to the Consumer are covered by the Shop's statutory warranty for defects under the Polish Civil Code for a period of 24 months from the date on which the goods are handed over to the Consumer.

2. The statutory warranty for defects does not apply where the goods have sustained mechanical damage for reasons for which the Shop is not liable, in particular as a result of improper use of the goods.
3. Under the statutory warranty for defects, the Consumer has the following rights:
 - a) to request replacement of the goods or rectification of the defect; the Consumer may request replacement with goods free from defects instead of the rectification proposed by the Shop, or rectification instead of replacement, unless bringing the goods into conformity with the contract in the manner chosen by the Consumer is impossible or would entail excessive costs compared with the method proposed by the Shop;
 - b) to request a price reduction, specifying the amount of the reduction, or to withdraw from the contract; this right does not apply if the Shop promptly and without excessive inconvenience to the Consumer either replaces the defective goods with goods free from defects or rectifies the defect. This limitation does not apply if the goods have already been replaced or repaired by the Shop. The Consumer may not withdraw from the contract if the defect in the goods is minor;
4. If the Consumer discovers defects while using the goods, they should contact the Sales Department of Kopalnia Soli "Wieliczka" Turystyka Sp. z o.o. on: +48(12) 278 73 30.
5. If, after receiving the goods, the Consumer discovers defects or damage that occurred during delivery, they should send the goods back to: Kopalnia Soli "Wieliczka" Turystyka sp. z o.o., 32-020 Wieliczka, Park Kingi 10, Poland, marked 'sklep internetowy' (online shop). Proof of purchase (the invoice) and a brief description of the damage must be enclosed with the returned goods. All complaints are reviewed within 14 working days of receipt at the latest. The Consumer will be informed in writing within that period of how the complaint will be resolved. Damaged goods will be replaced with goods free from defects. If this is no longer possible (for example, because stocks have run out), the Shop will refund the purchase price or offer the purchaser a choice of other goods available in the Shop. Once the complaint has been reviewed, the goods will be sent back at the Shop's expense.

§ 5

Personal data

1. Personal data provided in the registration form are stored and processed within the scope of the permission granted by the Consumer and in accordance with the requirements of the General Data Protection Regulation (the GDPR).
2. The controller of personal data processed in connection with use of the online Shop, the placing and fulfilment of orders and the handling of complaints is Kopalnia Soli "Wieliczka" Turystyka Sp. z o.o., with its registered office in Wieliczka at Park Kingi 10, 32-020 Wieliczka.
3. Personal data are processed for the purposes of concluding and performing the contract, including handling orders, payments, deliveries, complaints and after-sales communications; complying with tax and accounting obligations; ensuring the security of transactions; and establishing, pursuing or defending claims.
4. To the extent provided for in the GDPR, the data subject has the rights of access, rectification, erasure, restriction of processing, data portability and objection, and the right to lodge a complaint with the President of the Personal Data Protection Office. Providing personal data is voluntary but necessary to place and fulfil an order and, in certain cases, is required by law.
5. Detailed information on the processing of personal data is set out in the Privacy Policy, available at <https://www.wieliczka-saltmine.com/legal-disclaimers>
6. The registration form contains information that identifies the user, namely personal and contact details. However, only those parts containing information required under civil law for transactions involving a

sales contract are mandatory. To obtain order status information through the Shop's assistant chatbot, the Consumer must provide the order number and the email address used for the purchase.

§ 6

Final provisions

1. The parties' rights and obligations under the contract are governed by the Act of 30 May 2014 on Consumer Rights (Journal of Laws of 2020, item 287, as amended) and the Act of 23 April 1964 – the Civil Code (Journal of Laws of 2020, item 1740, as amended).
2. The contract for the sale of goods is concluded in accordance with Polish law and in the Polish language.
3. Any disputes arising from the sales contract will be heard by the court with territorial jurisdiction under the general rules of jurisdiction.
4. If you notice any errors or mistakes in the information published by the Shop, please report them by email to: sklep@kopalnia.pl
5. These Terms and Conditions take effect on 21 September 2026.

Download the model withdrawal form: [Withdrawal form](#)