

## Regulations of the netart.com IT services

### I. General Provisions

1. The Regulations mean these Regulations of netart.com of IT services and the documents referred to in these Regulations, in particular the General Terms and Conditions available at <https://www.netart.com>.
2. A Service within the meaning of the Regulations means: a service provided electronically by netart.com to the Client consisting in the provision of technical support for services offered by netart.com. The Service Specification, which contains a detailed description of the Service, including but not limited to: the type of activities and work available in the Service, a breakdown of the fees associated with the provision of certain activities, the method of payment of fees associated with the provision of certain activities in the Service, and the expected duration of the Service, can be found at <https://www.netart.com>.
3. At the request of netart.com, the Client is obliged to grant appropriate access to a given service provided to him/her by netart.com by providing access data to such service, in order to provide the requested Service. Once the Service has been provided, the Client is obliged to change the access data provided immediately.
4. The Client acknowledges that the implementation of the Service may cause a temporary interruption to the access to other services provided to him/her by netart.com, not exceeding 1 working day.
5. Any capitalised terms not defined in these Regulations will have the meanings given to them in the General Terms and Conditions.
6. Clients who are Consumers declare that they request the provision of the service before the expiration of 14 days of the date of conclusion of the contract according to section II.4. below.

### II. Placing orders for Services and entering into a contract

1. The conclusion of the contract for the provision of the Service is preceded by the Client placing of an order for the Service.
2. Ordering the Service involves the Client sending an electronic service order request for the Service to [contact@netart.com](mailto:contact@netart.com), containing the name of the activities to be provided in the Service and the information necessary for their performance. The request should be sent from the contact e-mail address provided in the Client Panel.
3. If necessary, after receiving the order, netart.com may contact the Client to confirm the order and agree on additional terms and conditions of the Service.
4. The payment of the fee for ordering the Service based on the offer made by netart.com, in response to the order placed, is equivalent to concluding an agreement between the Client and netart.com for the provision of the Service on the terms and conditions specified in the Regulations and consistent with this offer, unless provisions of the Regulations provide otherwise.

### III. Rules for using the Service

1. The Service is provided according to the rules specified for the type of Service provided at <https://www.netart.com> or in the offer referred to in section II.4.
2. After the provision of the Service, netart.com sends information about its performance electronically to the e-mail address provided by the Client in the Client Panel.
3. Within 24 hours of receiving the information referred to in para. 2 above, the Client is obliged to either confirm receipt of the provision of the Service or raise an objection to the correctness of the provision of the Service by sending an appropriate e-mail message. If the Client does not accept the provision of the Service or does not raise an objection in the form specified in the preceding sentence within 24 hours of receipt of the information specified in para. 2 above, the Service will be deemed to have been provided.
4. netart.com will consider the Client's objections and comments referred to in section 2 above regarding the provision of the Service within 14 days of the date of their receipt. The answer with the justification will be sent to the Client at the e-mail address provided by the Client in the Client Panel.

### IV. Final provisions

1. The 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 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 IV.3 above and settled by Polish courts, shall be Polish.

5. For matters not regulated in the Regulations, the provisions of the General Terms and Conditions will apply.
6. Regulations as of 05.10.2023.