

Terms & Conditions

The following is the terms and conditions of contracting with the company:

Promo Vision Krystian Leśniak
St Glogera 57/22
31-222 Kraków
Poland
VAT number: PL734-329-61-10

Being the owner of the website service **www.medalmania.run**
hereinafter referred to as the company Promo Vision.

1. Placing Orders

1.1 Placing an order with Promo Vision is possible only in writing by sending a message via the www.medalmania.run service or via e-mail sent to the official, generally accessible e-mail address of the www.medalmania.run service.

1.2 For an order to be considered binding, it should contain the VAT number, address of the ordering party, telephone number, e-mail address and name of the person placing the order and a correctly prepared production file.

1.3 The person placing the order must be authorized to enter into commitments on behalf of and in the interest of the ordering party. The party placing the order with the company Promo Vision, as a matter of course, declares to be authorized to do so. In special cases, the party may be asked by the company Promo Vision to present such an authorization in written form.

1.4 The order should define in detail the kind, quantity, and branding to be performed of the goods being ordered, as well as the place and time of delivery expected by the ordering party. Before commissioning production, the ordering party is obligated to accept the visualization of the product. Otherwise, the processing of the order will not be started.

1.5 On visualization, imprint colors are defined by the Pantone scale, and the goal is to achieve the closest imprint color possible on the product as on the Pantone scale. The company Promo Vision does not guarantee the imprint colors to reflect the Pantone scale perfectly. With some techniques of branding, Pantone colors will not be defined. Instead, visualized colors will be demonstrative only.

1.6 The ordering party is obliged to deliver graphic materials in the form of vector graphics. At the same time, by submitting these graphic files, the ordering party declares to be in possession of all property rights and related rights for their use and declares that they are free of legal defects, do not infringe third-party rights, and do not constitute an act of unfair competition. The ordering party, thus, assumes full legal liability for damages.

1.7 The company Promo Vision takes full responsibility for the processing of the order only to its value.

1.8 Placing an order with the company Promo Vision is synonymous with accepting these terms and conditions by the ordering party.

2. Refusing Orders

2.1 In special cases, the company Promo Vision may refuse to accept the order. Such a situation may happen if, for instance, the product is out of stock.

2.2 If the ordering party is in arrears with payments for the company Promo Vision, the company reserves the right to refuse to accept the order and to withhold the processing of the orders already placed until the arrears are cleared.

2.3 The products ordered from the company Promo Vision remain its property until all obligations resulting from the ordering party placing the order are satisfied.

2.4 The company reserves the right to require a full advance payment before processing the order.

3. Canceling and Modifying Orders

3.1 The company Promo Vision accepts orders to be canceled or modified on the condition that their processing has not been finished.

3.2 Order cancelations and modifications must be submitted in writing.

3.3 Order cancelations and modifications are processed during the company's work hours, that is, Monday through Friday, 9 a.m. to 5 p.m.

3.4 The company Promo Vision will respond to a cancelation or modification no later than 24 hours (count working days) after it was submitted.

3.5 If changes are to be introduced in the order, the ordering party will be responsible for meeting all costs resulting from such a modification and all costs that the company Promo Vision incurred before the modification because of the processing of the order.

4. Prices

4.1 All prices listed on the offer pages are net prices.

4.2 The prices listed may include or not additional services, such as the cost of delivery, the cost of unit packing, the cost of confecting, the cost of graphical work, etc. Information regarding the included costs is available on the offer page.

4.3 If an offer does not mention including the cost of a service, the service is not provided within that price.

5. Delivery

5.1 Deliveries are carried out by courier companies or freight forwarders at the request of the company Promo Vision.

5.2 The final delivery time should be specified by the ordering party and confirmed by the company Promo Vision. The company reserves the right to refuse to fulfill an order in the time specified by the ordering party.

5.3 During the process of receiving the package from a courier company or freight forwarder, the ordering party is required to verify the condition of the package immediately. If the package is determined to have been damaged, the goods being delivered must immediately be checked in the presence of the courier, all defects found must be documented in a damage report, and the company Promo Vision must be informed about the fact.

5.4 The Promo Vision is not responsible for a delayed delivery resulting from the ordering party's fault.

6. Payment

6.1 Payment is made on the grounds of a VAT invoice issued by the company Promo Vision to the bank account visible on the invoice.

6.2 Payment conditions are established individually with each ordering party.

6.3 The company Promo Vision does not accept cash payments.

7. Complaints

7.1 It is the ordering party's duty to verify whether the goods being delivered are consistent with the order placed with the company Promo Vision.

7.2 If the goods being delivered are lacking in quantity, the ordering party must inform the company Promo Vision about the fact no later than 24 hours (count working days) after the package was delivered. The information must be in written form and must be sent to the company's official e-mail address. Failure to inform about the fact in time results in the ordering party losing the right to complain in this regard.

7.4 If the goods being delivered do not agree with the order (wrong model, color, size, etc.), the ordering party must inform the company Promo Vision about the fact no later than 24 hours (count working days) after the package was delivered. The information must be in written form and must be sent to the company's official e-mail address. Failure to inform about the fact in time results in the ordering party losing the right to complain in this regard.

7.5 If the goods are defective in quality (imprint washing out, imprint cracking, etc.), the ordering party is obliged to complain immediately after the defect is found, but no later than 14 days after the package was delivered. The information must be in written form and must be sent to the company's official e-mail address. Failure to inform about the fact in time results in the ordering party losing the right to complain in this regard.

7.6 The company Promo Vision may require the ordering party to send photos or videos of the defects found or to return all or some of the goods delivered for an audit. If the complaint is admitted, the transportation costs are covered by the company Promo Vision. If the claims are unfounded and the complaint is rejected, the transportation costs are transferred to the ordering party.

7.7 While the complaint is being processed, the ordering party is obliged to care for the goods delivered, store them in a way that avoids the risk of being damaged, and protect them from any possible quantitative deficits.

7.8 The company Promo Vision is not responsible for faults on the part of the ordering party, for overlooking and not informing the company Promo Vision about critical conditions impacting the quality and punctuality of the order, and for the inability to deliver the goods through the ordering party's fault.

7.9 The company Promo Vision will process a complaint submitted correctly within 14 days after it was submitted.

7.10 Submitting a complaint does not exempt the ordering party from meeting all payments regarding the order in a timely fashion.

8. Responsibility

8.1 The company Promo Vision is not responsible for possible damage resulting from force majeure circumstances, preventing or limiting the ability to process the order or leading to its inadequate realization.

8.2 From the moment of passing the goods to the ordering party or to a transportation service, the risk of the goods being damaged or lost is on the ordering party.

8.3 The company Promo Vision is not responsible, as with a warranty, for defects in the products ordered.

9. Copyrights

9.1 By placing an order with the company Promo Vision the ordering party agrees that the company Promo Vision may use photos and visualizations of the products ordered by the ordering party for marketing purposes on the website www.medalmania.run and on the official social media pages of the company Promo Vision, especially on Facebook and Instagram.

9.2 The company Promo Vision has the right to include, in its marketing materials, information on the products made for the ordering party unless the contracts signed state otherwise.

9.3 All product visualizations, simulations, and production files prepared by the company Promo Vision remain properties of the company Promo Vision and cannot be disseminated or passed onto other subcontractors without the consent of the company Promo Vision.

10. Final Provisions

10.1 If a dispute between the company Promo Vision and the ordering party arises, both should make a commitment to settle it amicably in partnership.

10.2 If no settlement is reached by way of negotiation, the dispute will be given to resolution by a court competent for the registered office address of the company Promo Vision.

10.3 All matters unregulated herein are regulated by Civil Code laws.

10.4 The party placing the order with the company Promo Vision accepts the above terms and conditions as legally binding.