Terms & Conditions

Regulations of the Charles Faram Europe Sp.z.o.o store valid from February 9, 2026

These regulations for the provision of electronic services have been prepared on the basis of Art. 8 of the Act of July 18, 2002 on the provision of electronic services (Journal of Laws of 2002, No. 144, item 1204, as amended) and constitutes an integral part of the sales contract for goods offered by the store. The Regulations are available free of charge via the Store, so you can read their content before concluding the contract. The Regulations are also available in the form of a PDF file which allows you to obtain (download), play, save and print them.
The store makes every effort to ensure that the terms and conditions of sale via the website www.shopeu.charlesfaram.com shape the rights and obligations of the consumer in a manner consistent with good practices and taking into account his interests.

1. The owner of the Online Store (hereinafter referred to as the "Store") and the seller of the items offered therein is Charles Faram Europe Sp.z.o.o. with its registered office in Lubomirka 4, 24-313 Wilkow, Poland, NIP 7822903708.

2. The store operates on the Internet at www.charlesfaram.com

3. Postal address of the Store: Charles Faram Europe Sp. z o. o Lubomirka 4, 24-313 Wilkow, Poland, tel; (+44) 1905 830734, e-mail: exports@charlesfaram.co.uk

§ 1 General provisions

1. These Regulations define the conditions for concluding and performing all sales contracts concluded with the Seller via the Online Store. Pursuant to Art. 384 of the Civil Code, they are part of the contract concluded with the Seller.

2. The Seller reserves the right to change the Regulations. Changes to the provisions of these regulations do not apply to orders accepted for execution.

3. The Regulations were created on the basis of the Act of July 18, 2002 on the provision of electronic services (Journal of Laws No. 144, item 1204, as amended). In matters not regulated by these Regulations, the provisions of the above-mentioned shall apply. Act and the Act of April 23, 1964, Civil Code and the Act of May 30, 2014 on consumer rights (Journal of Laws of 2014, item 827).

4. These Regulations for using the Store www.shopeu.charlesfaram.com are available at the following address: **https://charlesfaram.com/eu/terms-of-business/**, with the option of downloading them free of charge and storing them in PDF format.

§ 2 Orders

1. Placing an order involves the obligation to pay for the selected goods, and the Store undertakes to deliver the goods without defects.
2. Orders can be placed by phone, without the need to register in the electronic system.
3. Choosing the telephone method requires providing an e-mail address and postal address, necessary to complete the order.
4. You can purchase the product by registering on the online store website www.shopeu.charlesfaram.com and providing the data necessary to complete the order. Purchases can also be made without the need to register electronically by phone.
5. The Customer selects the Goods ordered by adding them to the cart.
6. After the Customer using the Online Store provides all address and contact details, a summary of the placed order will be displayed.
7. The buyer is obliged to provide correct and complete personal data, otherwise the order may not be completed due to the impossibility of delivering the goods.
8. In order to send an Order, it is necessary to accept the content of the Regulations, provide personal data marked as mandatory and press the Order with obligation to pay button.
9. Sending the Order by the Customer constitutes a declaration of will to conclude a Sales Agreement, in accordance with the content of these Regulations.
10. After placing the Order, the Customer receives an e-mail containing final confirmation of all important elements of the Order.
11. The sales contract is concluded in English, with content consistent with the placed order (which will indicate the item, price and buyer's details) and the Regulations (which specify the rights of the parties and the seller's details).
12. Forms completed incorrectly do not constitute an order and will not be processed. In particular, forms that do not contain the Customer's contact telephone number or e-mail address will be considered incorrectly completed, which may prevent the Store from confirming the received order. The Store reserves the right not to inform the Customer about the rejection of the order form if the Customer has not provided contact details enabling contact by phone or e-mail.
13. If there are any doubts regarding the content of the order form submitted by the Customer and received by the Store, the Store reserves the right to suspend the execution of the order until such doubts are clarified. The Store will immediately notify the Customer about the suspension of the order.

14. The fee for a telephone call to the store - at the number indicated by the Seller intended for contacting him regarding the concluded contract or for the purpose of concluding a contract - does not exceed the fee for a regular telephone call, in accordance with the tariff package of the service provider used by the Customer.

§ 3 Articles available in the Store

1. The order may only concern items listed in the current catalogue available on the Store's website. When placing an order, the Customer precisely specifies the type, name and confirms the price - this is done by adding the goods to the cart (thus accepting the data indicated above). The customer is obliged to indicate the number of pieces of the purchased goods, otherwise it will be assumed that he or she is ordering 1 piece.

2. Information regarding articles available in the Store does not constitute an offer, but only an invitation to submit offers within the meaning of Art. 71 of the Act of 23 April 1964, Civil Code. The offer, however, constitutes the Customer's correct order sent to the Store.

3. Prices of articles available in the Store are expressed in Polish zlotys or EUR and include VAT where applicable. The store reserves the right to change the prices specified in the catalogue and the right to withdraw some products from sale without giving reasons. If the price changes after placing the order, the Store will inform the Customer about the situation during the execution of the order. If not accepted by Customer of the new price, the order is considered cancelled.

§ 4 Forms of payment

1. The customer may choose the following forms of payment for the ordered goods:
   a) transfer or cash payment in PLN to the mBank bank account number: 27 1140 1094 0000 3971 0800 1001
   b) transfer or cash payment in PLN to the mBank bank account number: 27 1140 1094 0000 3971 0800 1002
   c) online payment (card, quick transfer, Blik)

2. If the Customer makes a payment in the manner referred to in section 1 point a) the condition for the Store to proceed with the order is to receive a bank confirmation of payment, and the order processing time referred to in § 6 section 3 is counted from the date the Store receives such confirmation.

3. The store issues VAT invoices at the customer's request.

§ 5 Delivery

1. The ordered items will be delivered to the Customer at his/her choice via a courier or freight company or to a parcel locker. The data on the shipment will include the name and surname and address provided by the Customer in the order form.

2. The customer has the right to choose - within the limits specified in the content of the order form - the method and company performing the delivery. By making a choice, the Customer also agrees to the prices related to the selected method and entity performing the delivery, which are given in the order form and thus the Customer has the opportunity to familiarize themselves with them before placing the order.

3. The order processing time is up to 14 days from the date of final confirmation of the order by the Customer and is the time during which the Store staff will prepare the ordered items and hand over the parcel to the courier company for delivery to the Customer. The store is not liable for delays or non-delivery of the shipment resulting from providing incorrect address details of the Customer or other reasons attributable to the Customer.

4. In the case of larger orders, it may be necessary to process the order in separate batches. The Customer will be informed about the above, and at the same time he will be provided with a calculation of the costs related to transport in separate batches - which may be more expensive in such a case. After submitting the above-mentioned information, the Customer will have the right to cancel the order or agree to the proposed terms.

5. Shipping costs are borne by the Customer and depend, among others, on: on the weight of the shipment, its value, etc.

§ 6 Collection of the shipment

1. Upon receipt of the parcel, the Customer is asked to check the contents of the parcel in the presence of the courier and, in case of damage, prepare a damage report. If the Customer notices damage to the shipment after the courier leaves, he or she is asked to report this invoice to the courier company. Preparing a damage report is particularly important for the seller when pursuing claims against the courier company for damage to the shipment during transport due to the carrier's fault. The lack of a damage report does not exclude the possibility for the Customer to submit a complaint about the received product under warranty or guarantee.

2. If the parcel has visible external signs of damage, the Customer has the right to open the parcel before signing the receipt documents and write down a document together with the courier, the so-called Parcel opening protocol.

3. The provisions of points 1 and 2 do not affect the Customer's rights towards the seller, and only serve to facilitate the pursuit of any claims of the seller against the courier company.

§ 7 Liability for defects in the goods

1. Complaints regarding damage to the shipment packaging or mechanical damage to the goods covered by the order occurring during transport may be reported to an employee of the courier company upon receipt of the shipment.

2. Selected articles available in the Store have a warranty granted by the entity granting the warranty (Guarantor) under the conditions specified by him in the warranty document attached to the article.

3. If the purchased goods turn out to be defective - and a warranty has been issued for the goods - the Customer has the right to use the warranty services directly at the websites indicated by the Guarantor or carry out the warranty complaint procedure through the Seller.

4. The above provisions do not exclude the possibility of pursuing warranty claims against the seller on general principles.

§ 8 Warranty

1. The customer exercises his rights under the warranty by:
   a) repairing the goods,
   b) exchange for goods free from defects,
   c) reducing the price of the purchased goods,
   d) withdrawal from the contract if the defect is significant.

2. The Customer (who is a consumer) may, instead of removing the defect proposed by the Seller, demand that the item be replaced with a defect-free one or, instead of replacing the item, demand that the defect be removed, unless bringing the item into compliance with the contract in the manner chosen by the Customer is impossible or would require excessive costs in compared to the method proposed by the Seller.

3. Complaints resulting from the violation of the Customer's rights guaranteed by law or under these Regulations should be sent to the following address: Charles Faram Europe Sp. z o. o. Lubomirka 4, 24-313, Wilkow, Poland, contact number (+44) 1905 830734. The store undertakes to consider each complaint within 14 days from the date of its receipt.

4. In the event of a justified complaint, Charles Faram Europe Sp.z.o.o refunds the cost of delivery of the complained goods and returns the complained goods at its own expense. In the event of an unjustified complaint or damage to the goods due to the user's fault, all costs are covered by the customer.

5. Differences in the appearance of the goods delivered with those ordered and viewed on the Store's website do not constitute grounds for complaints, which may result from different settings (parameters) of the Customer's monitor and other peripheral devices of the Customer's computer used to familiarize themselves with the Store's offer, in particular differences in colours and shades, do not constitute grounds for returning the goods:
   a) damage resulting from improper use of the goods,
   b) damage resulting from wear and tear of the goods,
   c) goods used contrary to their intended purpose.

§ 9 Courtesy exchange

1. The Store allows Customers to exchange the purchased goods if the Customer, after receiving the goods consistent with the order placed by him and corresponding to the content of the concluded contract (full-value goods), finds that the goods do not suit the Customer. In such a situation, the Customer has the right to exchange the purchased goods for another one.
2. The intention to exchange the goods is reported by means of a written declaration and the return of the goods, which must take place within 14 days of receiving the shipment. Exceeding the deadline will be the basis for refusing to exchange the goods.
3. The right to exchange applies only to goods or goods that are in intact condition, only in the original, intact packaging (i.e. the goods cannot bear traces of use, must contain all the elements with which they were delivered, the packaging is an integral part of the goods).
4. If the Customer receives an order in damaged packaging, first report this fact to a Store employee via e-mail and then return the goods to the Store.
5. The costs of replacing the goods are borne by the Buyer.
6. Failure to comply with the above recommendations will result in rejection of the exchange.
7. The Store does not accept shipments sent cash on delivery at the Store's expense.
8. Please send questions and notifications regarding the exchange to the following e-mail address: exports@charlesfaram.co.uk

§ 10 Return of order - right to withdraw from the contract

1. Sales contracts concluded via the Internet are distance contracts pursuant to the Act of May 30, 2014 on consumer rights, which allows the Customer who is a consumer, in the cases and on the terms specified above, to: under the Act, you have the right to withdraw from the concluded sales contract within 14 days from the date of delivery of the goods, without giving any reason.
2. If you exercise the right to withdraw from the concluded contract, you must submit a written declaration of withdrawal from the contract and send the signed declaration to Charles Faram Europe Sp.z.o.o 4 Lubomirka, 24-313 Wilkow, Poland, before the above-mentioned deadline. To withdraw from the contract, the Customer may use the email; exports@charlesfaram.co.uk email to contact the store directly to request a withdrawal.

3. A declaration of withdrawal from the contract, the bank account number to which the money should be returned to the Customer and the returned goods should be sent to the following address: Charles Faram Europe Sp.z.o.o Lubomirka 4, 24-313 Wilkow, Poland or to the e-mail address exports@charlesfaram.co.uk

4. The money will be returned to the customer to the bank account indicated by them, the number of which should be attached to the sent declaration of withdrawal from the contract, or in another manner indicated by the customer.

5. The returned goods should be sent back immediately, but no later than within 14 days from the date on which the Customer withdrew from the contract. The declaration of withdrawal from the contract may be combined with the physical return of the goods.

6. The customer is asked to return the goods in the original packaging with all its contents and a copy of the proof of purchase.

7. The returned goods must be in unchanged condition, i.e. they must have the original labels and cannot bear any traces of use beyond the scope of normal inspection.

§ 11 Final provisions

1. By checking a special check-box, the Customer consents to the use and processing of his or her personal data for the purpose of completing the order, as well as to the transfer of his or her e-mail address to external companies and to the processing of his or her personal data by the Seller and external companies in order to complete the survey to evaluate the placing process. orders, order fulfilment evaluation surveys and product evaluation surveys (in accordance with the provisions of the Personal Data Protection Act of August 29, 1997).

2. For the avoidance of doubt, it is stated that none of the provisions of these Regulations limit the Consumer's rights under the provisions of law in force in the territory of the Republic of Poland. If the existence of a provision of this nature is found, the provisions of law in force in the territory of the Republic of Poland shall apply, in particular the Civil Code, Act of May 30, 2014 (Journal of Laws of 2014, item 827).

3. Recognition of individual provisions of these Regulations in the manner provided for by law as invalid or ineffective does not affect the validity or effectiveness of the remaining provisions of the Regulations. In place of the invalid provision, the provision of law that is closest in terms of the purpose it is intended to serve to the provision considered invalid and these Regulations will be applied.

4. All opinions and questions regarding the operation of the Store and the articles offered should be sent to the e-mail address exports@charlesfaram.co.uk or by phone at (+44) 1905 830734.