

General Terms and Conditions

Zenox One sp. z o.o.

1. General Information

These General Terms and Conditions (“GTC”) govern the contractual relationship between Zenox One sp. z o.o., registered in Poland, and the Customer.

2. Scope of Application

These GTC apply to all contracts concluded via online platforms, marketplaces, or distance communication.

3. Products and Services

Products are offered as described in listings. Images are illustrative only.

4. Prices and Payment

Prices include applicable taxes unless stated otherwise. Payment methods are shown at checkout.

5. Order Conclusion

A contract is concluded upon order confirmation or dispatch of goods.

6. Delivery

Delivery times are indicative. The Seller is not responsible for carrier delays.

7. Right of Withdrawal and Returns

Customers may withdraw within 14 days, unless legally excluded. Returned goods must be unused.

8. Complaints and Warranty

Complaints must include proof of purchase and defect description.

9. Liability

Liability is limited to the value of the ordered goods, unless mandatory law applies.

10. Data Protection

Personal data is processed in accordance with GDPR.

11. Governing Law

These GTC are governed by Polish law.

12. Final Provisions

Invalid provisions do not affect the remaining terms.