

ONLINE STORE TERMS AND CONDITIONS (STATIONARY TICKETS AND DIGITAL CONTENT)

Version effective from: 22 December 2025

§1. General information

1. The online shop is operated by:

WeDo Academy Aleksandra Szczepaniak
Ul. Wietrzna 46/18
53-024 Wrocław
NIP: 8961354631

hereinafter referred to as the **Seller**.

2. The Seller's contact address: hello@wedo.academy.
 3. The Terms and Conditions explain how you can purchase and access Digital Content and Stationary Tickets in the Shop.
 4. **The Buyer** is any person making a purchase.
 5. **A Consumer** is a natural person who purchases a product not related to their professional or business activity.
 6. **Digital Content** – materials delivered electronically (online courses, e-books, PDFs).
 7. **Stationary Ticket** – an electronic document entitling the holder to participate in a live training course (date, place, participant's name).
 8. **Agreement** – an agreement for the sale of Stationary Tickets or Digital Content (or the provision of Electronic Services) concluded between the Seller and the Buyer via the Shop.
 9. To use the Shop, you need: internet access, an up-to-date browser, and an active e-mail address.
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§2. Placing an order

1. The Digital Content and Stationary Tickets presented in the Store constitute only an invitation to conclude a Contract, and not an offer within the meaning of the Civil Code.
2. Orders are placed online – 24/7 – by selecting a product and completing the form.
3. The Buyer places an order in the following steps:
 - Selecting Digital Content and clicking the 'Buy this product' button or a Stationary Ticket and clicking the 'Buy ticket' button,
 - Filling in the order form (data necessary to complete the order),
 - If the Buyer needs a VAT invoice, they should select the 'I am buying as a company' option and provide the correct details necessary to issue it.
 - Acceptance of the Terms and Conditions,
 - Selecting the payment method,
 - Clicking the button to finalise the order
4. Placing an order constitutes an offer to purchase.

5. The contract is concluded **only upon the Seller's confirmation of acceptance of the order for execution, sent to the Buyer by e-mail.**
 6. The Seller may refuse to execute the order without giving a reason — in such a case, the Seller will refund the payment.
 7. When purchasing participation in a classroom or live online training course, the Customer additionally accepts the **Terms and Conditions of Participation in Open Training** [\[link\]](#), which specify organisational rules, changes to dates, a refund policy, and participation rules.
 8. The Buyer **undertakes to provide accurate, current, and complete data necessary for the execution of the order.** The Seller shall not be liable for the inability to execute the order if it results from the Buyer providing incorrect or inaccurate data.
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§3. Prices and payments

1. The prices in the Shop are gross (including VAT).
 2. The available payment methods are visible when placing an order.
 3. HotPay handles the electronic payments.
 4. The Buyer must pay for the order within 5 days of placing it; after this time, the order expires without notice.
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§4. Delivery of digital content

1. We fulfill your order by giving you access to digital content.
 2. The Seller grants the Buyer access within **24 hours** of payment being credited.
 3. The Seller provides access via:
 - A download link,
 - Access to the course platform is as described in the product description.
 4. The fulfilment of an order for a Stationary Ticket takes place in two stages, i.e.:
 - Purchase confirmation - an email confirming the purchase is sent immediately after the payment is credited, but no later than 24 hours.
 - Event details - an email confirming participation in the event, including organisational information such as date, place, and participant's name, is sent to the Buyer's email address up to 14 days before the event.
 5. The Buyer can find information related to the registration procedure for open training and their confirmation in the Open Training Regulations [\(link\)](#)
 6. The Seller shall not be liable for errors resulting from providing an incorrect e-mail address.
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§5. Stationary tickets and participation in training courses

1. A Stationary Ticket entitles one person to participate in a specific stationary training course or live online training course, on the date and at the location specified in the product description.
2. A Stationary Ticket is personalised and assigned to the participant's details provided at the time of purchase.

The participant's details may be changed after prior contact with the Seller, no later than 7 days before the training date, unless the Terms and Conditions of Participation in Open Training or the terms and conditions of closed training provide otherwise.

3. The purchase of a Stationary Ticket constitutes the conclusion of a Training Participation Agreement and acceptance of:
 - these Terms and Conditions,
 - the Terms and Conditions of Participation in Open Training (in the case of open training),
 - individual terms and conditions of cooperation agreed with the Seller (for closed training).
4. The number of training places is limited. The Seller may terminate the sale of Stationary Tickets at any time after the available places have been filled.
5. The Buyer or participant is obliged to participate in the training course in accordance with the organisational rules provided by the Seller and to comply with the rules of order applicable at the training venue.
6. If a participant is absent from the training for reasons attributable to the Buyer, the Stationary Ticket counts as used. No refund applies unless the Terms and Conditions of Participation in Open Training or a separate agreement state otherwise. We understand that unexpected events can occur, but we reserve seats and materials in advance. This business necessity allows us to maintain the quality and availability of our training services for all participants. We appreciate your understanding and cooperation with our policies.
7. The Seller may make minor organisational changes to the training (e.g., start times, training room) if they do not affect the substantive scope of the training.
8. In the case of corporate training (organised on request by companies or institutions), detailed rules for implementation, payment, date changes, and cancellation are specified individually in the offer or in a separate agreement concluded with the Seller. The provisions of these Regulations shall apply to the extent that they do not conflict with this agreement.

§6. Right to withdraw from the contract (Applies to Consumers)

1. The consumer has the right to withdraw from the contract within 14 days of its conclusion. This right allows you to change your mind and cancel the purchase during this period.
2. **However, this right does not apply to the Digital Content Delivery Agreement** under the following conditions:
 - **You ticked the checkbox agreeing to immediate start** (e.g., access to an online course or e-book) when placing your order.
 - Before the start, we clearly informed you that you would lose your right to withdraw.
 - Immediately after purchase, we sent you an email confirming the entire contract (terms and conditions and your consent).
 - Why is this the case? It is protection for you (time to decide) and for us (we avoid downloading content for free). The checkbox is voluntary – without it, you have a full 14 days. At Wedo Academy, you always receive an email with a link to the materials and a reminder.
3. To exercise the right of withdrawal (if applicable), the Consumer must inform the Seller of their decision by means of an unequivocal statement sent by email to hello@wedo.academy. The Consumer may use the model withdrawal form available at [\[LINK TO THE FORM\]](#), although this is not mandatory.
4. The Seller shall refund the funds within 14 days of receiving a valid withdrawal.

5. The rules for withdrawal from the Stationary Ticket Purchase Agreement are governed primarily by the Terms and Conditions of Participation in Open Training referred to in §2(7).

§7. Complaints

1. The Seller is responsible for the conformity of the Digital Content and the Stationary Ticket with the Agreement.
2. The **Digital Content conforms with the Agreement** if:
 - **It corresponds to the description and functionality** presented in the Shop,
 - **It can be used in a standard manner**, in accordance with its nature,
 - It has been made available to the Buyer in accordance with the scope and conditions described with the product.
3. In the case of a Stationary Ticket (and the training to which it entitles), it is considered to be in accordance with the Agreement if:
 - **It was delivered on time and in the form** specified in §4;
 - **It contains correct data** regarding the training (date, place) and the Buyer.
 - The **training is organised** in accordance with the Regulations for Participation in Open Training referred to in §2(7).
4. Complaints should be sent to: hello@wedo.academy or in writing to: ul. Wietrzna 46/18, 53-024 Wrocław, stating:
 - your first and last name,
 - the e-mail address used for the purchase,
 - the order number,
 - a description of the problem,
 - your request (repair, replacement, price reduction, withdrawal from the Agreement).
5. The Seller will consider the complaints within 14 days.

§8. Copyright

1. All digital content (e.g., e-books, training courses, materials, graphics) made available in the Shop constitutes works within the meaning of the Act on Copyright and Related Rights.
2. The Buyer may use them solely for their own personal use.
3. **It is prohibited to copy, share, publish, or distribute the content without the Seller's consent.**
4. The purchase of Digital Content or a Stationary Ticket entitling the buyer to participate in a training course does not constitute the acquisition of copyright or a licence for commercial

use, unless otherwise expressly stated in the product description or a separate licence agreement.

§9. Personal data

1. The Seller is the personal data administrator.
 2. The data is processed to fulfill the order and contact the Buyer.
 3. The Buyer can find Details in the Privacy Policy: [\[link\]](#).
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§10. Final provisions

1. The Seller may amend the Terms and Conditions for important reasons (e.g., changes in the law).
2. The amendments shall not affect orders placed before their introduction.
3. In matters not covered by these Terms and Conditions, Polish law shall apply.
4. Disputes shall be settled:
 - for Consumers – by the court having jurisdiction under the provisions of law,
 - for companies – by the court having jurisdiction over the Seller's registered office.