

1. ONLINE STORE REVIEWS

1.1. Customers of the Online Store have the option to voluntarily and free of charge submit a review regarding purchases made in the Online Store. The review may also include an evaluation, photo, or critique of a purchased product in the Online Store.

1.2. After completing purchases in the Online Store, the Seller provides the necessary data to create an email invitation to a company handling the survey process. The sending of surveys and the review collection process in forms are fully handled by TrustMate SA, headquartered at Bartoszowicka 3, 51-641 Wrocław. TrustMate SA sends an email to the Customer requesting a review, along with a link to an online form allowing its submission. The online form allows providing answers to Seller-related questions about purchases, evaluating them, adding a personal description of the review, and uploading a photo of the purchased product. In case of not providing a review after receiving the first invitation to do so, TrustMate may resend the invitation.

1.3. A review can only be provided by a Customer who has made purchases in the Seller's Online Store.

1.4. Reviews provided by the Customer are published by the Seller in the Online Store and on the TrustMate.io profile.

1.5. Providing a review cannot be used by the Customer for unlawful activities, especially for actions constituting unfair competition against the Seller or actions infringing on personal rights, intellectual property rights, or other rights of the Seller or third parties.

1.6. A review can only be provided for actually purchased products in the Seller's Online Store. It is prohibited to enter into fictional/apparent sales agreements for the purpose of providing a review. The author of the review cannot be the Seller or its employees, regardless of the basis of employment.

1.7. A review provided can be deleted by its author at any time.