

These Shopping Regulations are intended for Customers of the DUOLIFE online shop (hereinafter referred to as the DUOLIFE Shop or the Shop), which can be found on the website myduolife.com, owned by DUOLIFE S.A. with its registered office in Więckowice ul. Topolowa 22, 32-082 Więckowice (Poland), entered in the National Court Registry under KRS number: 0000638495, NIP number: 6751485320, REGON number: 122746305.

Please read carefully these Shopping Regulations, which set out the rules for placing orders and making purchases in the DUOLIFE Shop.

In order to place an Order via the DUOLIFE Shop, it is necessary for the User to read and accept these Shopping Regulations, which the User confirms by ticking the appropriate box before completing the Order. If the User does not accept these Shopping Regulations in the course of the Order placement procedure, it is impossible to purchase the Product through the DUOLIFE Shop

The provisions of these Shopping Regulations applicable in other DUOLIFE Branches or in other countries where DUOLIFE or a DUOLIFE Branch sells to the end customer and where the User intends to make purchases may differ from the provisions of these Shopping Regulations.

Definitions:

Controller - DUOLIFE S.A. with its registered office in Więckowice, 22 Topolowa Street, 32-082 Więckowice (Poland), entered in the National Court Registry under KRS number: 0000638495, NIP number: 6751485320, REGON number: 122746305

Club Member - an entity bound by a DUOLIFE membership agreement with DUOLIFE or a DUOLIFE Branch

DUOLIFE - DUOLIFE S.A. with its registered office in Więckowice, 22 Topolowa Street, 32-082 Więckowice (Poland), entered in the National Court Registry under KRS number: 0000638495, NIP number: 6751485320, REGON number: 122746305

DUOLIFE Customer / Customer - an entity purchasing DUOLIFE Products on the recommendation of a Club Member

Preferred Customer - an entity purchasing DUOLIFE Products on the recommendation of a Club Member after registration in the DUOLIFE Shop

DUOLIFE Club / Club - a programme created by DUOLIFE to build a direct sales network based on Product referrals.

Account - an available space on myduolife.com that is created after registration in the DUOLIFE Shop and/or Club

Consumer - a natural person purchasing DUOLIFE Products in the DUOLIFE Shop, for their own use, in a manner not directly related to their commercial or professional activity or directly related to their business activity but not of a professional nature.

DUOLIFE Branch / Branch - an entity that is bound to DUOLIFE S.A. by a distribution agreement, which conducts business activity in the area of organising a network of direct sales of DUOLIFE Products in a given country or territory, providing services in accordance with the scope indicated in this agreement.

DUOLIFE Products / Products - goods and services offered by DUOLIFE and the DUOLIFE Branch under the DUOLIFE Trademark.

Website Regulations - a document which constitutes, within the meaning of the law, the Regulations for the provision of services by electronic means.

Shopping Regulations/ Regulations - these Shopping Regulations, which apply when placing orders and making purchases in the DUOLIFE Shop.

Seller - DUOLIFE S.A. with its registered office in Więckowice, ul. 22 Topolowa Street, 32-082 Więckowice (Poland), entered in the National Court Registry under KRS number: 0000638495, NIP number: 6751485320, REGON number: 122746305,

Seller's contact details:

DUOLIFE S.A.

at the address: 22 Topolowa Street, 32-082 Więckowice (Poland)

by telephone: Infoline +48 12 333 45 67

at the email address: info@duolife.eu

Service / Website - the DUOLIFE website, available on the website at myduolife.com.

DUOLIFE Shop / Shop - the DUOLIFE online shop, located on the Website, where Customers, including Club Members, can purchase Products.

Sales Contract (Contract) - a distance sales contract concluded between the Customer of the DUOLIFE Shop and the Seller.

User - any entity using the myduolife.com website

Order - a declaration of intent by the User, aiming directly at the conclusion of a sales contract, specifying in particular the type, quantity and price of the Products, placed via the DUOLIFE Shop

1. General provisions

1.1. These Shopping Regulations set out the rules for the use of the DUOLIFE Shop, including in particular:

- a) Terms and conditions for ordering in the DUOLIFE Shop
- b) Terms for the conclusion of sales contracts in the DUOLIFE Shop
- c) Terms of the complaints procedure in connection with the provision of electronic services and the complaints procedure concerning the Products

1.2. Users may access the Shopping Regulations at any time via the link under the Order and, in the case of registered Users, also by logging onto myduolife.com and making a printout.

1.3. Acceptance of these Shopping Regulations also implies consent to sending sales documents, including but not limited to invoices, correction invoices and duplicates of such invoices in electronic form to the e-mail address provided during registration or when placing an Order.

- 1.4. With the use of the Service, using the DUOLIFE Shop, the Seller sells, promotes and markets DUOLIFE Products (consumer goods) through a direct sales system to the end customer, based on referral marketing.
- 1.5. All information about the Products placed on the myduolife.com Website constitutes an invitation to conclude a Sales Contract and does not constitute a commercial offer within the meaning of the Polish Civil Code. The price stated in the summary of the submitted Order at the time the User submits the Order is binding and final, unless the transport costs will be priced by the Seller on a per unit basis, in accordance with point. 4.4. above, in which case the total price will be quoted before the conclusion of the Sales Contract. Each payment made by the User constitutes, until the Order is accepted for completion, a prepayment for completion of that Order.
- 1.6. The Seller will make every effort to ensure that the Shop operates 24 hours a day, 7 days a week. The Seller is not liable if access to the Store is prevented or hindered by random events such as system failure and malfunction, due to maintenance work, as well as other events beyond the Seller's control. However, the Seller reserves the right to limit or prevent access to the Shop in connection with the necessity of repair, modification or maintenance of the Website, equipment or installed software, or solving problems caused by reasons beyond the Seller's control.
- 1.7. The Seller undertakes to ensure that the Store operates at its full capacity, to the extent that results from current technical knowledge, and undertakes to remove as soon as possible any irregularities reported by Users. The User is obliged to immediately notify the Seller about any irregularities in the functioning of the Shop at the e-mail address info@duolife.eu. In the complaint the User should indicate their name, mailing address and the type and date of the irregularity related to the functioning of the Store. The Seller undertakes to process any complaint within 30 days, and if this is not possible, to inform the User within this period when the complaint will be processed.
- 1.8. The Seller is not liable for any damages or lost profits that may arise from the use or inability to use the Shop by the User.
- 1.9. In the event of a breach of the rules set out in these Shopping Regulations, the Seller may, at its discretion, restrict, permanently or temporarily withdraw the User's access to the Shop.

2. Shopping in the DUOLIFE Shop

- 2.1. The purchaser may be any natural person with full legal capacity, and in cases provided for by generally applicable laws, also a natural person with limited legal capacity, a legal person, as well as an organisational unit with legal personality.
- 2.2. Orders can be placed in the DUOLIFE Shop without registration via a reference link received from a DUOLIFE Club Member or after registration in the Shop as a Preferred Customer or in the DUOLIFE Club as a Club Member. Detailed rules for registration are described in the **Website Regulations** found at myduolife.com
- 2.3. The conditions for the use of the DUOLIFE online shop on myduolife.com, are:
- having a reference link from a DUOLIFE Club Member
 - registration in the Shop on the basis of a recommendation from a DUOLIFE Club Member
 - or DUOLIFE Club membership
 - you have read these Shopping Regulations, Website Regulations and the Privacy Policy and agree to the terms and conditions set out in them
 - you have to have an active electronic mail (e-mail) account and to have their own access to a computer workstation or terminal equipment with Internet access.
- 2.4. The Seller does not specify a minimum or maximum value of the Order, unless the Order concerns Products on special offer.
- 2.5. Having familiarised themselves with the Products available in the DUOLIFE Shop, the User, deciding to make a purchase, chooses the quantity and type of Product, taking further technical steps on the basis of the messages displayed and information available in the Shop, presses the "I am buying with obligation to pay" button, at the same time placing an Order which will be completed once the price is paid and the funds are credited to the Seller's bank account.
- 2.6. In order to place an Order, it is necessary to provide personal data marked as obligatory and for the User to consent to the processing of their personal data provided when placing the Order. Provision of data marked as obligatory is necessary to place the Order. Providing personal data not marked as obligatory is voluntary.
- 2.7. Once the Order has been placed, the User is obliged to make payment in the payment system of their choice and offered by the Seller within 7 calendar days of placing the Order.
- 2.8. When placing an Order - up to the moment of pressing the "I am buying with the obligation to pay" button - The User has the possibility of modifying the data entered and selected Products. In order to do so, follow the messages displayed and the information available on the Shop's website.
- 2.9. Once the User using the Shop has provided all the necessary data, a summary of the Order placed will be displayed. The summary of the Order placed will contain, among others, information concerning:
- the subject matter of the Contract,
 - the unit price and the total price of the Products ordered, including delivery costs and additional costs (if any),
 - the selected payment method,
 - the selected delivery method,
 - discounts granted,
 - the delivery address or the place where the Products are to be collected.
- 2.10. Placing an Order by the User constitutes a declaration of intent to conclude a Sales Contract in accordance with the content of these Regulations.
- 2.11. Once the Order has been placed, the User will receive an Order confirmation e-mail at the e-mail address indicated in the Order or at registration, if the Order is placed using an Account established on the Website, containing the final confirmation of all material elements of the Order.
- 2.12. The Sales Contract will be deemed to have been concluded upon receipt by the User of the email referred to above.

- 2.13. In the event that the sale of a Product under a submitted Order does not take place, the User's funds, depending on the bank handling the transaction and the selected payment system, are unblocked or a refund of these funds to the User's account is initiated. The refund time depends on the User's bank and the payment system selected by the User.
- 2.14. If the sale of the Product under the Order is successful, the User's funds blocked by the payment system for the duration of the Order are transferred to the Seller's account and an e-mail confirming the transaction will be sent to the User's e-mail address provided during registration or when placing the Order, if the Order was placed without the use of the Account.
- 2.15. A proof of sale is issued for each Order in accordance with the Seller's applicable regulations.
- 2.16. A sales document for an entity registered with the DUOLIFE Club may only be issued to the entity to which the purchase relates, i.e. in accordance with the data of the Club Member in their myduolife.com Account.
- 2.17. The Seller has the right to refuse to complete an Order, or to cancel it if it violates the rules described in the Shopping Regulations. In such a case, the Seller will inform the User by e-mail about possible solutions to the situation.
- 2.18. The Seller informs that in case of purchase of clothing items, only Product return is available, for which the Seller will refund the amount of money paid. Product exchange for a new item or a different item is not possible.

3. Delivery

- 3.1. Delivery of the Products will take place to the address provided by the User when placing the Order. In the case of bulk Orders placed by Club Members, the delivery address will be the address provided by the Club Member initiating the bulk Order.
- 3.2. Delivery of the ordered Products takes place according to the method indicated by the User, selected from the options available in the Shop.
- 3.3. Delivery costs will be indicated at the time of placing the Order or, in the case of selected destinations (areas outside continental Europe), will be calculated separately and confirmed by the User prior to the conclusion of the Sales Contract.
- 3.4. The expected time for processing the Order is up to 7 working days, counting from the day of crediting the funds for the Order placed. The delivery time depends on the carrier, but should not be longer than 7 working days. In the case of international shipments, especially to areas outside continental Europe, the delivery period may be extended for reasons beyond the Seller's control.
- 3.5. The delivery time of the Order, may be delayed at the request of the Purchaser, but the delay may not be longer than 30 calendar days from the moment the Order obtains the status "Paid".
- 3.6. If the parcel containing the Order has been delivered to a collection point in accordance with the order placed and the Ordering Party fails to collect the parcel within 14 calendar days, such parcel is deemed to have been effectively delivered.

4. Prices and payment methods

- 4.1. Information on the price of the Products, the features and essential characteristics of the Product is available in the Shop and is provided next to the Product presented.
- 4.2. The prices of the Products shown in the Shop are gross prices and include VAT at the applicable rate.
- 4.3. The prices of the Products presented in the DUOLIFE Shop are subject to change, but such change will not affect an Order placed before the price change.
- 4.4. The prices of the Products presented in the Shop do not include delivery costs, which will be added at the time of placing the Order. Transport costs may be priced by DUOLIFE on a per unit basis and will be added to the total value of the Order after the Order has been placed, especially in the case of shipping Products outside continental Europe. The total price of the Order includes the price of the Product and its delivery costs.
- 4.5. The price stated in the summary of the submitted Order at the time the User submits the Order will be binding and final, unless the transport costs are priced by the Seller on a per unit basis, in accordance with point. 4.4. above, in which case the total price will be quoted before the conclusion of the Sales Contract.
- 4.6. The User has the option to pay using the following payment methods:
- by payment/credit card via the available payment channels,
 - by bank transfer to the Seller's bank account number indicated in the Shop, if this method is available when the Order is placed.
- 4.7. The User should pay for the Order immediately after the conclusion of the Sales Contract. If the payment for the Order is not credited to the Seller's bank account, the Order will be cancelled after 7 calendar days without the possibility to restore it.
- 4.8. Payment methods may vary depending on the country of purchase, delivery or registration.

5. Withdrawal from the Sales Contract

- 5.1. The Seller declares that the Consumer has the right to withdraw from the Sales Agreement within a period of 14 days without giving any reasons for the withdrawal and without incurring any costs other than those provided for by law, which constitutes a statutory right of withdrawal. The Consumer may use the Sales Contract withdrawal form contained in Appendix 1 to these Regulations, but this is not obligatory, subject to the exceptions applicable in the Seller's country.
- 5.2. The Consumer does not enjoy the right of withdrawal from a distance sales contract in respect of contracts:
- for the provision of services, if the Seller has performed the service in full with the express and prior consent of the Consumer, who has been informed before the performance begins that following the Seller's performance they will lose his right of withdrawal and has acknowledged this;
 - where the price or remuneration depends on fluctuations in the financial market over which the Seller has no control and which may occur before the end of the withdrawal

period;

- c) where the object of performance is custom made according to the Consumer's specifications or to meet the Consumer's special needs;
- d) where the object of performance is an item that is perishable or has a short shelf life;
- e) where the object of performance is an item supplied in sealed packaging which cannot be returned after opening for health or hygiene reasons if the packaging has been opened after delivery;
- f) where the object of performance consists of items which are, by their nature, inseparable from other items after delivery;
- g) where the object of performance is alcoholic beverages, the price of which has been agreed upon at the conclusion of the sales contract and the delivery of which may only take place after the lapse of 30 days and whose value depends on fluctuations in the market over which the Seller has no control;
- h) where the Consumer has expressly requested that the Seller come to their location for urgent repair or maintenance;
- i) where the Seller provides other services in addition to those requested by the Consumer or supplies items other than replacement parts necessary for the performance of repairs or maintenance, the Consumer will enjoy the right of withdrawal respect of such additional services or items;
- j) Where the object of performance is sound or visual recordings or computer programs supplied in sealed packaging if the packaging is opened after the delivery;
- k) for the supply of newspapers, periodicals or magazines, with the exception of a subscription contract;
- l) concluded by public auction;
- m) for the provision of accommodation other than for residential purposes, carriage of goods, car rental, catering, services related to leisure activities; entertainment, sports or cultural events, if the contract specifies the date or period of the service;
- n) for the supply of digital content which is not recorded on a tangible medium for which the Consumer is obliged to pay the price, if the Seller has begun the performance with the consumer's express and prior consent before the end of the period for withdrawal and the Seller has informed the Consumer of the forfeiture of the right of withdrawal.

5.3. The period for submitting a declaration on withdrawal from the Sales Contract starts to run when the Consumer or a third party designated by the Consumer, other than the carrier, takes possession of the Ordered Product, and in the case of a Sales Contract that concerns multiple Products that are delivered separately, in batches or in parts, from the moment of taking possession of the last batch or part of the Order. In the case of personal collection, the Consumer may withdraw from the Contract within 14 days from the receipt of the Order.

5.4. In order to exercise the right of withdrawal, the Consumer must inform the Seller of their decision to withdraw by making an unambiguous statement (for example, by letter sent by post or e-mail). In order to comply with the withdrawal period, it is sufficient for the Consumer to send information concerning the exercise of their right of withdrawal before the expiry of the withdrawal period.

5.5. In the event of withdrawal from the Contract, the Consumer will be refunded for the purchased Products. The Consumer will bear the cost of returning the Product. Refunds will be made by the Seller using the same payment method as the one used by the Consumer to purchase the Product to which the withdrawal relates. The Consumer will not bear the costs associated with making the refund. The refund will be made no later than within 14 working days from the date of receipt by the Seller of the declaration on withdrawal from the Contract, on condition that the Consumer has returned the ordered Product to the Seller (if it has been previously successfully delivered to the Seller). The Seller may withhold the refund until it has received the Product or until it has been provided with proof of return, whichever event occurs first.

5.6. The Consumer is obliged to return or transfer the Product to the Seller immediately, and in any case not later than within 14 days from the day on which the Consumer informed the Seller about withdrawal from the Agreement. If the Consumer returns a clothing item, the Product shall be complete, in its original condition, free from damage and in its original packaging. Additionally, it shall have all price tags and labels. The deadline is met if the Consumer sends the Product within 14 days to the address of the Seller.

5.7. The Consumer is only liable for any diminution in the value of the item resulting from the use of the item other than what was necessary to establish the nature, characteristics and functioning of the item.

6. Complaints

6.1. If the sold Product is not in conformity with the Contract, the Seller is liable to the Consumer and will process complaints on this account in conformity with the provisions of the Polish Consumer Rights Act concerning the non-conformity of the goods with the Contract.

6.2. The Seller is liable for the lack of conformity of the Product with the Contract, existing at the time of its delivery and revealed within 2 years from that time, unless the Product's expiry date, as specified by the Seller, its legal predecessors or persons acting on their behalf, is longer. The Consumer may in any case demand: replacement of the Product or repair of the Product. If bringing the Product into conformity with the Contract in a manner chosen by the Consumer is impossible or would require excessive costs for the Seller, the Seller may: replace the Product when the Consumer has requested repair or repair the Product when the Consumer has requested replacement. In the case of clothing items, only money refund is available. Exchange for a new item or a different Product is not possible.

6.3. Complaints can be submitted electronically to info@duolife.eu or in writing to the address of the Seller. Complaints about damage or absence of the ordered goods in the received shipment should be reported to the Seller within 2 (two) calendar days from the receipt of the goods. It is advisable that the complaint report should include in particular: first name, surname, date of purchase of the Product, type of the Product under complaint, number of the Order, serial number of the Product, detailed description of the defect and the date on which it was found, the Consumer's request, and in the case of damage to the goods during transport, a photo evidencing such damage and the report on damage drawn up in the presence of the courier delivering the parcel containing the Order. In the case of a complaint, the Consumer is obliged to return or transfer the product to the Seller at their

own expense immediately, and in any case not later than within 14 days from the day on which the Product fault was discovered.

6.4. If the data or information provided in the complaint needs to be supplemented, the Seller will ask the complainant to supplement the data or information before processing the complaint.

6.5. The Seller will process the complaint within 14 working days of receipt and, if this is not possible, undertakes to inform the Consumer when the complaint will be processed, stating the reason for its later processing.

6.6. The response to the complaint will be sent to the e-mail address assigned to the Account of the registered Customer and, in the case of an Order made without registration, to the e-mail address provided when placing the Order. In justified cases the Seller may send a reply in another manner indicated by the Customer submitting the complaint.

6.7. If the Product is found to be not in conformity with the Sales Contract, the Consumer may make a declaration on its wish to have the price reduced or to withdraw from the Contract in the following situations:

- a) the Seller refused to bring the goods into conformity with the Contract;
- b) the Seller has not brought the goods into conformity with the Contract;
- c) lack of conformity of the goods with the Contract persists despite the fact that the Seller has tried to bring the goods into conformity with the Contract;
- d) lack of conformity of the goods with the Contract is such as to justify either a reduction in price or withdrawal from the Contract without prior recourse to remedies;
- e) it is evident from the Seller's declaration or circumstances that it will not bring the goods into conformity with the Contract within a reasonable time or without undue inconvenience for the Customer.

6.8. In the event of goods subject to repair or replacement, the Consumer should make the goods available to the Seller. The Seller collects the goods from the Customer at its own cost.

6.9. The Consumer may not withdraw from the Contract if the lack of conformity of the goods with the Contract is insignificant.

6.10. In the event of withdrawal from the Contract as referred to above, the Consumer will immediately return the goods to the Seller and the Seller will immediately refund the price to the Consumer, no later than within 14 days of receipt of the goods or proof of their return.

6.11. The Seller will refund to the Consumer the amounts due to them as the result of exercising the right to have the price reduced promptly, not later than within 14 days of receiving the goods or proof of their return.

6.12. The Seller does not provide an option to return or exchange the Product with an exception of the cases described in pt 5 and 6 of the Regulations.

7. Digital content

7.1. In the event of improper performance of the Agreement for the provision of Digital Content by the Seller, the Consumer has the possibility to make use of the rights regulated in the Polish Consumer Rights Act.

7.2. If the Seller has not supplied the Digital Content, the Consumer may request that the Seller supply it. If the Seller nevertheless fails to provide the Digital Content immediately or within an additional period of time to be expressly agreed upon, the Consumer may withdraw from the Contract.

7.3. The Consumer may withdraw from the Contract without calling upon the Seller to supply Digital Content if it is clear from the Seller's statement or the circumstances that the Seller will not supply the Digital Content, or the Consumer and the Seller have agreed, or it is clear from the circumstances of the conclusion of the Contract, that a particular time limit for the delivery of the Digital Content was of significant importance to the Consumer and the Seller has not delivered it within such time limit.

7.4. The Seller will be liable for any lack of conformity of the Digital Content with the Contract which existed at the time of delivery and became apparent within 2 (two) years from that time. If the Digital Content is not in conformity with the Contract, the Consumer may request that it be brought into conformity with the Contract. In addition, if the Digital Content is not in conformity with the Contract, the Consumer may make a declaration to have the price reduced or withdraw from the Contract, on condition that:

- a) it is impossible or excessively expensive to bring the Digital Content into conformity with the Contract; or
- b) where the Seller has failed to bring the Digital Content into conformity with the Contract within a reasonable time from the moment the Seller was informed of the lack of conformity, and without excessive inconvenience for the Consumer, taking into account its nature and the purpose for which it is used,
- c) lack of conformity of the Digital Content with the Contract persists even though the Seller has tried to bring the Digital Content into conformity with the Contract,
- d) lack of conformity of the Digital Content with the Contract is such as to justify either a reduction in price or withdrawal from the Contract without first having recourse to the remedy of the Polish Consumer Rights Act.
- e) it is clear from the Seller's statement or the circumstances that the Seller will not bring the Digital Content into conformity with the Contract within a reasonable time or without undue inconvenience for the Consumer.

7.5. The Consumer may not withdraw from the Contract under point 7.4 above if the Digital Content is supplied in exchange for the payment of a price and the lack of conformity of the Digital Content with the Contract is insignificant.

7.6. The Seller is obliged to refund to the Consumer the price due to them as a result of exercising the right to withdraw from the Contract promptly, but not later than within 14 days from the day of receipt of the declaration on withdrawal from the Contract or price reduction. The Seller will refund the price using the same method of payment as the one used by the Consumer, unless the Consumer has expressly agreed to a different method.

7.7. The right of withdrawal from a Contract concluded away from the Seller's premises or at a distance will not apply to contracts for the supply of digital content which are not recorded on a tangible medium if the performance has begun with the Consumer's express consent before the lapse of the withdrawal period and after the Seller has informed them of

the forfeiture of the right of withdrawal.

8. Out-of-court complaints procedures

- 8.1. Detailed information about out-of-court complaints procedures and redress procedure, as well as terms on which they can be used are available at the offices and on the websites of poviat (municipal) consumer ombudsmen and social organisations whose statutory tasks include consumer protection.
- 8.2. Any Consumer may obtain free assistance in resolving a dispute, also using the free assistance of a consumer ombudsman or a social organisation whose statutory tasks include consumer protection.
- 8.3. Resorting to out-of-court complaints and redress procedures is discretionary and can take place if both parties to the dispute agree to it.

9. Final provisions

- 9.1. These Shopping Regulations are drawn up in accordance with the law and regulate the legal relations between the Consumer and the Seller with whom the Consumer has concluded the Sales Contract.
- 9.2. All Annexes to these Shopping Regulations form an integral part of the Shopping Regulations.
- 9.3. All correspondence relating to purchases in the DUOLIFE Shop, including withdrawal from the contract, termination and complaints, should be directed at the Seller at its contact details as follows:
at the email address: info@duolife.eu
at the following address: 22 Topolowa Street, 32-082 Więckowice (Poland)
by telephone: infoline +48 12 333 45 67
- 9.4. For more information on the collection and processing of personal data, please refer to the Privacy Policy, which can be found on the Website at www.myduolife.com.
- 9.5. The Seller reserves the right to make changes to these Shopping Regulations for legal or organisational reasons. The Seller will publish the changes on myduolife.com at least 14 (fourteen) calendar days in advance of the date on which they become effective.
- 9.6. In the event of an amendment to these Shopping Regulations, all Sales Contracts and Orders placed before the effective date of the amendment to these Shopping Regulations will be processed in accordance with the Shopping Regulations in force on the date of conclusion of the Sales Contract and placement of the Order.
- 9.7. The Registered Customer has the right to refuse to agree to the proposed changes within 14 days of receiving notice of the changes. Failure to make a statement in writing or by e-mail within the above indicated 14-day period will constitute acceptance of the proposed changes. A refusal to agree to the proposed changes made within the above indicated 14-day period will constitute termination of the contract for services by electronic means concluded during registration in the DUOLIFE Shop or the membership agreement concluded during registration in the DUOLIFE Shop.
- 9.8. Should any provision of the Shopping Regulations become invalid, this will not affect the continued validity of the remaining provisions of these Shopping Regulations. The invalid provision will be replaced by a new provision whose effect was intended by the original provision of these Shopping Regulations.
- 9.9. Matters not covered by these Shopping Regulations will be governed by the binding provisions of law applicable to the registered office of the Seller with whom the Consumer has concluded the Sales Contract.

Date last updated: 06.05.2024

Annex 1 to the Shopping Regulations

MODEL WITHDRAWAL FORM

(This form must be completed and returned only if you wish to withdraw from the Sales Contract)

Addressee:

DUOLIFE S.A.
22 Topolowa Street,
32-082 Więckowice, Poland
info@duolife.eu

I, the undersigned, hereby give notice of my withdrawal from the contract of sale of the following products:

Products:		
Date of conclusion of contract / acceptance:	Order number:	Customer's first name and surname:
Customer's address:	Bank account number:	VAT Number*

* Applies to a Customer making the purchase in the capacity of a business entity

(date)

(signature of the Customer **)

** only if the form is sent on paper

