

Order and Fulfilment Terms

1. General Provisions

1.1. These Terms and Conditions of Order and Fulfilment (hereinafter referred to as the "Terms") define the principles governing the sale and order fulfilment between "PMB Sp. z o.o." hereinafter referred to as the Seller, and the Buyer.

1.2. These Terms apply to transactions between the Seller and individuals, legal entities, and organizational units without legal personality. These Terms apply to transactions involving both consumers and entrepreneurs conducting business activities.

1.3. Products ordered from the Seller (excluding the sheds) are intended for use in garage halls, underground parking lots, and other covered spaces. Using them outdoors carries the risk of exposure to weather conditions, resulting in faster wear and damage to the ordered items. The Seller is not responsible for such effects.

2. Conclusion of the contract

2.1. The moment of placing an order is considered the moment of conclusion of the contract.

2.2. The order should specify the Buyer's details, product description, quantity, and delivery address or delivery with installation.

2.3. Before placing an order, the Buyer should take necessary measurements of the space where the product will be placed. This includes the width, depth, and height of the parking space.

A special instructional video illustrating how to take measurements is available on the website: www.parkingmagicbox.com.

2.4. The Seller is not responsible for incorrect measurements made by the Buyer.

2.5. The order does not need to specify the delivery address if the Buyer personally picks up the order.

2.6. Orders for offered products and accessories for parking boxes should be placed via email or through the online store at <https://parkingmagicbox.com/en/offer/>. Phone orders must also be confirmed by sending an email.

2.7. When making a purchase decision, the Buyer is obliged to pay a non-refundable deposit of PLN 500 to the Seller's bank account, this payment begins the order fulfilment process.

2.8. After receiving the deposit, the Seller issues a receipt or a prepayment invoice to the Buyer.

2.9. In the event of non-performance of the contract by the Buyer, i.e., cancellation, the deposit paid is non-refundable.

2.10. The Seller may, for valid reasons, withdraw from the contract at any time, but then returns the deposit to the Buyer in such case.

3. Order Fulfilment

3.1. The order completion period is from 7 to 45 business days from the date of the deposit being credited to the Seller's account. In the case of orders for cabinets with dimensions deviating from the standard models offered by the Seller, the order fulfilment period is up to 60 business days from the date of the deposit being credited to the Seller's account.

3.2. Due to valid reasons, the order fulfilment time may be extended by a maximum of 14 days.

3.3. The ordered products are delivered to the address specified in the order.

3.4. The specific day and time for the installation of the ordered goods are communicated through a phone call with a minimum of 5 days' notice, for which the Buyer receives an SMS notification with the agreed-upon date and time of installation.

3.5. If the Buyer has scheduled installation on a specific date and time, the technical team waits for the Buyer for up to 60 minutes from the beginning of the agreed-upon installation time. A longer waiting time may result in an additional technical fee of 100 PLN gross for each subsequent started hour of waiting.

3.6. Changing the delivery address during the ongoing fulfilment process incurs a technical fee of 200 PLN gross, borne by the Buyer.

3.7. The Buyer should try to facilitate installation on the proposed date. If the Buyer cancels the proposed assembly date three times and rejects the remote assembly option without the Buyer's presence, operational and logistics costs of PLN 200 gross may be added for each subsequent proposed order completion date.

3.8. The Seller reserves that minor scratches may occur on the steel sheets due to the production process, which is a natural effect of the production stage. However, they do not affect the Seller's warranty liability, nor do they entitle the Buyer to delay payment for the goods. Each complaint will be individually analysed by the Seller in the complaint process.

3.9. After installation, the Buyer receives a warranty card. The Seller undertakes, within 14 working days from the notification of service or complaints containing a description of irregularities or damage to the goods along with their photos or video recordings, to take action, which in the first stage will consist of analysing the description, photos, and video recordings to determine whether the complaint qualifies for warranty repair or complaint within the scope provided by the warranty card, or for paid repair if necessary.

3.10. The Seller recommends setting up and installing garage cabinets in accordance with fire regulations, building law, and using them in accordance with other internal regulations. More information on using garage cabinets in accordance with applicable regulations can be obtained by the Buyer on the Seller's website under the "Certificates" tab - <https://parkingmagicbox.com/en/certificates/>. The Seller is not responsible for incorrectly setting up garage cabinets in unsuitable locations, for materials stored inside them, or for using the cabinets contrary to their intended purpose.

4. Payment for the order.

4.1. The Buyer is obliged to pay for the goods within a maximum of 3 working days from the order being fulfilled.

4.2. The day after the installation of the goods, the Buyer receives an informational text message (SMS) from the Seller stating that an email with the purchase settlement (in the case of a corporate purchase, a VAT invoice is attached) and the indicated amount to be paid has been sent. The Buyer is required to check their email inbox, including the "spam" folder, where a message from the Seller may be received.

4.3. The Buyer undertakes to pay an operational fee of PLN 250 gross in the event of non-payment for the purchased goods or their installation within 14 days from the completion of the order fulfilment. The Seller thereby activates the debt collection system, which includes payment demand letters, text messages, and phone calls. The reserved fee does not preclude the possibility of seeking compensation exceeding its amount on general terms. The Buyer will be informed about the application of the operational fee through a payment demand issued by the Seller in the form of an email or letter.

5. Final provisions.

5.1. After completing the order, the Seller provides the Buyer with a protocol of delivery and acceptance in two copies, one for each party.

5.2. The protocol may be delivered in person or through electronic means of distance communication.

- 5.3. After making full payment, the Seller issues to the Buyer a Warranty Card along with a proof of purchase in the form of a receipt or final invoice. The Buyer will receive the Warranty Card in the form of a PDF file sent to their email address. This document will specify all warranty terms.
- 5.4. After making full payment, the purchased product becomes the property of the Buyer along with all associated rights and obligations.
- 5.5. Matters not regulated by these Terms and Conditions are subject to the provisions of the Civil Code and other generally applicable legal acts.