

Regulations of Premium Assistance Service

I. General Provisions

1. The Premium Support Service Provider is netart.com Sp. z o.o. with its registered office in Krakow, ul. Pana Tadeusza 2, 30-727 Krakow, registered in the Register of Entrepreneurs kept by the District Court for Krakow – Śródmieście in Krakow, XI Commercial Division of the National Court Register under KRS no.: 0001000590, with a share capital of PLN 1,000,000.00 (in words: one million zloty), REGON no.: 523601938, NIP no.: 6793252454, email address: contact@netart.com - hereinafter referred to as netart.com.
2. The Regulations mean the Regulations of the Premium Assistance Service and the documents referred to in these Regulations, i.e. the price list, service specification and General Terms and Conditions.
3. Premium Assistance Service is a service of priority support for the Customer in the communication channels of netart.com, in accordance with the specification of the Premium Assistance Service posted on <https://www.netart.com/>. The fee for the provision of Premium Assistance Service is determined in accordance with the price list posted on https://www.netart.com.
4. Any capitalized terms not defined in the Regulations will have the meaning given to them in the General Terms and Conditions.

II. Ordering the Premium Assistance Service

1. Ordering the Premium Assistance Service involves the Client filling out an electronic service order request.
2. Placing an order or joining the service is equivalent to concluding an agreement between the Client and netart.com for the provision of the Premium Assistance Service under the terms and conditions specified in the Regulations, price list and offer.
3. By concluding the contract, the Clients declare that they have read and accept all provisions of the Regulations, price list and offer.

III. Service Availability

1. The netart.com Company guarantees the availability of the Premium Assistance Service at the service level specified in the specifications posted on <https://www.netart.com> and in the General Terms and Conditions.

IV. Use of the Service

The Client declare that they:

- a) will use the Premium Assistance Service in accordance with the specifications posted on <https://www.netart.com>,
- b) in order to take advantage of priority support and for netart.com to effectively identify the request as high priority, they will communicate with netart.com through the Customer Panel or from the email address provided in the Customer Panel.

V. Final provisions

1. The Premium Assistance Service may be provided only to Clients who use the Client Panel according to the provisions of the General Terms and Conditions. The condition for the provision of the Premium Assistance Service by netart.com to the Client is that the Client accepts the General Terms and Conditions.
2. The relationship between netart.com and the Client is governed exclusively by the provisions of the substantive law of the Republic of Poland. The above provision shall not limit the rights acquired under the law by a Consumer residing in the territory of the European Union.
3. Any disputes that may arise from the agreement between the Client and netart.com, which cannot be resolved using the complaint procedure, will be settled by a common court of law with jurisdiction over the seat of netart.com. The place of provision of the service is the registered office of netart.com.
4. The language applicable to the conduct and settlement of disputes referred to in Section V.3 above and settled by Polish courts, shall be Polish.
5. For matters not regulated in the Premium Assistance Service Regulations, the provisions of the General Terms and Conditions will apply.
6. Regulations in the version of 17.04.2025.