

TERMS OF SERVICE

of the Equipment Sales subpage of the lasertagpoznan.pl website

§ 1. Service Provider and scope of the Terms

1. These Terms of Service ("Terms") set out the rules for using the part of the lasertagpoznan.pl website available at lasertagpoznan.pl/sprzedaz-sprzetu (English version: lasertagpoznan.pl/en/equipment-sales/) together with its subpages (the "Subpage"). They also set out the complaints procedure for the services provided by electronic means through the Subpage to any person using it (the "User").
2. The service provider and administrator of the Subpage is Olivier Śmigielski, operating as a sole trader under the business name LASER TAG Olivier Śmigielski, ul. Stobnicka 53, 60-480 Poznań, NIP 7811882078, REGON 302300085, entered in the Central Register and Information on Economic Activity (CEIDG) (the "Service Provider").
3. The Subpage is a separate part of the website. The remaining parts of the lasertagpoznan.pl website, concerning the organisation of laser tag games, are operated by Vanguard Arsenal sp. z o.o. (a Polish limited liability company, NIP 7812116848), which is a separate entity; the rules for using those parts are set out in that company's terms of service. Responsibility for the content and services of the Subpage lies solely with the Service Provider.

§ 2. Contact details

1. The Service Provider can be contacted at: • address: ul. Stobnicka 53, 60-480 Poznań • e-mail: olivier@lasertagpoznan.pl • telephone: +48 570 931 931, Monday to Saturday, 10:00–18:00; on public holidays telephone support may not be available.
2. Enquiries by e-mail and via the Contact Form (see § 4) may be sent at any time. The Service Provider usually replies within 7 business days; this time limit is indicative only and is not binding on the Service Provider. The foregoing does not affect the time limit for handling complaints (§ 8(3)).

§ 3. Nature of the Subpage

1. The Subpage is informational in nature: it describes the Service Provider's business of selling, distributing and servicing laser tag equipment and allows the User to contact the Service Provider about these matters. The Subpage is not an online shop: it is not possible to place an order or to conclude a sales or servicing contract through it.
2. Sales and servicing contracts are concluded separately, on the basis of individual arrangements made by e-mail or by telephone, on terms confirmed in each case by the Service Provider.

3. The offer of sales, distribution and servicing of laser tag equipment presented on the Subpage is addressed to business customers (B2B). The terms of individual contracts, including who the parties to them are, are determined as set out in paragraph 2.
4. The provisions of the Terms do not exclude or limit the rights which, under mandatory provisions of law, are vested in a natural person who concludes with the Service Provider a contract which, for that person, is not of a professional nature. To the extent of any conflict, those mandatory provisions of law shall prevail.

§ 4. Services provided by electronic means

1. Through the Subpage, the Service Provider provides two services free of charge: (a) access to the content of the Subpage; (b) the Contact Form, an interactive form that allows the User to send an enquiry or message to the Service Provider.
2. The contract for the provision of the content access service is concluded when the Subpage is displayed and ends when the User leaves the Subpage.
3. Use of the Contact Form involves filling in the fields (identification details, e-mail address, telephone number – optional – and message content) and clicking "Send". The contract for the provision of this service is concluded when the User starts using the Contact Form and ends when the message is sent to the Service Provider or, if earlier, when the User stops using the Contact Form.
4. Providing data in the Contact Form is voluntary but necessary for a reply to be given. Before sending an enquiry, the User can read the information notice displayed next to the Contact Form and the [Privacy Policy](#). The User must enter in the Contact Form their own e-mail address or an address they are authorised to use. The Service Provider is not liable for the consequences of an e-mail address belonging to another person being entered in the Contact Form.
5. A person submitting an enquiry on behalf of a business should be authorised to use the data provided in the Contact Form and to contact the Service Provider on that business's behalf.

§ 5. Technical requirements; risks

1. Use of the Subpage requires: a device with internet access and an up-to-date web browser with JavaScript enabled. Use of the Contact Form additionally requires an active e-mail account and may require technical cookies to be enabled.
2. The Service Provider hereby informs the User of the specific risks associated with the use of services provided by electronic means: the possible operation of malicious software, attempts to obtain data by deception (phishing), unauthorised access to data in transmission, and the receipt of unsolicited commercial communications. Data transmitted via the Subpage is encrypted (TLS/SSL).

§ 6. Rules of use; liability

1. The User must use the Subpage in accordance with its intended purpose and applicable law. It is prohibited to provide unlawful content or to take actions that may disrupt the functioning of the website, in particular interfering with its content or technical structure, and sending unsolicited commercial communications (spam).
2. The Service Provider is not liable for disruptions, including interruptions in the functioning of the Subpage, caused by force majeure, the actions of third parties for whom the Service Provider is not responsible, or incompatibility of the website with the User's technical infrastructure. If the User notices faults or technical problems with the Subpage or the Contact Form, the User may report them to the Service Provider at the e-mail address given in § 2, providing, where possible, information that helps to identify the problem.

§ 7. Personal data; cookies

1. The rules for the processing of personal data in connection with the Subpage and the Service Provider's business are set out in the [Privacy Policy](#) available on the Subpage.
2. As at the date of entry into force of the Terms, the Service Provider does not use its own analytics or marketing tools on the Subpage; information on the cookies used on the Subpage, including any introduced at a later date, is set out in the Privacy Policy referred to in paragraph 1. The cookie consent banner for the entire lasertagpoznan.pl domain is operated by Vanguard Arsenal sp. z o.o., the operator of the remaining parts of the website.

§ 8. Complaints

1. Complaints concerning services provided by electronic means may be submitted in writing to the postal address, or by e-mail to the e-mail address, set out in § 2.
2. A complaint should include: a description of the subject of the complaint (the nature of the problem, the circumstances and the date on which it occurred) and the contact details of the person submitting it.
3. The Service Provider handles a complaint without undue delay and in any event within 14 days of its submission. The reply will be sent by the same means of communication by which the complaint was submitted.
4. A User who is a consumer may use out-of-court methods of resolving consumer disputes in accordance with the Act of 23 September 2016 on Out-of-Court Resolution of Consumer Disputes (*ustawa z dnia 23 września 2016 r. o pozasądowym rozwiązywaniu sporów konsumenckich*).
5. Detailed information on out-of-court methods of resolving consumer disputes and on the entities authorised to conduct such proceedings is available on the website of the President of the Office of Competition and Consumer Protection (UOKiK).
6. An out-of-court method of dispute resolution is available once the User has attempted to resolve the dispute directly with the Service Provider.

§ 9. Final provisions

1. The content made available on the Subpage, in particular texts, photographs, graphics, marks and other materials, may be protected by copyright law, industrial property law or other legislation. Any use of such content beyond the permitted use allowed by law requires the rightholder's consent.
2. The Service Provider may amend the Terms for valid reasons, in particular in the event of a change in the provisions of law, the scope or manner of providing services by electronic means, the functionality of the Subpage or the Service Provider's details. The amended Terms are published on the Subpage and apply to services provided from the date of their entry into force. Services used by the User before that date are governed by the Terms in the version in force at the time that service was used.
3. The Terms are made available free of charge on the Subpage in a manner that enables them to be obtained, reproduced and recorded, including as a PDF download.
4. Matters not regulated herein are governed by the provisions of Polish law, in particular the provisions of the Act of 18 July 2002 on the Provision of Services by Electronic Means (*ustawa z dnia 18 lipca 2002 r. o świadczeniu usług drogą elektroniczną*) and the Polish Civil Code (*Kodeks cywilny*).
5. The Terms are effective from 1 October 2026.
6. From the date on which they enter into force, these Terms replace the previous Terms of Service of the lasertagpoznan.pl website issued by the Service Provider, in so far as those concerned the Subpage and the services provided through it by the Service Provider. The rules for using the remaining parts of the lasertagpoznan.pl website are set out in the terms of service of their operator (§ 1(3)).
7. This English version is provided for information purposes only. The Polish version is binding; in the event of any discrepancy between the two versions, the Polish version prevails.