

Terms & Conditions of the "MEMBER DAYS" Promotion

§ 1. General Information

1. The organizer of the "MEMBER DAYS" Promotion is R-GOL Sp. z o. o., headquartered in Ostróda, Górka 3D (14-100), registered in the National Court Register maintained by the District Court in Olsztyn, 8th Commercial Division of the National Court Register under KRS number 1034546, tax ID (NIP): 7412132944 (hereinafter referred to as the "Organizer").
2. The promotion is valid from August 11, 2025, 9:00 a.m. to August 31, 2025, 11:59 p.m.
3. It applies to goods and transactions in the online store www.R-GOL.com.
4. Information about the Promotion along with its Terms & Conditions is available on www.R-GOL.com.

§ 2. Definitions

1. Organizer – R-GOL Sp. z o. o., whose details are specified in § 1 sec. 1 of these Terms & Conditions.
2. "MEMBER DAYS" Promotion – a promotional campaign organized by the Organizer under the terms and conditions specified in this document.
3. Terms & Conditions – this document which defines the rules and conditions of participation in "MEMBER DAYS".
4. Participant – a customer of the online store www.R-GOL.com acting as a consumer or a natural person conducting business who makes a purchase unrelated to their business activity, **provided that they are logged into their account and enrolled in the R-Team loyalty program**. A participant cannot be someone using the R-GOL.pro Program.

§ 3. Conditions and Rules for Participation in the "MEMBER DAYS" Promotion

1. Any Participant may take part in the "MEMBER DAYS" Promotion. The promotion does not include brick-and-mortar stores.
2. A 25% discount applies to selected products and is calculated based on the recommended retail price (RRP). To use the promotion, enter the discount code at checkout.
Example of an RRP discount code:
You received a -25% RRP discount code and want to buy football boots.
Recommended Retail Price (RRP): €120
Current product price: €110
Your discount: €120 × 25% = €30
Price after discount: €120 – €30 = €90
3. Only products assigned to the "MEMBERDAYS" (www.r-gol.com/en/memberdays) category participate in the promotion. All other products available in the online store www.R-GOL.com, including products labeled "EXCLUSIVE" and "SALE" are excluded from this promotion. Additionally, the minimum order value (before applying the discount code) must be at least **70 EUR**.
4. To use the promotion, the Participant must enter the discount code "MEMBERDAYSEN" before completing the purchase. The codes are placed on the www.R-GOL.com website in the campaign description.

5. A Participant may use the “**MEMBER DAYS**” Promotion multiple times during its validity period, provided that each time the conditions specified in the Terms & Conditions are met.
6. Products may be returned according to the applicable return policy.
7. The “**MEMBER DAYS**” Promotion cannot be combined with other promotions, discount codes, or points from the R-Team program.
8. The Organizer reserves the right not to apply the discount pursuant to § 3 sec. 3 of the Terms & Conditions if the Participant does not fulfill all requirements set forth herein.

§ 4. Complaints

1. Any complaints concerning the conduct of the Promotion should be submitted in writing to the Organizer’s address or by email to support@R-GOL.com, with the note “Complaint,” within 14 days from the occurrence of the basis for the complaint, but no later than 7 days after the Promotion ends. The decisive date is the date of receipt by the Organizer. Complaints submitted after this time will not be considered.
2. The complaint must include the Participant’s first and last name, full address, email, order number, as well as a detailed description and justification of the complaint and the content of the request.
3. The Organizer will handle complaints within 14 days from the date of receipt and will inform the Participant of the outcome by postal mail or email (depending on how the complaint was submitted). Timely dispatch of the response is considered compliance.
4. The Organizer may require additional statements from the Participant to substantiate the complaint.
5. If the complaint procedure is exhausted and the Participant does not choose out-of-court dispute resolution methods referred to in § 9 of the R-GOL.com Terms, any disputes will be resolved by the competent common court.

§ 5. Final Provisions

1. These Terms & Conditions are the sole document defining detailed rules of the “**MEMBER DAYS**” Promotion.
2. By participating in the Promotion, the Participant confirms acceptance of these Terms & Conditions.
3. The data controller of Participants’ personal data is the Organizer; full information on data processing is available in the Privacy Policy at www.r-gol.com/en/info/r-gol-privacy-policy.
4. The Organizer reserves the right to amend these Terms & Conditions at any time. Amendments may be introduced to comply with applicable law, prevent abuse, for security reasons, in connection with new technological solutions in the Store, to improve customer privacy protection, or for editorial changes. However, amendments cannot infringe on rights already acquired by Participants.
5. Matters not regulated herein shall be governed by generally applicable Polish law, in particular the Civil Code.
6. These Terms & Conditions come into force on August 11, 2025 and apply to agreements concluded during the Promotion period.
7. The Organizer reserves the right to withdraw the “**MEMBER DAYS**” Promotion before the date specified in § 1 sec. 2. Exercising this right will not affect the validity of agreements concluded under these Terms & Conditions.

