

Regulations of the “Welcome Packs” Promotion

§ 1

General Provisions

1. This document (hereinafter referred to as the “Regulations”) defines the rules of the “Welcome Packs” promotion, conducted in the online store www.carpatree.com, operated by Carpatree sp. z o.o. (hereinafter also referred to as the “Promotion”).
2. For the purposes of these Regulations, the following terms shall have the meanings assigned to them:
 - a. Customer – an entity wishing to participate in the Promotion.
 - b. Seller/Organizer – Carpatree sp. z o.o., with its registered office at ul. Czajkowskiego 15, 43-300 Bielsko-Biała, NIP 547-222-12-25.

§ 2

Duration of the Promotion

1. The Promotion will be conducted from 1 July 2025 until further notice.
2. The Organizer reserves the right to suspend the Promotion at any time and to restart it at any time.

§ 3

Rules of the Promotion

1. The Promotion is intended exclusively for new Carpatree customers who, during the Promotion period:
 - a. create a new customer account in the online store www.carpatree.com, and
 - b. place their first order in the online store www.carpatree.com.
2. Under the Promotion, the Customer may purchase product sets marked as “Welcome Packs” at a special promotional price, which is 20% lower than the total regular price of the products included in the set when sold separately.
3. The price of “Welcome Packs” sets is the final price and is presented on the product page of the set.
4. The Customer may apply discount codes to “Welcome Packs” sets, unless the regulations of a specific promotion explicitly exclude such possibility. In the case of such exclusion, discounts cannot be combined.
5. The Promotion can be used only once – exclusively as part of the first order placed in the online store www.carpatree.com.
6. Products covered by the Promotion are sold exclusively in “Welcome Packs” sets and cannot be modified, except for the selection of available sizes within the set.

§ 4

Returns Policy

1. In the case of purchasing a “Welcome Packs” set, the Customer may only return the entire set. Returning individual products included in the set is not possible.
2. In the event of returning the “Welcome Packs” set, the Customer will receive a refund of the amount actually paid for the returned set, i.e. after taking into account the applied discounts.
3. Returning part of an order does not affect the validity of the discount applied to the remaining products in the order.
4. All returned products must be in unused condition and meet the other conditions specified in the Store Regulations.
5. The return of the entire order shall be carried out in accordance with the rules set out in the Store Regulations.

§ 5

Final Provisions

1. The Promotion Regulations are available at <https://carpatree.com/page/terms-and-conditions> in the “Promotion Regulations” section for the entire duration of the Promotion.
2. Participation in the Promotion is tantamount to acceptance of these Regulations.
3. In matters not regulated by these Regulations, the provisions of Polish law shall apply.
4. Any disputes arising from obligations related to this Promotion will be resolved by the common court competent for the Organizer’s registered office.
5. Personal data collected in connection with the implementation of the Promotion will be processed in accordance with the Seller’s Privacy Policy available at <https://carpatree.com/page/privacy-policy>.
6. These Regulations come into force on 1 July 2025.