
WEBSITE TERMS AND CONDITIONS www.en.ah.com.pl

(effective as of 01.03.2026 r.)

§ 1. General Provisions

1. These Terms of Use define the rules for using the website available at www.ah.com.pl (the "Website") and the principles of providing electronic services by AH HARDT spółka jawna, with its registered office at Cholerzyn 215, 32-060 Liszki, Poland, entered into the Register of Entrepreneurs of the National Court Register under number 0000120755, VAT No.: 6790168262 (the "Service Provider").
 2. Website has an informational and commercial character and enables in particular:
 - a) browsing information about the Service Provider's activities
 - b) viewing product offers
 - c) placing Orders via the ICT system
 - d) making online payments
 - e) creating and maintaining a User Account
 - f) using contact and quotation request forms
 3. These Terms apply exclusively to electronic services provided within the Website.
The rules governing the sale of products are set out in a separate document: **Sales Policy of AH Hardt sp.j.**
 4. These Terms are made available free of charge on the Website in a manner enabling their download, storage, and printing.
-

§ 2. Definitions

1. **User** – a natural person, legal entity, or organizational unit using the Website.
 2. **Account** – an individual User panel within the Website enabling access to specific functionalities.
 3. **Electronic Services** – services provided electronically by the Service Provider via the Website.
 4. **Oder – a declaration of intent submitted via the Website's ICT system aimed at concluding a sales agreement**
 5. **Consumer** – a natural person acting for purposes outside their trade, business, or profession
 6. **Entrepreneur** – an entity conducting business or professional activity.
-

§ 3. Types and Scope of Electronic Services

1. The Service Provider offers the following Electronic Services:
 - a) browsing Website content
 - b) maintaining a User Account
 - c) placing Orders
 - d) online payment processing
 - e) access to contact and quotation request forms.
 2. The services referred to above are provided free of charge, except for obligations arising from the conclusion of a sales agreement.
 3. The agreement for the provision of:
 - browsing services – is concluded for the duration of Website use
 - account maintenance – is concluded for an indefinite period
 - contact form service – is concluded for the duration of submitting the inquiry składania
 - Order placement service – lasts until completion of the Order proces.
 4. The User may request deletion of their Account at any time.
-

§ 4. Technical Requirements

To use the Website, the following are required:

- a device with Internet access
 - an up-to-date web browser with cookies and JavaScript enabled
 - an active email address (for placing Orders or creating an Account).
-

§ 5. User Account

1. Account creation is voluntary and free of charge.
2. Registration requires the provision of true and up-to-date data.
3. The User is responsible for maintaining the confidentiality of login credentials.
4. It is prohibited to:
 - a) share Account access with third parties
 - b) use other Users' Accounts.

§ 6. Rules of Website Use

1. The User is obliged to use the Website in compliance with:
 - applicable law
 - good practices
 - these Terms.
2. It is prohibited in particular to:
 - a) provide unlawful content
 - b) undertake actions disrupting Website operation
 - c) use the Website for purposes inconsistent with its intended function.
3. The Service Provider may temporarily suspend access to the Website in the event of:
 - technical maintenance works
 - security threats to the ICT system
 - violation of these Terms by the User.

§ 7. Liability

1. The Service Provider exercises due diligence to ensure proper functioning of the Website.
2. The Service Provider shall not be liable for:
 - a) interruptions in Website operation resulting from technical reasons or circumstances beyond its control
 - b) consequences of using the Website contrary to these Terms
 - c) actions of third parties, including electronic payment operators.
3. The Service Provider shall not be liable for interruptions, delays, or malfunctions of payment systems operated by external payment service providers.
4. In relations with Entrepreneurs, the Service Provider's liability shall be limited to actual damages and shall exclude loss of profit, unless mandatory legal provisions provide otherwise.

§ 8. Complaints Regarding Electronic Services

1. Complaints concerning the functioning of the Website may be submitted via email to: handlowy@ah.com.pl.
2. A complaint should include:
 - identification data of the User
 - a description of the issue.
3. The Service Provider shall respond to the complaint within 14 days from its receipt.

§ 9. Personal Data

Personal data is processed in accordance with applicable law and the Privacy Policy available on the Website.

§ 10. Amendments to the Terms

1. The Service Provider may amend these Terms for important reasons, including:
 - changes in legal regulations
 - technical or organizational changes concerning the Website
 - introduction of new Website functionalities.
2. Amendments shall not affect rights acquired before their entry into force.
3. A User with an Account may refuse to accept amendments by requesting deletion of the Account before the amendments enter into force.

§ 11. Final Provisions

1. These Terms shall be governed by Polish law.
2. In relations with Entrepreneurs, the competent court shall be the court having jurisdiction over the Service Provider's registered office.
3. These Terms have been drafted in the Polish language.
4. In the event an English or other language version is made available, it is provided for informational purposes only. The Polish version shall prevail.