



MANUFACTURER IMPORTER DISTRIBUTOR

1. GENERAL

- 1.1.** The owner of the content of these regulations is GLOBAL FOOD HYGIENE D.URBAŃSKI SPÓŁKA KOMANDYTOWA with its registered seat in Kuśnie 41D, 98-200 Sieradz, registered in the District Court for Łódź - Śródmieście in Łódź, XX Division of the National Court Register, under the KRS number 0000601487, NIP: 8272307627, Number for statistical purposes (REGON) 360982808.
- 1.2.** The person placing the order is hereinafter referred to as the "Customer", the entity providing the order or services to GLOBAL FOOD HYGIENE D.URBAŃSKI SPÓŁKA KOMANDYTOWA is referred to as the "Contractor".
- 1.3.** The Customer and the Contracting Party may be an entity running its business activity in Poland, but also an entity having its registered office/place of business/place of residence in another EU country or in a non-EU third country, however, irrespective of the regulations of that country, the Polish law shall be exclusively applicable and binding for all obligations between the Parties, and the court competent to adjudicate any disputes between the Parties shall be the local court according to the address of the registered office of GLOBAL FOOD HYGIENE indicated in the Regulations. Polish law and the indicated jurisdiction of the Court shall also apply to all obligations between the Parties, including those arising from orders placed, in the case of other Customers, i.e. those having their registered office/place of business/place of residence in the Republic of Poland.
- 1.4.** "Goods" or "product" within the meaning of the Terms and Conditions are any products - things that the Customer may purchase from GLOBAL FOOD HYGIENE, by placing an order via email correspondence sent to bok@globalhygiene.pl, as well as by placing an order by telephone and by making a purchase in person at the premises of GLOBAL FOOD HYGIENE.
- 1.5.** Acceptance of the terms and conditions is voluntary, but necessary for the order and delivery of the goods.
- 1.6.** By placing an order in any form, the Customer at the same time expressly declares that he/she accepts the content of these Terms and Conditions.
- 1.7.** The customer can contact GLOBAL FOOD HYGIENE by e-mail, by telephone and directly by visiting the company's premises.
- 1.8.** All contact details of GLOBAL FOOD HYGIENE employees are available on the following website <https://globalhygiene.pl/> under the Contact tab.



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2. COMPLAINTS

2.1. Products may only be claimed for defects caused by the goods purchased, provided that the customer has observed the correct use of the goods. E.g.

- a) that do not meet the buyer's quality requirements,
- b) damaged products*,
- c) differing in specification from that stated in the offer.

Differences in the appearance of the products (e.g. colours, texture) do not constitute grounds for complaint.

2.2. *Damage resulting from natural wear and tear or from use other than that intended, as well as damage resulting from mechanical damage, cannot be claimed.

2.3. Assortments purchased from Global Food Hygiene are subject to a claims process with an expiry date of the individual products.

2.4. Global Food Hygiene undertakes to deal with the complaint within 30 working days from the day it is reported and to inform the Buyer of the outcome of the complaint.

2.5. The time and form in which a complaint is dealt with may be extended depending on the circumstances, and the adjustment of communication on the part of the customer.

2.6. The date of filing a claim under the basic procedure is understood to be the date on which the buyer has provided the seller with the complete set of documents necessary to consider the claim, i.e:

- a correctly filled in and signed claim report,
- photographs of the advertised products together with the batch number.

2.7. In order for the Complaints process to be considered initiated, the Customer must receive confirmation from the Complaints Department that the necessary documents submitted are correct.

2.8. In the case of the extended mode, the day of the claim is the day of physical receipt of the product claimed by the Seller and receipt of confirmation from the Claims Department that the necessary documents have been correctly submitted and the product has been sent.

2.9. To lodge a complaint, download the following from the website <https://globalhygiene.pl/do-pobrania/> download the claim form, fill it in and, enclosing a set of documents, send it to the following address reklamacje@globalhygiene.pl.

2.10. In justified cases, Global Food Hygiene may ask for the advertised products to be sent.

2.11. Global Food Hygiene does not accept complaints that are not preceded by the sending of a completed complaint report.



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2.12. If it is not possible for the customer to download and print the document, please deliver a handwritten complaint form, stating:

- a) company name and address,
- b) the name of the goods to be returned and the quantity/purchase lot number of the goods complained of,
- c) the name of the person responsible for reporting the return, together with a mobile telephone number,
- d) no. of purchase document,
- e) reason for return.

2.13. The only address where documents sent by post are accepted is: Global Food Hygiene D. Urbański Spółka Komandytowa Kuśnie 41D ; 98-200 Sieradz.

2.14. Global Food Hygiene has two modes of complaint procedure:

a) Basic mode:

In this procedure, the complete set of documents listed in section 2.6 and photographs of the products advertised in the system must be sent: 1 product = min. 1 photo.

b) Enhanced mode:

The extended mode, on the other hand, applies if the data sent under the basic mode are insufficient to process the complaint. In such a situation, the Customer will be informed of the need to send the advertised goods back to the Seller's address or to the place indicated by the Seller. Goods must be sent back in their original packaging and properly protected against damage during transport. Goods damaged during shipment will not be repaired or replaced under the guarantee. At the same time, we would like to point out that the right to make a complaint only applies during the warranty period of the product. Failure to meet the above conditions will result in rejection of the complaint.

2.15. In the event that the complaint is not accepted, any costs for sending the advertised product to Global Food Hygiene remain with the Customer.

3. RETURNS

3.1. Goods that meet the following conditions together are eligible for returns:

- are in their original, intact packaging,
- are undamaged and show no signs of use,
- include all components and accessories.



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- 3.2. In order to return the goods, the customer is obliged to contact the person with whom he placed the order. Then download from <https://globalhygiene.pl/do-pobrania/> return protocol, fill it in
- 3.3. and send it to reklamacje@globalhygiene.pl with the wording complaints/return of goods xxxx (depending on what it refers to).
- 3.4. The customer has the right to return the ordered goods within 30 calendar days from the date of invoice.
- 3.5. Global Food Hygiene has 30 days to verify the return.
- 3.6. If the requirements described in the regulations are met, and the decision-maker accepts the return, a correction invoice will be issued.
- 3.7. The accepted return of goods is equivalent to a refund of the amount of the price paid as shown on the original sales document. The date and form of payment depend on individual arrangements with the customer.
- 3.8. In order for a refund to be possible, the customer must provide the bank account number to which the refund is to be made.

4. INVOICES SENT ELECTRONICALLY

- 4.1. The legal basis for issuing and sending invoices in electronic form is the Act of 11 March 2004 on Value Added Tax ("VAT Act"), Dz. of 2017, item 1221, as amended).
- 4.2. It is possible for GLOBAL FOOD HYGIENE to issue and send invoices to the Customer in electronic form under the conditions indicated below.
- 4.3. GLOBAL FOOD HYGIENE reserves the right to send invoices electronically only.
- 4.4. The customer has the right not to consent to e-invoicing.
- 4.5. If the Customer does not agree to receive invoices electronically, the Customer is obliged to provide GLOBAL FOOD HYGIENE with a statement.
- 4.6. The declaration may be made in writing or electronically at: bok@globalhygiene.pl.
- 4.7. The issue and transmission of invoices in electronic form shall take place subject to compliance with the applicable legal provisions.
- 4.8. The transmission of e-invoices is done electronically and the attached file is sent in PDF format.
- 4.9. The customer is required to provide an e-mail address to which electronic invoices will be sent.



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- 4.10.** GLOBAL FOOD HYGIENE e-invoices will be sent from the e-mail address: platosci@globalhygiene.pl to the Recipient's address indicated by the Customer.
- 4.11.** Invoices sent in electronic form shall be stored by GLOBAL FOOD HYGIENE in such a way as to ensure the authenticity of their origin, the integrity of their content and their legibility from the time they are issued until the expiry of the statute of limitations on tax liability.
- 4.12.** It is the customer's responsibility to retrieve, store the retrieved documents and make available to the tax authority or tax inspection authority the invoices sent electronically.
- 4.13.** The Customer's implicit consent to issue and send invoices in electronic form does not exclude GLOBAL FOOD HYGIENE's right to issue and send invoices in paper form in cases prescribed by law.
- 4.14.** Sending invoices electronically involves sending an email to the Customer with the invoice in PDF format as an email attachment.
- 4.15.** The date of delivery to the Customer of invoices issued and sent electronically and, at the same time, the date of receipt of this e-invoice shall be the date on which the e-mail reaches the recipient's server for the e-mail address provided by the Customer.
- 4.16.** Changing the e-mail address and opting out of electronically sent invoices is done by:
- in the event of a change of e-mail address, the invoice recipient undertakes to notify the new address in writing within 5 calendar days.
 - the absence of such notification shall not give rise to a waiver of interest on late payment due to the absence of an invoice,
 - in the absence of notification to GLOBAL FOOD HYGIENE by the Customer of a change of e-mail address, electronically transmitted invoices shall be deemed to have been effectively delivered upon receipt of the e-mail message with the attached link or invoice attachment to the previously valid e-mail address,
 - withdrawal of acceptance for electronic invoicing will be made within a maximum of 14 days from the date of notification.

5. PRIVACY

5.1. The administrator of the voluntarily provided personal data is GLOBAL FOOD HYGIENE D. Urbański Spółka Komandytowa with its seat in Kuśnie 41D, 98-200 Sieradz, entered in the Register of Entrepreneurs of the National Court Register by the District Court for Łódź Śródmieście in Łódź, XX Economic Division of the National Court Register under KRS no: 0000601487 NIP: 8272307627, REGON 360982808 and Global Business Fusion Group companies, bound by a co-administration agreement, hereafter: Co-administrators.



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5.2. For all questions relating to personal data, please contact the administrator:
rodo@globalhygiene.pl

5.3. Within the framework of data protection, each Customer and Contractor has the right to:

a) access to data:

The right to be informed about the processing of her personal data. You can request confirmation as to whether personal data is being processed and receive access to this data.

b) corrigendum:

The right to request the rectification of inaccurate personal data and the completion of incomplete data.

c) deletion of data:

In certain situations, you can request the deletion of your personal data ("right to be forgotten").

d) limitation of processing:

The right to request the restriction of data processing in certain cases.

e) - data portability:

The right to receive personal data in a structured, commonly used format and to have that data sent to another controller.

f) - objections:

The right to object to the processing of your personal data under certain conditions.

5.6. Supervisory authorities



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Presidents of the Office for the Protection of Personal Data (OPAP): Controllers of personal data are obliged to provide information on the processed data at the request of supervisory authorities, such as the DPA. These authorities have the right to carry out inspections and audits to ensure compliance with data protection legislation.

5.7. Acquisition and processing of personal data for purposes:

- a) the conduct of business activities, including mainly the conclusion and execution of contracts and the establishment of business relationships with business partners (Article 6(1)(b) of the DPA);
- b) to carry out marketing activities via the Newsletter and catalogue download and loyalty programme, placed on the website, concerning its own products and services (Art. 6(1)(f) RODO - legitimate purpose:
- c) carrying out promotional activities in support of the activity) - applies to those who have consented to the processing of data for this purpose.
- d) implementation of the recruitment process through the recruitment form (Article 6(1)(a) and (c) RODO) - where the collection of personal data relates to the recruitment of employees and other persons for employment by the Administrator.
- e) handling of requests sent via the contact form on the website (Article 6(1)(f) RODO - the Administrator's legitimate interest consisting of the need to review the requests received and to respond to queries sent via the contact form or to establish another form of contact).
- f) handling complaints and claims (Article 6(1)(c) RODO).
- g) the conduct of electronic and non-electronic correspondence (Article 6(1)(b) and (c) of the DPA);
- h) analysis of website traffic in order to optimise the available functionalities (Article 6(1)(f) RODO - the Administrator's legitimate interest in analysing website traffic in order to improve its functionalities).
- i) the assertion and defence of claims (Article 6(1)(f) RODO - the Administrator's legitimate interest in the need to conduct pre-litigation, court and enforcement proceedings in order to protect its rights and interests).

6. PERSONAL DATA PROCESSING OUTSOURCING

6.1. The personal data we collect is processed within the European Economic Area (EEA) and may be transferred to countries outside the EEA where justified. Any transfer of personal data shall take place in accordance with the applicable legal provisions.

The Controller is obliged to store the data for the periods indicated by law or when this is necessary for the proper functioning of the Controller as a business and to maintain the principle of accountability.



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a) Personal Data collected through the Newsletter

Personal data collected via the Newsletter is stored for the duration of your consent to receive the Newsletter. If consent is withdrawn, the data shall be

deleted immediately, but no later than 30 days after being informed of the withdrawal of consent.

b) Personal data arising from the necessity to carry out the order

The personal data necessary for the execution of the order are stored for the time necessary for the execution of the order and for the period required by law, including accounting and tax regulations (at least 5 years after the end of the fiscal year in which the order was executed).

c) Personal Data Collected as a Result of the Recruitment Process

Personal data collected as a result of the recruitment process is retained for a period of 6 months after the end of the recruitment process, unless the candidate consents to its continued retention for use in future recruitment. In the case of such consent, data may be kept for a period of 2 years after the end of the recruitment process.

In the event of a high risk of claims, the personal data of candidates for a full three-year limitation period. This may be the case, for example, in the case of very comparable applications, gender discrimination or a disclosed relationship with trade unions is also an indication

d) Personal Data Collected as a Result of Submitting a Contact Form

Personal data collected as a result of sending a contact form is stored for the period necessary to respond to the enquiry and for a period of 12 months after the end of the correspondence, in order to monitor the quality of customer service and possibly carry out further communication.

All personal data is stored in accordance with applicable legislation and data protection rules, including the RODO.

e) Personal data for claims purposes

Data processed for the purposes of claiming and defending against claims - until the time limit for claiming and defending against claims arising from the specific legal relationship on which it is based has expired.

f) Personal data for statistical purposes

As long as there is a legal basis for processing, personal data for statistical purposes are not processed;

g) Personal Data on collected for the benefit of the loyalty programme:

Personal data collected as a result of participation in the loyalty programme is stored for the duration of the programme and the settlement of the programme.



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6.2. Obligation to transfer data to other Entities, based on the Law, in particular:

- a) **Law enforcement agencies and courts:** In cases provided for by law, data controllers may be obliged to make personal data available to law enforcement agencies, courts or other public institutions.
- b) **Other entities:** In situations where the law requires personal data to be made available to other entities (e.g. public administration bodies), the controller is obliged to provide such information.

6.3. Please be advised that the provision of personal data is voluntary, however, failure to do so will prevent us from carrying out the following activities:

- a) **Purchase order fulfilment**
Without personal data such as name, delivery address and contact details, we will not be able to process and fulfil product orders.
- b) **Issuing invoices and sales documents**
The personal data are necessary for the issuing of invoices, receipts and other sales documents in accordance with applicable legislation.
- c) **Shipping of ordered products**
Without a delivery address and contact details, we will not be able to organise the dispatch of products to the customer.
- d) **Order contact**
Failure to provide your contact details will prevent us from contacting you with any questions, concerns or problems relating to the processing of your order
- e) **Loyalty programme registration**
In order to participate in the loyalty programme, it is necessary to provide personal data which enables points to be counted and prizes to be awarded.
- f) **Sending marketing information**
Without your consent and the provision of contact details, such as your e-mail address, we will not be able to send you information about promotions, news and special offers.
- g) **Handling complaints and returns**
In the case of complaints or product returns, your personal data is necessary for processing these complaints and for contacting you about further steps.
- h) **Provision of technical support**
Without contact details, we will not be able to provide technical support regarding our products.

6.4. We do not process data by automated means (including profiling).

We use cookies in the course of our activities, however, we do not process personal data within the meaning of the RODO in the course of these activities.

7. ADVERTISING MATERIAL

7.1. The use of GLOBAL FOOD HYGIENE's advertising material is subject to compliance with the following terms and conditions governing use.



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7.2. A prerequisite for the temporary transfer of copyrights for the indicated images is the purchase of at least 1 carton of the products within the next 3 months.

7.3. The customer agrees to use the temporarily transferred copyright only to promote Global Food Hygiene products.

7.4. The use of copyright to promote a product other than a Global Food Hygiene product will result in the immediate revocation of all rights and the possibility of a claim.

7.5. The copyright is transferred in particular in the following fields of exploitation: publication on the website/web shop or other sales portals where the Customer offers products, as well as in printed or electronic advertising material.

7.6. The temporary transfer of copyright will take place by sending it electronically to the e-mail address indicated. Materials will be sent within 3 working days in PNG or JPG format.

7.7. After the expiry of the period indicated under 6.2. and failure to make the minimum purchase for the products indicated, all entitlements are revoked.

7.8. If the company fulfils the conditions indicated in points 6.2 - 6.4 - the term allowing the use of advertising material is automatically extended by a further 3 months according to the current terms and conditions.

7.9. Failure to comply with the conditions under these rules and regulations, in particular sections 6.3 and 6.4, may result in criminal liability under Art. 115.1 of this Act.

7.8. The use of materials contrary to the provisions of these Rules is not permitted. Failure to comply with these rules constitutes a breach of the law.

7.9. Consent to the processing of GLOBAL FOOD HYGIENE materials may be withdrawn without stating a reason at any time.

8. INTRA-COMMUNITY ACQUISITIONS OF GOODS

8.1. GLOBAL FOOD HYGIENE shall add value added tax (VAT) to the price of the goods at the rate applicable in the territory of the Republic of Poland.

8.2. A customer making an intra-Community acquisition of goods (ICT) has the right to purchase the goods offered by GLOBAL FOOD HYGIENE with a VAT rate of 0%, provided that it fulfils all of the following conditions:

- a) has an appropriate and valid identification number for intra-Community transactions, issued by the Member State of the buyer, containing a two-letter code for value added tax which he has provided to GLOBAL FOOD HYGIENE
- b) supplies GLOBAL FOOD HYGIENE before the deadline for submission of the tax return for the relevant accounting period and evidence that the goods which are the subject of intra-Community acquisition have been exported from the territory of the country and



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supplied to a purchaser in the territory of a Member State other than the territory of the Republic of Poland

8.3. The customer agrees that the evidence proving that the goods which are the subject of an intra-Community acquisition (WNT) have been exported from the territory of the country and delivered to a purchaser in the territory of a Member State other than the territory of the Republic of Poland is:

- a) Transport documents received from the carrier (forwarder) responsible for the exportation of goods from the territory of the country, which clearly indicate that the goods were delivered to their destination in the territory of a Member State other than the territory of the Republic of Poland - if the carriage of goods is commissioned to a carrier (forwarder)

8.4. The Customer agrees that in the case of export of goods which are the subject of an intra-Community acquisition of goods (WNT) regardless of the mode of transport chosen by the Customer, the Customer shall, in addition to the documents indicated above, provide GLOBAL FOOD HYGIENE with a delivery confirmation document in a form acceptable to GLOBAL FOOD HYGIENE (i.e. delivery of the original document in person or by post to GLOBAL FOOD HYGIENE's registered office, return of the signed document in electronic form with the company stamp and date).

8.5. In the event that the customer fails to meet any of the conditions, i.e. fails to send, returns incomplete or unsigned evidence that the goods subject to intra-Community acquisition have been exported from the territory of the country and delivered to a purchaser in the territory of a Member State other than the territory of the Republic of Poland within 30 days from the date of execution of the order, GLOBAL FOOD HYGIENE company shall be entitled to

to add to the net price of the purchased goods the basic rate of Value Added Tax (VAT) applicable within the territory of the Republic of Poland Poland for the purchased goods

9. PAYMENT TERMS

8.1. The available payment methods include payment in cash upon receipt of the goods or by transfer to the BNP PARIBAS accounts indicated below:

- b) PLN account no: 25 2030 0045 1110 0000 0404 7950
- c) USD account no: 27 2030 0045 3110 0000 0033 2530



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d) EUR account no: 06 2030 0045 3110 0000 0033 2520

8.2. GLOBAL FOOD HYGIENE shall apply set-off in the event of a return or complaint and in the event of mutual obligations with the Customer occurring.

8.3. In the event of mutual obligations, a set-off shall be issued in accordance with the applicable legal provisions.

8.4. If the form of payment is cash, collection of the goods shall take place immediately or at a time specified by the Customer, subject to the availability of the goods in the warehouse of GLOBAL FOOD HYGIENE. (Available forms of payment at GLOBAL FOOD HYGIENE are bank transfer and prepayment)

8.5. If the form of payment is prepayment, dispatch or collection of the goods shall take place once the full amount has been credited to GLOBAL FOOD HYGIENE's account in accordance with GLOBAL FOOD HYGIENE's delivery schedule. The payment amount consists of the price of the goods and the transport costs, for which the customer receives a VAT invoice.

8.6. Failure to pay within 7 days from the date of transmission of the pro forma document in paper or electronic form or the date indicated in the document will result in cancellation of the order booking.

8.7. Payment within the time limit indicated on the document is tantamount to acceptance of the prices stated therein.

8.8. If there is a return of goods or a change in price, a correction invoice will be issued.

8.9. The rules for issuing and clearing advance payments, as well as the preparation of accounting documents, are derived from the relevant legislation.

8.10. The customer may apply for a value limit under which he or she will be able to make deferred payment purchases.

9. REGULATIONS FOR THE ISSUANCE OF INTEREST NOTES FOR LATE PAYMENT IN COMMERCIAL TRANSACTIONS.

These regulations set out the terms and conditions for the issuance of interest notes for late payment in commercial transactions.

9.1. Definitions:

- a) Interest for delay in commercial transactions, this is interest equal to the sum of the reference rate of the National Bank of Poland and eight percentage points.



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- b) A commercial transaction is understood as a contract the object of which is the delivery of goods or the provision of services against payment, if the parties conclude it in connection with their business activity.

9.2. Legal basis:

Article 11c of the Act of 8 March 2013 on the prevention of excessive delays in commercial transactions (Dz. U. of 2022, item 893 and 2414); Announcement of the Minister of Development and Technology of 21 December 2022 on the amount of statutory interest for delay in commercial transactions (M. P. of 2022, item 1263)

9.3. The amount of statutory interest for delay in commercial transactions, from 1 January 2023 to 31 December 2023, is:

- a) 14.75% p.a. - for commercial transactions where the debtor is a public entity that is a healthcare provider;
- b) 16.75% p.a. - for commercial transactions where the debtor is not a public entity that is a healthcare provider

9.4. If payment is not made by the due date, interest will be charged for each day of delay from the day following the original due date until the date of actual payment.

9.5. The creditor does not have to inform the debtor that interest has started to accrue, as this is in accordance with common law.

10. ORDER PLACEMENT

9.1 Enquiries can be sent to the following email address: bok@globalhygiene.pl

9.2 At GLOBAL FOOD HYGIENE, orders can be placed as described below:

- a) by sending orders to the following email address: zamowienia@globalhygiene.pl,
- b) by contacting Customer Service, which is at your disposal on weekdays from 08:00 - 16:00 at the following email address: bok@globalhygiene.pl and at telephone number: [+48 797 153 044](tel:+48797153044),
- c) through direct contact with our sales department, which has been divided into individual regions,
- d) all staff contact details are available at <https://globalhygiene.pl/> under the Contact tab.

9.3 In the event of a temporary shortage of any goods, GLOBAL FOOD HYGIENE shall inform the Customer of this and agree further individual details with the Customer regarding the fulfilment of the order sent.



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When placing an order, the customer is bound by the provisions of these terms and conditions.

9.4 We reserve the right to refuse or cancel any order if it is placed using: software, a robot or any automated system, scripted behaviour or any third party services used to place an order on your behalf.

10. FORMS OF DELIVERY

10.1 The ordered goods are delivered to the customer by shipping companies, i.e:

- a) Schenker
- b) Raben Group
- c) INPOST or GLS

The aforementioned forms of delivery shall apply unless the Customer chooses to collect the ordered goods in person.

10.2 It is possible to have the goods delivered by another shipping company commissioned by the customer. In this case, the costs associated with the logistics are covered by the customer.

10.3 The shipping companies mentioned above operate under their own regulations. For the rules and regulations of the freight forwarders, please contact these companies directly.

10.4 A working day is defined as the time between 08:00 and 16:00 Monday to Friday, excluding public holidays.

10.5 In the case of personal collection of goods purchased by GLOBAL FOOD HYGIENE Customers, the goods are released from the GLOBAL FOOD HYGIENE warehouse between 08:00 and 16:00 Monday to Friday, excluding public holidays.

10.6 It is possible to pick up the goods at other times by telephone arrangement with the CUSTOMER SERVICE OFFICE [+48 797 153 044](tel:+48797153044).

10.7 The address provided by the customer when placing the order is the address to which the ordered goods are sent.



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11. RECEIPT OF GOODS

- 11.1** Upon receipt of the goods from the shipping agent, the correctness of the contents of the consignment in terms of assortment and quantity of goods must be checked. If a consignment is found to be not in conformity with the order or invoice, the Customer is obliged to draw up a discrepancy report together with a representative of the shipping company. The customer should inform GLOBAL FOOD HYGIENE within 3 days of the situation that an irregularity has been found in the order and send GLOBAL FOOD HYGIENE a discrepancy report within 7 days. The above deadlines are calculated from the date of receipt of the consignment.
- 11.2** GLOBAL FOOD HYGIENE shall not be liable for shortages of goods discovered without the involvement of a shipping company representative or discovered in violation of the claims procedure.

12. FINAL PROVISIONS

- 12.1.** The regulations are effective as of 01.07.2024.
- 12.2.** GLOBAL FOOD HYGIENE reserves the right to withdraw individual goods from sale.
- 12.3.** The rules of cooperation set out in these terms and conditions apply to both customers from within and outside the Republic of Poland.
- 12.4.** GLOBAL FOOD HYGIENE reserves the right to an individual pricing policy, irrespective of the price list.
- 12.5.** The product images on the GLOBAL FOOD HYGIENE website may differ slightly in colour and appearance from the original.
- 12.6.** Photos are property of GLOBAL FOOD HYGIENE.
- 12.7.** The processing of advertising material belonging to GLOBAL FOOD HYGIENE is prohibited. (The use of advertising material belonging to GLOBAL FOOD HYGIENE may only take place in accordance with section 6 of these Terms and Conditions)
- 12.8.** The content of the Terms and Conditions is available to Customers free of charge at the following <https://globalfoodhygiene.com/statute/> from where Customers may consult and print them at any time.
- 12.9.** Matters not covered by these Rules shall be governed by the provisions of the Civil Code and other relevant general provisions of Polish law.
- 12.10.** The competent court for disputes with Consumers shall be the court with territorial jurisdiction according to the applicable provisions of the Code of Civil Procedure.



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12.11. GLOBAL FOOD HYGIENE has the right to amend the content of the Terms and Conditions at any time. Each Customer is obliged to read the Terms and Conditions, including immediately before placing any order, and is bound by their provisions.

03.07.2024