

The contract between the Buyer and the Seller may be concluded in two different ways.

Before placing an order the Buyer is entitled to negotiate any provisions of the contract with the Seller, including those amending the provisions of the following regulations. Such negotiations should be made in writing and sent to the Seller's address (Foundation "Light from Leaders" with its seat in Niegoszowice, 83 Lipowa Street, 32-064 Niegoszowice).

If the Buyer chooses not to exercise the right to conclude an agreement through individual negotiations, the following rules and relevant provisions of law shall apply.

LIGHT FROM LEADERS STORE RULES

§ 1 Definitions

1. The Personal Data Controller:

Foundation „Light from Leaders”

83 Lipowa Street

32-064 Niegoszowice

NIP: 9442253783, KRS 0000657870

- 2. Postal address** - name or name of the institution, location in the locality (in the case of a locality divided into streets: street, building number, apartment or premises number; in the case of a locality not divided into streets: name of the locality and property number), postal code and locality.

3. Complaints consideration address:

Foundation „Light from Leaders”

83 Lipowa Street

32-064 Niegoszowice

NIP: 9442253783, KRS 0000657870

- 4. Delivery price list** - available methods of delivery of physical products are described on the pages of the Store and are presented to the Buyer at the stage of placing an order.

- 5. Ebook** - a book available in electronic form (PDF, MOBI, EPUB files or in other formats). Ebooks may be delivered only in the form of digital files to be downloaded to the Customer's device (personal computer, smartphone, tablet, e-book reader). Ebooks terms and conditions shall constitute Appendix No 1 to these Rules.

6. Contact details:

Foundation „Light from Leaders”

83 Lipowa Street

32-064 Niegoszowice

NIP: 9442253783, KRS 0000657870

e-mail: office@lightfromleaders.com

7. **Personal data** - any information relating to an identified or identifiable natural person. Information shall not be regarded as identifiable unless the identification requires an unreasonable amount of time, cost and manpower.
8. **Sensitive data** – any personal data revealing racial or ethnic origin, political opinions, religious or philosophical beliefs, religious party or union affiliation, data concerning health and the genetic data, addictions or data concerning a natural person's sex life, personal data relating to criminal convictions and offences, criminal judgments and fines, as well as other decisions made in judicial or administrative proceedings.
9. **Delivery** – available methods of delivery of products are described on the pages of the Store and are presented to the Buyer at the stage of placing an order.
10. **Proof of purchase** - an invoice, bill or receipt issued in accordance with the Value Added Tax Act of March 11, 2004 (Journal of Laws of 2022 No. 931 as amended) and other applicable laws.
11. **Product card** - a single sub-page of the Store containing information about a single product.
12. **Customer** - an adult person with full legal capacity, a legal person or an organizational unit without legal personality but with legal capacity, making a purchase at the Seller's directly related to its business or professional activity.
13. **Civil Code** - the Civil Code Act of April 23, 1964 (Journal of Laws of 2022 No. 1360 as amended).
14. **Code of Good Practices** - a set of rules of conduct, and in particular ethical and professional standards, referred to in Article 2 item. 5 of the Act on Counteracting Unfair Market Practices of August 23, 2007, (Journal of Laws of 2017 No. 2070 as amended).
15. **Consumer** - an adult natural person with full legal capacity, making a purchase from the Seller not directly related to his/her business or professional activity.
16. **Shopping cart** - a list of products compiled from the products offered in the store based on the Buyer's choices.
17. **Buyer** - both Consumer and Customer.
18. **Place of release of items** - the postal address or collection point indicated in the order by the Buyer.
19. **Moment of release of the item** - the moment when the Buyer or a third party indicated by him for collection takes possession of the item.
20. **The European Online Dispute Resolution (ODR)** - platform provided by the European Commission operating under Regulation (EU) No 524/2013 of the European Parliament and of the Council of 21 May 2013 on online dispute resolution for consumer disputes and amending Regulation (EC) No 2006/2004 and Directive 2009/22/EC (Regulation on consumer ODR) and available at <https://webgate.ec.europa.eu/odr>
21. **Payment** - the method of payment for the subject of the contract and delivery are presented to the Buyer at the stage of order placement.
22. **Authorized entity** - an entity entitled to out-of-court resolution of consumer disputes within the meaning of the Act on Out-of-Court Resolution of Consumer Disputes of September 23, 2016 (Journal

of Laws of 2016 No. 1823 as amended).

23. **Privacy Policy** - the rules for the processing of personal data of Buyers by the Data Administrator, the rights of Buyers and the obligations of the Data Administrator, which can be found at: <https://lightfromleaders.com/wp-content/uploads/2020/11/LFL-PRIVACY-POLICY.pdf>
24. **Consumer Law** - the Consumer Rights Act of May 30, 2014 (Journal of Laws of 2020 No. 287 as amended).
25. **Product** - the minimum and indivisible quantity of things that can be the subject of an order, which is given in the Seller's store as a unit of measurement when determining its price (price/unit).
26. **Subject of the contract** - products and delivery that are the subject of the contract.
27. **Subject of performance - the Subject of the contract.**
28. **Collection point** - the place of delivery of the item that is not a postal address, listed in the summary provided by the Seller in the store
29. **OCCP Register** – Office of Competition and Consumer Protection (“OCCP”) Register of the authorised entities maintained by OCCP on the basis of the Act on Out-of-Court Resolution of Consumer Disputes of September 23, 2016 (Journal of Laws of 2016 No. 1823 as amended) and available at: https://uokik.gov.pl/rejestr_podmiot_uprawnionych.php
30. **GDPR** - Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation) (
31. **Goods** – goods of which supplying are the object of a contract.
32. **Store** – Internet service available at <https://lightfromleaders.com>, through which the Buyer can place an order.
33. **Seller:**

Foundation „Light from Leaders”

83 Lipowa Street

32-064 Niegoszowice

NIP: 9442253783,

registered in the National Court Register under the number KRS: 0000657870

BANK ACCOUNT: 35 2490 0005 0000 4530 1774 8803

34. **System** - a set of cooperating information technology equipment and software, providing processing and storage, as well as sending and receiving data through telecommunications networks by means of a terminal device appropriate for the type of network, commonly referred to as the Internet.
35. **Time of delivery** - the number of hours or working days specified on the product card.
36. **Contract** - a contract concluded off-premises or at a distance within the meaning of the Consumer

Rights Act of May 30, 2014 for Consumers and a contract of sale within the meaning of Article 535 of the Civil Code Act of April 23, 1964 for Buyers.

- 37. Defect** - both a physical defect and a legal defect.
- 38. Physical defect** - The non-conformity of the sold thing with the contract, and in particular if the thing:
- it does not have the properties that a thing of this kind should have due to the purpose specified in the contract or resulting from the circumstances or purpose;
 - it does not have the properties of which the Seller assured the Consumer of its existence,
 - is not suitable for the purpose about which the Consumer informed the Seller at the conclusion of the contract, and the Seller has not raised any objection to such purpose;
 - it has been delivered to the Consumer in an incomplete condition;
 - if it has been incorrectly assembled and started up, if these actions have been performed by the Seller or a third party for whom the Seller is responsible, or by the Consumer who followed the instructions received from the Seller;
 - it does not have the property that was assured by the manufacturer or his representative or the person who places the thing on the market in the scope of his business activity and the person who, by placing his name, trademark or other distinctive sign on the sold thing, presents himself as the manufacturer, unless the Seller did not know or, judging reasonably, could not know these assurances or they could not have influenced the Consumer's decision to conclude the contract, or if their content was corrected before the conclusion of the contract.
- 39. Legal defect** – the situation when the thing sold is owned by a third party or is encumbered by a right of a third party, as well as if the restriction on the use or disposal of the thing results from a decision or ruling of a competent authority.
- 40. Order** - a declaration of intent of the Buyer made through the store, specifying unambiguously: the type and quantity of products; type of delivery; type of payment; place of delivery of items, Buyer's data and aimed directly at concluding a contract between the Buyer and the Seller.

§ 2 General conditions

- The contract shall be concluded in the Polish language, in accordance with Polish law and these Regulations.
- The place of delivery of items must be in the territory of the Republic of Poland.
- The Seller is obliged and undertakes to provide services and deliver items free from defects.
- All prices quoted by the Seller are expressed in Polish currency and are gross prices (include VAT). Product prices do not include the cost of delivery, which is specified in the delivery price list. If the Customer is not obliged to pay VAT (for example his residence is outside of the EU), he shall contact the Seller before placing the Order in order to apply the correct VAT amount or to check the Seller's eligibility to sell to the Customer's country.

5. All time limits are calculated in accordance with Article 111 of the Civil Code, i.e. the term specified in days ends with the expiration of the last day, and if the beginning of the term specified in days is a certain event, the day on which this event occurred shall not be taken into account in calculating the term.
6. Confirmation, access, recording, securing of all material provisions of the contract for future access to such information shall be in the form of:
 - a. confirmation of the order by sending to the indicated e-mail address with the order number, after its payment of the invoice, after sending the object of the order the shipping number.
7. The Seller shall inform about known guarantees provided by third parties for products in the store.
8. The Seller does not charge any fees for remote communication, and the Buyer shall bear the costs thereof in the amount resulting from the contract he has concluded with remote communication service provider.
9. The Seller ensures the correct operation of the store in the following browsers: IE version 7 or later, FireFox version 3 or later, Opera version 9 or later, Chrome version 10 or later, Safari with the latest versions of JAVA and FLASH installed, on screens with horizontal resolution above 1024 px. The use of third-party software affecting the operational capacity and functionality of Internet Explorer, FireFox, Opera, Chrome, Safari browsers may affect the correct display of the store, so in order to obtain full functionality of the <https://lightfromleaders.com> store, you should disable them all.
10. The Seller complies with the Code of Good Practice.
11. The Buyer shall:
 - a) not to provide or transmit content prohibited by law, e.g. content that promotes violence, defames or violates personal rights and other rights of third parties,
 - b) use the store in a non distorting manner, in particular through the use of specific software or devices,
 - c) not undertake actions such as: sending or submitting to the Store trade information that has not been ordered (spam),
 - d) use the store in a non-offensive way for other Buyers and for the Seller,
 - e) use any content on the web-side of the Store only for his own personal use,
 - f) use of the store in a manner consistent with the provisions of the law in force on the territory of the Republic of Poland, the provisions of the Regulations, as well as with the general principles of netiquette.

§ 3 Conclusion and performance of a contract

1. Orders can be placed 24 hours a day.
2. To place an order the following steps should be taken, some of which may be repeated several times:
 - a. adding a product to the shopping cart;
 - b. selecting the type of delivery;

- c. selecting the type of payment;
 - d. choosing the place of delivery of the item;
 - e. placing an order in the store by using the "Order and pay" button.
3. The performance of the order when cash on delivery option is chosen shall be carried out immediately; the order paid by bank transfer or through an electronic payment system is performed after the Consumer's payment is credited to the Seller's account, which should be done within 30 days of placing the order, unless the Consumer was unable to fulfil the performance without any fault on his part and informed the Seller about it.
 4. The contract between the Seller and the Customer is concluded at the moment of acceptance of the order by the Seller, of which he shall inform the Customer within 48 hours from the date of submission of the order.
 5. The performance of the order when cash on delivery option is chosen shall be carried out immediately; the order paid by bank transfer or through an electronic payment system is performed after the Customer's payment is credited to the Seller's account.
 6. The performance of the Customer's order may be subject to payment in full or in part of the value of the order or obtaining a trade credit limit of at least the value of the order or the Seller's consent to send an order on delivery (cash on delivery option).
 7. The shipment of the sold products shall take place within the time limit specified on the product card, and for orders consisting of multiple products within the longest time limit of those specified on the product cards. The time limit begins to run when the order is processed.
 8. The sold products are shipped together with the sales document selected by the Buyer, by the type of delivery selected by the Buyer to the place of delivery of the item indicated by the Buyer in the order.

§ 4 Right of withdrawal from a contract

1. The Consumer, pursuant to Article 27 of the Consumer Law, has the right of withdrawal from a distance contract without giving any reason and without incurring costs, except for the costs specified in Article 33, Article 34 of the Consumer Law.
2. The withdrawal period is 14 days from the moment of delivery of the item, and in order to meet this deadline The Consumer must send the statement before the end date.
3. The Consumer may use either the Model withdrawal form which is attached as Appendix No. 2 to the Consumer Law or the form available at <https://lightfromleaders.com/formularz-zwrotu> or any other unequivocal statement setting out the decision to withdraw or in another form compatible with the Consumer Law.
4. The Seller shall immediately confirm to the Consumer by e-mail (provided at the conclusion of the contract and other if provided in the notice of withdrawal) receipt of the notice of withdrawal from the contract.

5. In the case of the withdrawal from a contract, the contract shall be considered not concluded.
6. The Consumer is obliged to return the item to the Seller immediately, but no later than 14 days from the date withdrawal from the contract. In order to meet this deadline one must send the item before the end date.
7. The Consumer shall send back the goods that are the subject of withdrawal at his own expense.
8. The Consumer shall not bear the cost of delivery of digital content which is not supplied on a tangible medium, if he has not consented to the performance before the expiry of the withdrawal period or has not been informed of losing his right of withdrawal at the time of giving such consent or the Seller has not provided confirmation in accordance with Article 15 (1) and Article 21 (1) of the Consumer Law.
9. The Consumer shall be liable for diminished value of the goods which are the subject of the contract resulting from the handling of the goods other than what is necessary to establish the nature, characteristics and functioning of the goods.
10. The Seller shall immediately, no later than within 14 days from receiving the notice of withdrawal, return to the Consumer all payments made by the Consumer, including the cost of delivery of the goods to the Consumer, and if the Consumer has chosen a delivery method other than the cheapest ordinary delivery method offered by the Seller, the Seller shall not return additional costs to the Consumer in accordance with Article 33 of the Consumer Law.
11. The Seller shall refund the payment using the same method of payment used by the Consumer, unless the Consumer has expressly agreed to a different method of payment that does not involve any costs for the Consumer.
12. The Seller may withhold reimbursement of the payment received from the Consumer until he receives the item back or the Consumer provides proof of its return, whichever event occurs first.
13. The Consumer in accordance with Article 38 of the Consumer Law is not entitled to withdraw from the contract:
 - a) in which the supply of goods or services for which the price is dependent on fluctuations in the financial market which cannot be controlled by the trader and which may occur within the withdrawal period;
 - b) in which goods are made to the consumer's specifications or clearly personalised;
 - c) concerning the supply of goods which are liable to deteriorate or expire rapidly;
 - d) concerning the supply of sealed goods which are not suitable for return due to health protection or hygiene reasons and were unsealed after delivery;
 - e) concerning the supply of goods which are, after delivery, according to their nature, inseparably mixed with other items;
 - f) concerning the supply of sealed audio or sealed video recordings or sealed computer software which were unsealed after delivery;

- g) concerning the supply of digital content which is not supplied on a tangible medium if the performance has begun with the Consumer's prior express consent and his acknowledgment that he thereby loses his right of withdrawal;
- h) concerning the supply of a newspaper, periodical or magazine with the exception of subscription contracts for the supply of such publications;

§ 5 Statutory warranty

1. The Seller, on the basis of Article 558 § 1 of the Civil Code, completely excludes liability to Customers under statutory warranty for physical and legal defects.
2. The Seller shall be liable to the Consumer under the terms of Article 556 of the Civil Code for defects (statutory warranty).
3. When the Buyer is a Consumer and a physical defect is detected within one year from delivery, it is assumed that it already existed when the risk passed to the Consumer.
4. In the case the delivered goods have defects, the Consumer may:
 - a. demand a price reduction;
 - b. withdraw from the contract;unless the Seller immediately and without excessive inconvenience for the Consumer replaces the goods with products free of defects or removes the defect. However, if the goods have already been replaced or repaired or the Seller has failed to replace the goods with products free of defects or remove the defect, the Seller is not entitled to have the goods repaired or replaced.
5. In lieu of the removal of the defect proposed by the Seller, The Consumer, may demand the replacement the goods with products free of defects or in lieu of the replacement the goods demand the removal of the defect, unless bringing consumer goods into conformity with the contract of sale in the manner chosen by the Consumer is impossible or would require excessive costs compared to the manner proposed by the Seller, When assessing the excessive costs is taken into account value of the goods in accordance with the order and the type and significance of the defect found, as well as the inconvenience to which otherwise the Consumer would be exposed.
6. The Consumer may not withdraw from the contract if the defect is insignificant.
7. In the case the delivered goods have defects, the Consumer may also:
 - a. demand replacement of the goods with products free of defects;
 - b. demand removal of the defect.
8. The Seller shall be obliged to replace the goods with products free of defects or remove the defect within a reasonable time without significant inconvenience to the Consumer.
9. The Seller may refuse to satisfy the demand of the Consumer if bringing goods into conformity with the contract of sale in the manner chosen by the Buyer is impossible or in comparison with the other possible way to bring it into conformity with the contract would require excessive costs.
10. If the defective thing has been assembled, the Consumer may demand from the Seller to remove the

defective goods and install the replacement goods, but he shall bear a part of the related costs exceeding the price of the goods or he may demand from the Seller to pay a part of the costs of removing the defective goods and installing the replacement goods, up to the amount of the price of the sold goods. If the Seller fails to comply with the obligation, the Consumer shall be entitled to take all actions at Sellers' expenses and risk.

- 11.** A Consumer who exercises statutory warranty rights is obliged, at the Seller's expense, to deliver the defective goods at the Complaints consideration address, and if, due to the nature of the goods or the manner of their installation, delivery of the thing by the Consumer would be unduly burdensome, the Consumer is obliged to make goods available to the Seller at the place where the goods are located. If the Seller fails to comply with the obligation, the Consumer shall be entitled to return goods at Sellers' expenses and risk.
- 12.** The repair or replacement costs shall be borne by the Seller, except as provided in paragraph 5.10.
- 13.** When replacing the goods with products free of defects or removing the defect or withdrawing from the contract the Seller is required to take back defective goods from the Consumer.
- 14.** The Seller will address the demand to reduce the price or to replace the goods with products free of defects or to remove the defect based on Article 561⁵ of the Civil Code within fourteen days. The Seller will address any other statement of the Consumer that is not covered by the fourteen-day period specified in the Civil Code within thirty days (Article 7a of the Consumer Law).
Otherwise, he shall be deemed to have recognized as justified the Consumer's statement or demand.
- 15.** The Seller shall be liable under statutory warranty if a physical defect is discovered before the expiration of two years from the moment of delivery of the item to the Consumer, and if the object of sale is a used item before the expiration of one year from the moment of delivery of the item to the Consumer.
- 16.** The Consumer's claim to remove the defect or to replace the goods with products free of defects may not be brought more than one year after the date of discovery of the defect, but not before the expiration of two years from the moment of delivery, and if the object of sale is a second-hand item before the expiration of one year from the moment of delivery.
- 17.** If the used-by date of the item specified by the Seller or the manufacturer ends after the expiration of two years from the moment of delivery, the Seller shall be liable under the statutory warranty for physical defects of the item found before the expiration.
- 18.** Within deadlines specified in paragraphs 5.15-5.17, the Consumer may submit a statement of withdrawal from the contract or reduction of the price due to a physical defect of the thing goods, and if the Consumer has demanded replacement the goods with products free of defects or removal of the defect, the deadlines for submission of a statement of withdrawal from the contract or reduction of the price shall begin upon ineffective expiration of deadline for replacement of the goods or removal of the defect.
- 19.** If the Consumer claims his right under the statutory warranty before the courts, the deadline for exercise the other Consumer's rights under the statutory warranty shall be suspended until the final

conclusion of the proceedings. This shall also apply to mediation process, whereby the deadline for exercise the other Consumer's rights under the statutory warranty shall begin to run when the court refuses to confirm the settlement made before the mediator or when the mediation has ended without a settlement.

20. Paragraph 5.15 and 5.16 shall apply for the liability under the warranty for legal defects but the time limits foreseen in those regulations shall run from the day the Consumer learned of the existence of the defect, and if the Consumer learned of the existence of the defect only as a result of an action by a third party - from the date of the valid judgment issued in the dispute with the third party.
21. If, as a result of a defect, the Consumer has withdrawn from the contract or has demanded demand a price reduction, he may also demand redress of the damage suffered by him due to the fact that he entered into the contract without knowing of the existence of a defect, even if the damage was the consequence of circumstances for which the Seller is not liable, and in particular he may seek reimbursement of the costs of entering into the contract, the costs of collection, delivery, storage and insurance of the goods, reimbursement of the expenses made to the extent that he did not benefit from them and did not receive their reimbursement from a third party, and reimbursement for the costs of court proceedings. This is without prejudice to the provisions on the obligation to compensate for damages according to the general rules of Civil Code.
22. The expiration of any time limit for the discovery of a defect shall not exclude the exercise of warranty rights if the Seller has fraudulently concealed the defect.
23. The Seller, insofar as he is obliged to fulfil his obligations or to pay to the Consumer, shall perform it without undue delay, no later than the period prescribed by law.

§ 6 Privacy policy and personal data security

1. The Personal Data Controller is responsible for the lawful processing of personal data, and the rules of collection, processing and storage of personal data, as well as the Buyer's rights related to his personal data.
2. The Personal Data Controller processes Buyers' personal data on the basis of consent and in connection with the legitimate interests of the Seller.
3. The Personal Data Controller shall collect and process personal data only to the extent that it is justified by a contractual or legal obligation.
4. The Buyer's consent to the processing of personal data is voluntary, and consent to the processing of data for a specific purpose may be withdrawn at any time.
5. For the purpose of processing the Buyer's order, the following personal data are collected:
 - a. postal address - necessary for issuing a proof of purchase;
 - b. place of delivery of the item - necessary for addressing the shipment;
 - c. e-mail - necessary for communication related to the execution of the order;
 - d. telephone number - necessary if certain types of delivery are selected

6. Details of the data protection provisions related to placing an order, but also using the services of the online shop before and after placing an order are contained in the privacy policy.

§7 Final provisions

1. No provision of these Rules is intended to infringe the rights of the Buyer and may not be interpreted in this way. In the event of any part of this Rules being inconsistent with applicable law, the Seller declares absolute compliance and application of this law in place of the challenged provision of the Rules.
2. Registered buyers will be notified of changes to the Rules and their scope by e-mail (specified when registering or ordering). The notification will be sent at least 30 days before the new regulations come into force. The Rules will be updated to take account of current legislation.
3. The current version of the Rules is always available to the Buyer in the store rules tab (<https://lightfromleaders.com/regulaminsklepu>). During the handling of the order and throughout the period of after-sales care, the Buyer shall be bound by the Rules accepted by him when placing the order. Except when the Consumer finds it less favourable than the current Rules and informs the Seller of the choice of the current Rules as applicable.
4. In matters not covered by these Rules, the relevant applicable legal provisions shall apply. Disputes, if the Consumer so wishes, shall be resolved through mediation proceedings before the Regional Inspector of Commercial Inspection or trial before an arbitration court at the Regional Inspectorate of Commercial Inspection. The consumer may also use equivalent and lawful methods of pre-court or out-of-court dispute resolution, e.g. through the EU ODR online platform or by choosing any authorized entity from among those listed in the register of the OCCP. The Seller declares its intention and consents to out-of-court resolution of a consumer dispute. As a last resort, the case shall be resolved by a court of local and material jurisdiction.

Appendix:

Appendix No 1 Ebooks Terms And Conditions

APPENDIX No 1

EBOOKS TERMS AND CONDITIONS

§ 1 General conditions

1. These Ebook Terms and Conditions shall apply to Ebooks in the form of digital files.
2. Ebooks are protected by against unauthorized use or in violation of the law. Information about the technical protection measures applied can be found on the Ebook product pages. Files in ePUB, PDF, mobi formats are protected against unauthorized use by watermark - a copyright protection system that records a unique transaction identifier in the files, which makes it possible to verify who acquired the right to a given Ebook.
3. In order to reading Ebooks the Customer must have an access to electronic device such as personal computer, smartphone, tablet, e-book reader with a current version of the operating system and a current version of the web browser. In addition, it is necessary to install software on the computer that allows using use of files such as ePub, mobi, PDF, such as: Adobe Digital Editions, Aldiko, iBooks or the Kindle devices and apps.
4. On the Ebook product page there is information containing the characteristics of the digital file (ePUB, PDF, Mobi) and the volume of the file. Before ordering, the Consumer should verify that his electronic device, operating system and software meet the requirements specified in p. 3, and that the electronic device has sufficient memory to store the file.

§ 2 Conclusion and performance of a contract

1. Orders can be placed 24 hours a day.
2. The Ebook can only be paid for through PayPal.
3. To place an order the following steps should be taken:
 - a. adding an Ebook to the shopping cart;
 - b. providing the data required to process the order: name and surname, e-mail address to which the Ebook will be sent, country of residence;
 - c. optionally - agreeing to the delivery of digital content before the expiration of the deadline for withdraw from a contract concluded at a distance (under circumstances causing the loss of the right of withdrawal);
 - d. placing an order in the store by using the "Order and pay" button.
4. The contract between the Customer and the Seller is concluded when the order is placed by the Consumer.
5. After an order has been placed, a confirmation of receipt by the Seller of the order will be sent to the Customer's e-mail address indicated in the order.
6. The performance of the order is performed after the Consumer's payment is credited to the Seller's account.
7. After receiving information about the payment the Seller will send the Ebook to the e-mail address provided by the Customer. In addition, the email will include confirmation of receipt of payment and information regarding the purchased Ebook.

§ 3 Right of withdrawal from a contract

The right of withdrawal from a contract concluded at a distance within 14 days does not apply to the Consumer, if the performance of the order has begun with the express consent of the Consumer before

the expiry of the deadline for withdrawal from the contract and after the Consumer has been informed by the Seller about the loss of the right to withdraw from the contract, in accordance with Article 38 item 13 of the Consumer Law.

§ 4 Rules for using Ebooks

1. The Customer shall have the right to use the Ebooks only for his own use in accordance with the generally applicable legal regulations, providing that in any circumstances the Customer cannot make any use of Ebooks that is prohibited according to p. 3.2.
2. The Customer in particular is not entitled to:
 - a. publishing, selling, licensing, renting, transferring, transmission, broadcasting, distribution of the Ebooks (or their compilations in whole or in fragments) in any format;
 - b. editing, modification, adaptation or alteration of the Ebooks (or their compilations in whole or in fragments), and the creation of any derivative work incorporating any Ebook (in whole or in fragments);
 - c. reproducing the Ebooks for any purpose other than for one's own personal use;
 - d. using of the Ebooks (or their compilations in whole or in fragments) to compete with the Seller, whether directly or indirectly;
 - e. making any commercial use of the Ebooks (or their compilations in whole or in fragments);
 - f. circumventing or removing of, or making any attempt to circumvent or remove, the technological measures applied to any Ebook for the purpose of preventing unauthorised use.

§ 5 Complaints

1. The Customer may file complaints regarding Ebooks including defects and faults in the Ebooks or in the case that within 24 hours of making payment for the Ebook, the Customer haven't received the e-mail with the Ebook or is not able to download the Ebook.
2. The Seller will respond to the complaint within 14 days and notify the Customer of the manner of further proceedings.

§ 6 Final Provisions

To the matters not regulated in the Ebook Terms and Conditions shall apply the provisions of the LIGHT FROM LEADERS STORE RULES.