

Online Store Terms and Conditions

Effective from: 2026-05-04

These Terms and Conditions set out the rules for using the Online Store, placing orders, concluding sales contracts, delivery, payment, complaints, and withdrawal from contracts.

These Terms and Conditions do not exclude or limit any rights of Consumers or Privileged Customers under mandatory law. If any provision conflicts with mandatory law, the mandatory provision prevails.

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1. General provisions and definitions

1. The online store Velmodo, available at <https://velmodo.com>, is operated by Just Buy S.C., with its registered office at ul. Kalwaryjska 69/9 30-504 Kraków, Polska, NIP: 6793285301, REGON: 527146187, service address: Just Buy S.C. ul. Kalwaryjska 69/9 30-504 Kraków, Polska, e-mail: info@velmodo.com, phone: + 48 666-671-631.

2. The Seller operates as a Polish civil law partnership (spolka cywilna).

1. For this legal form, the KRS number, share-capital details, and BDO number do not apply.

3. These Terms and Conditions apply to:

1. Consumers,
2. Privileged Customers,
3. business customers (B2B).

4. Sales are currently carried out only within the territory of the Republic of Poland.

5. The Seller may expand sales to other countries in the future. Information on available delivery countries, costs, currencies, and any additional conditions will be shown in the Store before the Order is placed.

6. Definitions:

1. Business Day - Monday to Friday, excluding public holidays.
2. Order Form - an electronic service that allows placement of an Order.
3. Customer - an entity placing an Order or concluding a Sales Contract with the Seller.

4. Consumer - a natural person entering into a legal act with a trader which is not directly related to that person's business or professional activity.
5. Privileged Customer - a natural person concluding a contract directly related to that person's business activity, where the contract shows that it is not of a professional nature for that person.
6. Account - an electronic service allowing, among other things, storage of Customer data and Order history.
7. Product - a movable item offered in the Online Store, including clothing, clothing accessories, and, where offered, underwear or similar products.
8. Terms and Conditions - this document.
9. Seller / Service Provider - the entity indicated in section 1.1.
10. Sales Contract - a distance sales contract concluded between the Customer and the Seller via the Online Store.
11. Electronic Service - a service provided electronically by the Service Provider.
12. Order - a declaration of intent by the Customer aimed directly at concluding a Sales Contract.

2. Electronic services and technical requirements

1. The following Electronic Services are available in the Store:

1. Account,
2. Order Form.

2. Account:

1. creating an Account requires completion of the registration form and confirmation of the e-mail address,
2. the service is provided free of charge for an indefinite period,
3. the Service User may delete the Account at any time by sending a request to: info@velmodo.com.
4. If two-factor authentication (2FA) is available for the Account, the Service User should enable it and keep login credentials and recovery codes confidential, exercising due care.

3. Order Form:

1. starts when the first Product is added to the cart,
2. ends when the Order is successfully placed or when the checkout process is abandoned.

4. Technical requirements:

1. a device with Internet access,
2. an active e-mail account,
3. an up-to-date browser supporting JavaScript and cookies.

5. The Service User must use the Store in compliance with law and good practice, in particular by:

1. refraining from posting unlawful content,
2. refraining from actions that compromise Store security,
3. providing accurate data.

6. Complaints regarding Electronic Services may be submitted:

1. in writing to: Just Buy S.C. ul. Kalwaryjska 69/9 30-504 Kraków, Polska,
2. by e-mail to: info@velmodo.com.

7. The Seller responds to complaints regarding Electronic Services without undue delay and no later than

within 14 calendar days of receipt.

3. Placing orders and conclusion of the sales contract

1. Information presented in the Store (including Product descriptions and prices) constitutes an invitation to conclude a contract within the meaning of Article 71 of the Polish Civil Code.
2. The Customer places an Order via the Order Form after adding Products to the cart, selecting delivery and payment methods, and clicking the final purchase button marked with an unambiguous phrase (e.g. "Order and pay").
3. Before placing an Order, the Customer receives all information required by law, in particular regarding:
 1. the main characteristics of the service,
 2. the total price including taxes,
 3. delivery costs and other costs,
 4. the method and timeline of performance,
 5. the complaint procedure,
 6. the right of withdrawal and exceptions,
 7. the contract duration (if applicable),
 8. functionality and interoperability of goods with digital elements (if applicable).
4. After an Order is placed, the Seller sends to the provided e-mail address:
 1. confirmation of receipt of the Order,
 2. confirmation that the Order has been accepted for processing.
5. The Sales Contract is concluded when the Customer receives confirmation that the Order has been accepted for processing.
6. The Seller may refuse to accept an Order for processing only for valid reasons, e.g. Product unavailability, obvious technical error in price/description, lack of payment within the required timeline, or incorrect data preventing fulfillment. In such case, the Seller will promptly notify the Customer and refund all amounts paid.
7. The content of the Sales Contract is recorded and made available to the Customer by:
 1. publishing these Terms and Conditions on the website,
 2. sending a confirmation e-mail.
8. The Seller documents the sale with a receipt or, at the Customer's request, a VAT invoice.
9. If the Customer does not select a VAT invoice, the sale is documented with a receipt.
10. If the e-receipt service is active in the Store and operates correctly, the Seller may issue and send an e-receipt to the e-mail address provided with the Order.
11. The Customer is responsible for providing a correct, current, and accessible e-mail address and for ensuring the ability to receive messages (in particular, no mailbox blocks, no full mailbox, and proper spam-filter configuration).
12. If issuing or sending an e-receipt is not possible due to technical or organizational reasons, the Seller will issue and provide proof of purchase in another legally permitted form.
13. In cases required by law and subject to technical availability, an invoice may be issued or made available via the National e-Invoice System (KSeF).
14. If KSeF is unavailable (including outages or technical interruptions), the invoice may be issued outside KSeF in accordance with applicable law.

4. Prices, promotions and discounts (Omnibus)

1. Product prices shown in the Store are gross prices (including taxes) and are expressed in PLN, unless another currency is clearly indicated.
2. Whenever a price reduction is announced, the Seller displays - next to the promotional price - the lowest price of that Product applied during the 30 days preceding the reduction, in accordance with pricing information regulations.
3. If a Product has been offered for less than 30 days, the lowest price from the beginning of the offering period is displayed next to the promotional price.
4. Terms of promotions (including discount codes, "2+1", "second item cheaper", cart thresholds, and sales campaigns) are specified in the terms of each promotion available in the Store.
5. In the event of a partial return of an Order covered by a conditional promotion, the Seller may recalculate the discount settlement in accordance with the clear rules of that promotion, subject to mandatory consumer law.
6. Product information:
 1. The Seller exercises due care to ensure that Product descriptions, parameters, photos, and prices are correct.
 2. Minor color differences may occur due to Customer device screen settings; this does not exclude the Seller's liability for lack of conformity.
 3. Size charts are for guidance only and do not replace individual fit assessment.
7. If the Product status is other than "new" (e.g. new without tag, new with defect, used), that status is clearly indicated on the product page.
8. If photos or descriptions are created or modified using AI tools, this is indicated on the product page or category description.

5. Payments

1. The Seller provides the following payment methods:
 1. traditional bank transfer to the Seller's account: 60 1140 2004 0000 3802 8436 7001,
 2. electronic payments (including pay-by-link, BLIK, payment cards, Google Pay, Apple Pay) - if currently available during checkout.
2. Online payments are processed by PayNow (mElements S.A.), in accordance with the operator's terms.
3. For payment methods processed via a payment link, shorter payment time limits may apply based on the payment operator's settings (e.g. 15 minutes).
4. The payment moment is deemed to be successful transaction confirmation by the payment operator or crediting of the Seller's bank account.
5. If payment is not made within 2 calendar days from conclusion of the Sales Contract, the Seller may cancel the Order and inform the Customer.
6. The Seller is not liable for interruptions in payment-operator systems beyond the Seller's control.

6. Delivery

1. Delivery is carried out within Poland unless additional delivery countries are made available during checkout.
2. Available delivery methods and costs are shown in the cart and before the Order is placed.
3. The indicative dispatch time is up to 7 Business Days, unless a different timeframe is stated on the product

page.

4. Delivery time after dispatch depends on the carrier and is usually 1-5 Business Days.

5. For Orders containing Products with different fulfillment times, the longest indicated timeframe applies.

6. If Order fulfillment becomes impossible (e.g. permanent out-of-stock), the Seller promptly informs the Customer and refunds amounts paid.

7. Risk of accidental loss or damage passes to the Consumer/Privileged Customer when the Product is handed over to that Consumer/Privileged Customer.

7. Lack of conformity and complaints

1. The Seller must deliver a Product that conforms to the Sales Contract.

2. In relations with Consumers and Privileged Customers, the Seller's liability is based on lack of conformity under the Consumer Rights Act.

3. The Seller is liable for lack of conformity discovered within 2 years from delivery, unless a longer shelf-life or durability period has been specified for a Product.

4. Complaints may be submitted:

1. in writing to: Just Buy S.C. ul. Kalwaryjska 69/9 30-504 Kraków, Polska,

2. by e-mail: info@velmodo.com,

3. via the form: Complaints and returns.

5. It is recommended that a complaint includes: Customer details, Order number, description of non-conformity, date discovered, and requested resolution.

6. Missing elements listed in section 7.5 do not prevent complaint handling if the data necessary to process the complaint can still be established.

7. The Consumer/Privileged Customer may request:

1. repair or replacement,

2. price reduction or withdrawal - in cases provided by law.

8. The Seller may carry out replacement instead of repair, or repair instead of replacement, if the method selected by the Customer is impossible or would involve excessive cost.

9. The Seller responds to complaints by Consumers/Privileged Customers within 14 calendar days of receipt.

10. If a complaint is accepted, the Seller bears the costs of collection, delivery, dismantling, and reinstallation (if applicable) to the extent required by law.

11. Any warranty (if granted) is an additional right and does not exclude, limit, or suspend rights arising from lack of conformity.

12. Products offered in the Store may be covered by a manufacturer's warranty or Seller's warranty, if granting of a warranty is clearly indicated for the Product or attached to it.

13. The scope of warranty coverage, warranty period, claim process, and Customer rights under warranty are defined in the warranty statement (warranty card, manufacturer's warranty terms, or Seller's warranty terms).

14. If no warranty information is provided for a Product, it is deemed not to be covered by a separate contractual warranty.

8. Right of withdrawal and returns

1. A Consumer and a Privileged Customer who concluded a distance contract may withdraw from the contract within 14 days without giving a reason.

2. The deadline is met if the withdrawal statement is sent before the period expires.
3. The withdrawal statement may be submitted:
 1. in writing to: Just Buy S.C. ul. Kalwaryjska 69/9 30-504 Kraków, Polska,
 2. by e-mail: info@velmodo.com,
 3. via return form: Complaints and returns.
4. The Seller promptly confirms receipt of the withdrawal statement on a durable medium (e-mail).
5. The withdrawal period is calculated in accordance with the Consumer Rights Act, in particular from the date the Consumer (or a designated third party other than the carrier) takes possession of the Product.
6. If withdrawal is made, the Seller refunds all payments received from the Consumer, including the cost of the cheapest ordinary delivery method offered in the Store (if applicable), no later than 14 days from receiving the withdrawal statement.
7. The Seller refunds using the same payment method used by the Consumer, unless the Consumer expressly agrees to another method at no extra cost.
8. The Seller may withhold the refund until receiving the Product or proof of return shipment, whichever occurs first.
9. The Consumer must return the Product without undue delay and no later than 14 days from withdrawal to: Just Buy S.C. ul. Zabłocie 21/167 30-701 Kraków, Polska. The deadline is met if the Product is sent before it expires.
10. Direct return shipping costs are borne by the Consumer, unless the Seller agreed to bear them or failed to inform the Consumer of that obligation.
11. The Consumer is liable for any diminished value resulting from use beyond what is necessary to establish the nature, characteristics, and functioning of the Product.
12. For clothing and clothing accessories, this means the Consumer may try on and assess the Product, but should not use it beyond ordinary inspection (e.g. wearing outside the home, washing, permanent stains, intense odors, material damage).
13. Absence of original packaging or tags does not in itself remove the right of withdrawal, but may affect assessment of diminished value if it reduces resaleability.
14. In case of partial withdrawal, the refund amount includes the price of returned Products, taking into account settlement rules for applied promotions and discount codes.
15. Exceptions to the right of withdrawal apply only in cases specified by law, in particular:
 1. non-prefabricated Products made to the Consumer's specification or serving individualized needs (e.g. personalized embroidery, print, custom tailoring - if such options are offered);
 2. sealed Products that are not suitable for return for health-protection or hygiene reasons after unsealing, if unsealed after delivery (e.g. selected underwear or hygiene products - only where the Product was actually sealed and this was communicated before purchase).
16. The Seller does not apply withdrawal exceptions beyond the scope permitted by law.
17. A model withdrawal form is included in Annex 2 to the Consumer Rights Act.
18. The online withdrawal form is available at: </en/return-form>. The PDF version is available on the "Complaints and returns" page.

9. Product reviews and user content

1. A Customer may voluntarily and free of charge submit a review of a Product or the purchase process.
2. If the Store presents reviews as coming from customers who purchased a Product, the Seller informs users

about the review-verification method.

3. The basic verification method is linking a review invitation to a specific Order.
4. Review verification procedure:
 1. after Order completion, the Customer may receive an individual review link (token) assigned to a specific Order or Product,
 2. reviews submitted via that link are marked as "Verified purchase review",
 3. reviews submitted without Order linkage (if this functionality is available) are marked as "Unverified purchase review" or are not published.
5. The Seller publishes both positive and negative reviews, subject to moderation of unlawful content or content violating these Terms.
6. If a review is created within advertising cooperation, ambassador programs, product testing, or any other reciprocal-benefit arrangement, it is clearly labeled as a "sponsored review" or with an equivalent unambiguous label.
7. Publishing unlawful content or content infringing personal rights, copyright, or other third-party rights is prohibited.
8. The Seller may moderate or remove unlawful content, including reviews that violate law or these Terms.
9. The review author may request deletion by contacting: info@velmodo.com.
10. If the Store allows users to add other content (e.g. comments, photos, UGC materials), moderation principles and procedures required by DSA also apply, to the extent adequate to the service model.

10. Provisions for business customers (B2B)

1. This section applies only to Customers who are entrepreneurs and do not benefit from protection provided for Consumers and Privileged Customers.
2. In B2B relations, the Seller's statutory warranty liability may be excluded under Article 558 section 1 of the Civil Code - it is hereby excluded.
3. The Seller's liability towards a B2B Customer for non-performance or improper performance is limited to the amount actually paid for a given Order and delivery cost, excluding lost profits, provided this limitation does not apply to intentionally caused damage.
4. The Seller may apply separate payment conditions to B2B Customers, including prepayment.
5. Disputes with B2B Customers shall be resolved by the court having territorial jurisdiction over the Seller's registered office.

11. Personal data, newsletter and electronic marketing

1. The personal data controller is the Seller.
2. Rules of personal-data processing, including purposes, legal bases, retention periods, and data-subject rights, are described in the Privacy Policy: [Privacy Policy](#).
3. Information on cookies and similar technologies is available in the Privacy Policy and in the cookie consent banner/settings panel (CMP).
4. For account security, the Seller may provide additional protection mechanisms (including 2FA and recovery codes); detailed rules on related data processing are described in the Privacy Policy.
5. Newsletter and electronic marketing communications are carried out only on the basis of prior user consent where required by law.
6. Marketing consent is voluntary and may be withdrawn at any time, without affecting the lawfulness of

processing performed before withdrawal.

7. Consent may be withdrawn in particular by:

1. clicking the unsubscribe link in a message,
2. contacting: info@velmodo.com.

8. The newsletter service is provided electronically, free of charge, for an indefinite period, until the user unsubscribes or the Seller discontinues the service.

9. Subscription to the newsletter is made via a form available in the Service and through active user action confirming the wish to receive marketing communications.

10. The newsletter may include commercial information, marketing content, updates on promotions, new collections, and special offers of the Seller.

11. The user may unsubscribe from the newsletter at any time, without giving reasons and without any costs.

12. Complaints concerning the newsletter service may be submitted to: info@velmodo.com. The complaint rules for Electronic Services under these Terms apply accordingly.

12. Out-of-court dispute resolution

1. A Consumer may use out-of-court complaint handling and redress methods, including:

1. applying to a permanent consumer arbitration court,
2. filing an application to the Provincial Inspector of Trade Inspection,
3. using assistance from a municipal or district consumer ombudsman.

2. Detailed information is available on the UOKiK website: uokik.gov.pl.

3. ADR contact point at the President of UOKiK: phone +48 22 55 60 333, e-mail: kontakt.adr@uokik.gov.pl.

4. The EU ODR platform was discontinued with effect from July 20, 2025. Current list of ADR entities in the EU: consumer-redress.ec.europa.eu/dispute-resolution-bodies.

13. Amendments and final provisions

1. Contracts concluded via the Store are concluded in Polish.

2. The Seller may amend these Terms for valid reasons, in particular:

1. changes in legal provisions,
2. changes in payment or delivery methods,
3. Store functionality changes requiring updates to service rules.

3. Sales Contracts concluded before new Terms enter into force are governed by the Terms in force on the date of contract conclusion.

4. In the case of continuous services (e.g. Account), the Customer will be informed of changes at least 14 days in advance.

5. The Seller maintains an archive of Terms versions.

6. Matters not regulated herein are governed by Polish law, in particular:

1. the Civil Code,
2. the Consumer Rights Act,
3. the Act on provision of electronic services,
4. the Act on informing about prices of goods and services,
5. GDPR,

6. the Electronic Communications Law,
7. other applicable generally binding provisions.

Useful information

Store: <https://velmodo.com>

Complaints and returns: [open page](#)

Privacy policy: [view](#)

E-mail: info@velmodo.com

Service/return address: Just Buy S.C. ul. Kalwaryjska 69/9 30-504 Kraków, Polska