

BLACK WEEKEND PROMOTION TERMS AND CONDITIONS

§ 1. General Information

1. The organizer of the "BLACK WEEKEND" promotion is R-GOL Sp. z o.o., with its registered office at Górką 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 November 29, 2024 to December 1, 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 WEEKEND, 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 WEEKEND.
4. Participant – A customer of the online store www.R-GOL.com/en/ or one of the physical stores, who is a consumer or an individual entrepreneur making a purchase unrelated to their business activity. Participants cannot include individuals using the R-GOL Pro Program.

§ 3. Conditions and Rules for Participation in BLACK WEEKEND

1. Any Participant can take part in BLACK WEEKEND.
2. The promotion applies to products marked with the "code: EXTRA15" flag.
3. The final price of all products covered by the Promotion will be reduced by 15% provided the discount code is entered in the cart in the "Use discount code" field.
4. The promotion excludes the possibility of paying for the order with R-TEAM points.
5. The Participant can participate in BLACK WEEKEND multiple times during its duration, provided that the conditions set forth in the Terms and Conditions are met each time.
6. 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>).
7. The Organizer allows the return of products purchased in BLACK WEEKEND in stationary stores in accordance with the current return policy (<https://www.r-gol.com/en/info/exchanges-returns-r-gol>).

7. BLACK WEEKEND 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 WEEKEND 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 WEEKEND. 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 WEEKEND" campaign.
2. By participating in BLACK WEEKEND, 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 WEEKEND 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 Regulations enter into force on 29 November 2024 and apply to contracts concluded during the BLACK WEEKEND promotion.
7. The Organizer reserves the right to withdraw BLACK WEEKEND 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.