

1. The concreteremover.co.uk store is run by the company:

Benybard Ltd

35 Whinmoor Crescent

LS14 1NJ

LEEDS

+44 7599 410185

hereinafter referred to as the "Seller".

2. The buyer in the concreteremover.co.uk store can be an adult who has full legal capacity to conclude contracts for the purchase of goods and services. Registration in the store is voluntary and free. Orders can be placed around the clock.

3. The information contained on the store's website does not constitute an offer of the Seller within the meaning of the Civil Code but is only an invitation for Buyers to submit offers to conclude a sales contract. Placing an order in the concreteremover.co.uk store constitutes the Buyer's submission of an offer to conclude a contract for the sale of goods. After placing the order the Seller sends the Buyer an e-mail containing the order confirmation. The order processing process begins after the payment for the goods has been credited to the Seller's account. The purchased goods are sent to the address provided by the Buyer in the order form within 2-3 business days from the time the payment is credited.

4. If the Buyer finds that the goods do not match he should send a letter to the Seller's address describing the non-compliance and containing expectations as to the fulfillment of the obligation.

5. Within 14 days of receiving the ordered goods the Buyer has the right to withdraw from the contract without giving reasons according to the general principles arising from the provisions on the conclusion of distance contracts. The desire to return the goods should be reported to [uk@concreteremover.co.uk](mailto:uk@concreteremover.co.uk) or by phone by calling +44 7599 410185 to the Customer Service Office located at 35 Whinmoor Crescent, LS14 1NJ, LEEDS.

6. New products are covered by the Sales Agreement. The Seller is obligated to provide the Customer with a product free from defects. In the event of a defect in the goods purchased from the Seller the Buyer has the right to make a complaint based on the warranty regulations in the Civil Code. Complaints should be submitted in writing or by e-mail to the address of the Seller provided in these Regulations. The Seller shall respond to the complaint request immediately and if the Buyer is a Consumer - no later than within 14 days. If the Buyer is a Consumer and the Seller does not respond to the request complaint within 14 days it is considered that the Buyer's request was justified. Goods returned under the complaint procedure should be sent to the Seller's address provided in these Regulations. If a warranty has been granted on the Product information about it as well as its content will be included in the description of the Product in the Store.

7. The prices of goods are gross prices expressed in the Polish currency and do not include shipping costs. The Customer is always informed of the shipping costs when placing the order.

8. The Seller undertakes to protect personal data in accordance with the Personal Data Protection Act of 29.08.1997 (Journal of Laws No. 133, item 883) and the Act of declaring electronic services (Journal of Laws No. 144, item 1204). The Buyer by providing his personal data when placing the order consents to their processing for the purpose of the contract. The Buyer has the right to view, modify and delete his personal data. More detailed information on the Privacy Policy can be found in the separate tab "Privacy Policy". 9. Registered Buyers will be notified by e-mail each time of any change to the regulations resulting from the need to adapt it to the current legal status. Information on the scope of changes will be sent to the e-mail address provided by the Buyer during registration at least 30 days before the new regulations enter into force. The currently binding version of the regulations is available in the "Regulations" tab. During the execution of the order and in the after-sales period (one year from the date of purchase in the event of non-compliance of the goods with the contract) the Buyer shall be bound by the regulations accepted by him when placing the order.

10. The Seller provides the Buyer with the correct operation of the online store in the following browsers: Chrome version 10 or newer Firefox version 3 or newer Safari with current version of JAVA and Flash installed on screens with horizontal resolution above 1024 px.

11. In matters not regulated by these regulations the relevant provisions of the Civil Code and the Act on the protection of certain consumer rights shall apply.