

BLACK NOVEMBER PROMOTION TERMS AND CONDITIONS

§ 1. General Information

1. The organizer of the "BLACK NOVEMBER" promotion is R-GOL Sp. z o.o., with its registered office at Górka 3D (14-100 Ostróda), entered in the Register of Entrepreneurs maintained by the District Court in Olsztyn, 8th Commercial Division of the National Court Register under KRS number 0001034546, REGON: 365129350, NIP: 7412132944, hereinafter referred to as the Organizer.
2. The promotion is valid from October 31, 2024, to December 2, 2024. It applies to products and transactions made in the Organizer's stationary stores and on the online store www.R-GOL.com/en/, in accordance with these Terms and Conditions.
3. Information about the Promotion, along with its Terms and Conditions, is available in stationary stores and on the website www.R-GOL.com/en/.

§ 2. Definitions

1. Organizer – R-GOL Sp. z o.o., whose details are specified in § 1 sec. 1 of these Terms and Conditions.
2. BLACK NOVEMBER, Promotion – a promotional campaign organized by the Organizer under the terms and conditions set forth in these Terms and Conditions.
3. Terms and Conditions – this document specifying the rules and conditions for participation in BLACK NOVEMBER.
4. Participant – A customer of the online store www.R-GOL.com/en/ or one of the stationary stores who is a consumer or a sole proprietor making a purchase not related to their business activity and who is also a participant in the R-TEAM Loyalty Program. A participant cannot be a person using the R-GOL Pro Program.

§ 3. Conditions and Rules for Participation in BLACK NOVEMBER

1. Any Participant can take part in BLACK NOVEMBER.
2. The categories included in the Promotion will be updated weekly.
 - October 31, 2024 - November 11, 2024 – Sportswear
 - November 12, 2024 - November 17, 2024 – Footballs and Goalkeeper Gloves
 - November 18, 2024 - November 24, 2024 – Fan Shop + Lifestyle
 - November 25, 2024 - November 27, 2024 – Football Boots and Accessories

All products marked with the "Sale" flag are included in the promotion.

3. The final price of all products covered by the Promotion will be reduced by 10%, provided that the Participant joins the R-Team loyalty program and enters the discount code in the shopping cart.
4. The Participant can participate in BLACK NOVEMBER multiple times during its duration, provided that the conditions set forth in the Terms and Conditions are met each time.
5. The return of products purchased in the online store can be made in accordance with the current return policy (<https://www.r-gol.com/en/info/exchanges-returns-r-gol>).
6. The Organizer allows the return of products purchased in BLACK NOVEMBER in stationary stores in accordance with the current return policy (<https://www.r-gol.com/en/info/exchanges-returns-r-gol>).

7. BLACK NOVEMBER cannot be combined with other promotions or discount codes.
8. The Organizer reserves the right not to reduce the price in accordance with § 3 sec. 3 of the Terms and Conditions if the Participant does not meet all the conditions set forth in the Terms and Conditions.

§ 4. Complaints

1. Any complaints regarding the conduct of BLACK NOVEMBER must be submitted in writing to the Organizer's address or electronically via email to support@R-GOL.com with the note "Complaint" within 14 days of the occurrence of the complaint grounds, but no later than 7 days after the end of BLACK NOVEMBER. The date the complaint is received by the Organizer is decisive. Complaints submitted after this time will not be considered.
2. The complaint should include the Participant's name, surname, exact address, email address, order number, and a detailed description and justification of the complaint, along with the requested resolution.
3. The Organizer will review complaints within 14 days from the date of receipt and will inform the Participant about the resolution via mail to the address provided in the letter or via email (depending on how the complaint was submitted to the Organizer). The response to the complaint will be considered given on time if the letter/email with the response is sent within this period. The Organizer may require additional statements from the Participant to substantiate the grounds of the complaint.
4. After the complaint procedure is exhausted, unless the Participant opts for an out-of-court dispute resolution, any disputes will be resolved by the court with jurisdiction over the Organizer's registered office.

§ 5. Final Provisions

1. These Terms and Conditions are the only document specifying the detailed rules of the "BLACK NOVEMBER" campaign.
2. By participating in BLACK NOVEMBER, the Participant confirms that they have read these Terms and Conditions and agree to be bound by them.
3. The administrator of the personal data of BLACK NOVEMBER Participants is the Organizer, and full information on data processing can be found in the Privacy Policy at <https://www.r-gol.com/en/info/r-gol-privacy-policy>
4. The Organizer reserves the right to amend these Terms and Conditions at any time. Changes will be made to: adapt the Terms and Conditions to current legal regulations, prevent abuse, ensure security, introduce new technological solutions in the operation of the Store, improve customer privacy protection, modify the scope of the Promotion, and introduce editorial changes. Changes to the Terms and Conditions cannot violate rights acquired by Participants.
5. For matters not covered by these Terms and Conditions, the provisions of Polish law, particularly the Civil Code, will apply.
6. The Terms and Conditions come into effect on October 31, 2024, and apply to agreements made during the BLACK NOVEMBER promotion.
7. The Organizer reserves the right to withdraw BLACK NOVEMBER before the date specified in § 1 sec. 2. Exercising this right does not affect the validity of agreements made under the terms set forth in these Terms and Conditions.