



Customer Service Office

72 Wielicka Street

30-552 Kraków, Poland

Phone: +48 (12) 688-26-00

Fax: +48 (12) 688-26-99

Email: office@dotpay.pl

REGULATIONS GUARANTEE SERVICE



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§1. GENERAL REGULATIONS

1. The regulations specify the conditions of guarantee service for goods being sold by the Users to their Clients via Dotpay (hereinafter Guarantee Service Regulations). The Guarantee Service does not cover payments for services.
2. The terms used in Guarantee Service Regulations mean as follows:
 1. The Service Provider Dotpay - Dotpay Ltd., 95 Wilton Road Suite 3 SW1V 1BZ London, UK.
 2. Dotpay service - internet payments service used by the Sellers to receive their payments for sold goods.
 3. The Seller (the User) - private person, legal person or an entity not being a legal person, for whom a special act gives the legal person right - running business, who signed the contract with the Service Provider.
 4. The Buyer (the Client) - a person who signed the selling contract with the Seller as well as fulfills conditions in Guarantee Service Regulations.
 5. The goods - material products (movable thing) offered to be sold by the Seller for which the payment is transferred via Dotpay service.

§2. THE CONDITIONS OF GUARANTEE SERVICE

1. The Service Provider Dotpay is obliged to pay the Buyer the amount of money the same as the price of the sold goods, however not more than 5.000 (in writing: five thousand) PLN (hereinafter the secure money) in case the Buyer fulfills the following conditions:
 1. signed the selling contract with the Seller,
 2. signed the Guarantee service contract with the Service Provider Dotpay,
 3. paid for bought goods via Dotpay service (transactions realized outside Dotpay are not included in Guarantee service),
 4. within 14 calendar days from the date of paying has complained to the Service Provider Dotpay,
 5. the complain has been accepted by the Service Provider Dotpay i.e. the conditions written in §3 of Guarantee Service Regulations have been accepted.
1. The cost of Guarantee service is 8% from the cost of the goods 10PLN-100PLN, 5% 100,1-500 or 4% 500,1-1000 or 3% from goods worth more than 1000,01PLN ordered by the Buyer on the basis of the contract between the Buyer and the Seller. The Buyer pays for the goods via Dotpay service.
2. The minimal worth of the goods for which Guarantee service can be bought is 10 PLN.

§3. COMPLAINING

The Buyer is entitled to complain in order to receive the secure money if because of the Seller the goods have not been delivered to the Buyer. Page | 4

1. The complain form should be filled in at <http://www.dotpay.pl/gwarancja>. The complain ought to include:
 1. full name or the company's name and the Buyer's address,
 2. the goods marking,
 3. reason for complaining,
 4. the transaction number in Dotpay,
 5. the number of bought guarantee.
2. The Service Provider Dotpay immediately after receiving the Complain contacts the Seller in order to confirm the correct transaction especially giving proof of delivering the goods to the Buyer. In case of not receiving the confirmation from the Seller of the correct transaction making within 14 calendar days, the complain will be taken into consideration. The Service Provider accepts the complain and annuls the Seller's transaction.
3. The Service Provider Dotpay is not obliged to pay the Buyer the amount of secure money in the case:
 1. the Buyer infringes the rules of Guarantee Service Regulations,
 2. the Buyer made and sent the complain in bad faith,
 3. the Buyer gave incorrect or incomplete personal details,
 4. the Buyer did not inform the Seller about the contact date changes which in consequence led to sending the goods at incorrect address,
 5. the transaction was done by the Buyer beyond the Dotpay service,
 6. the Buyer used the right of withdrawing,
 7. the circumstances of not delivering or incorrect delivering the goods to the Buyer are as a result of an act of God,
 8. The goods were destroyed or lost while being transported due to a driver.
4. The Service Provider Dotpay reserves the right to deny paying to the Buyer the amount of secure money in case of any attempts of fraud the secure money or any other attempt of getting undue money from the Service Provider Dotpay.

§4. CLOSING POINTS

1. The Service Provider Dotpay has a right to make changes in Guarantee Service Regulations without any information in writing. The present Guarantee Service Regulations are accessible in the headquarter of Dotpay service and on internet web pages www.Dotpay.eu. Information about changes have been made must be sent to the user's e-mail address or should be on the web page 7 days before made changes after logging into the service.
2. All matters not regulated in this document shall be decided by the appropriate court.

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3. Guarantee Service Regulations are valid from the 10th January 2008.