

Terms and conditions of exchanging and returning merchandise purchased at Taranko stores

1. General terms and conditions of exchanging or returning of goods

1.1. This terms and conditions specifies the regulations of exchanging and returning Taranko merchandise purchased in Taranko brick-and-mortar stores on the territory of the Republic of Poland, with the exception as indicated in point 1.2.

1.2. This terms and conditions does not apply to purchases made at Taranko brick-and-mortar outlet stores.

1.3. The basis for exchanging or returning goods purchased at the Taranko stores is the original receipt or VAT invoice.

1.4. Customers may exchange or return purchased merchandise only at the Taranko store, in which they made their purchase, within 7 calendar days from the date of the purchase, with the exception as indicated below.

1.5. A Taranko store will only accept items:

a) whose state, at the time of refund, is no different from their original condition at the time of purchase, and

b) that have attached original, and undamaged labels, and

c) bear no trace of use, wear, wash or other characteristics indicating their use.

1.6. A Taranko store may refuse to accept exchange or return of merchandise, which Customers have used, when they bear trace of use, rework, stain, wash or other indications of the use of the goods by Customers.

1.7. To return the goods, the Customer submits a withdrawal statement from the sales contract, upon which they will receive the refund in the form of a Taranko Gift Card with the value equal to the original price of the returned items.

1.8. Taranko Gift Card is valid for a period of 12 months from the date of its issue to the Customer and its value may be redeemed at any Taranko store on the territory of the Republic of Poland.

1.9. Point 1.7 is applicable regardless of the form of the payment for the goods, i.e. whether the Customer has paid in cash or by card, or in any another form recognized by the Taranko stores.

1.10. The Customer may exchange an item for a different size or other assortment on the terms of the offer on the date of the purchase of the exchanged product.

1.11. In case of exchanging an item for another at a price, which exceeds the original price paid by Customers, they are obliged to pay the difference in prices.

2. Final provisions

2.1. The contents of this Terms and Conditions is available at every Taranko store and online at www.taranko.com.

2.2. In the event of amendments to this Terms and Conditions, the amended document will be made available online at www.taranko.com and at the Taranko stores.

2.3. Terms and Conditions are effective from 7 November, 2017.

2.4. The regulations described in Terms and Conditions do not prevent the Consumer from pursuing their claims under the Act of 23 April 1964 of The Civil Code, under the warranties provided in the sale of merchandise. The basis for a potential claim is a proof of purchase.