

Terms and Conditions for Services Provided by Promivo

Last updated: 27 November 2025

This English version is provided for users of promivo.eu and reflects the Polish source document. Polish law governs these Terms. Any commercial periods shown in square brackets must be confirmed in the individual offer or contract.

§ 1 General provisions

These Terms govern services provided by Promivo – Maciej Kukawski, Zabłocie 15, 05-140 Serock, Poland, Tax ID (NIP): 5361991859, National Business Registry No. (REGON): 541955243 (the “Service Provider”).

Contact: bok@promivo.pl, telephone +48 453 190 193, or the contact form at promivo.eu/contact. The correspondence address is not a customer service office.

The Terms are available free of charge in a form that can be saved and reproduced. The Client must read and accept them before entering into a Contract.

§ 2 Definitions

- Service – an electronic or individually agreed service in marketing, consulting, advertising, analytics, design, technology, print or another scope described in the offer or Contract;
- Client – a natural person, legal person or organisational unit using a Service;
- Consumer – a natural person acting for purposes unrelated to their trade, business, craft or profession, as defined by applicable Polish law;
- Contract – an agreement between the Client and the Service Provider defining the scope, schedule and remuneration for Services;
- GDPR – Regulation (EU) 2016/679 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data.

§ 3 Scope of Services

Promivo may provide, in particular, the following Services:

- Websites and online stores – website and e-commerce design and development, WordPress implementation, UX/UI, technical optimisation, integrations and support;
- Branding and graphic design – logos, visual identity systems, brand guidelines, print materials, social media assets and campaign design;
- Online marketing – Google Ads, Meta Ads, SEO, social media, content and analytics;
- Print and advertising materials – business cards, flyers, catalogues, banners and posters, including material advice and delivery arrangements;
- Exhibition services – stand concepts, design and related consulting.

The exact scope, milestones, schedule, number of revision rounds, deliverables and remuneration are specified in the individual offer or Contract.

§ 4 Entering into and terminating a Contract

A Contract is entered into when the Client accepts the Service Provider's offer, including acceptance by email, unless the parties agree otherwise.

The Client must provide the materials, information and access reasonably required to perform the Services.

A Contract may be concluded for a fixed or indefinite period. An indefinite Contract may be terminated with [e.g. one month] notice, unless the individual offer or Contract specifies another period.

The Service Provider may terminate the Contract with immediate effect in the event of a material breach by the Client, including a payment delay exceeding 14 days, after any notice required by law or the Contract.

§ 5 Responsibilities of the parties

The Service Provider will:

- perform the Services with professional care and keep the Client reasonably informed about progress;
- protect confidential information received from the Client;
- notify the Client of circumstances that may materially affect the schedule or scope.

The Client will:

- pay agreed fees on time and cooperate in good faith;
- provide accurate materials, approvals and access without undue delay;
- ensure that supplied content does not infringe law or third-party rights.

§ 6 Remuneration and payment

Remuneration may be fixed, subscription-based or calculated using an hourly rate, as set out in the offer or Contract.

Invoices are payable within [e.g. 7 or 14 days], unless another due date is stated in the offer, Contract or invoice.

For late payment, the Service Provider may charge statutory interest and, where permitted, suspend further work until overdue amounts are paid.

§ 7 Intellectual property

Deliverables may be protected by copyright and other intellectual property rights. The fields of use, licence terms or transfer of economic copyright are defined in the individual offer or Contract.

Unless agreed otherwise, any agreed transfer of economic copyright or final licence takes effect after full payment of the applicable remuneration.

Promivo may present completed work in its portfolio and marketing materials unless the Client objects in writing or the parties agree otherwise.

§ 8 Complaints

Complaints should be sent to bok@promivo.pl, preferably within 14 days of discovering the issue. A complaint should identify the Client, describe the issue and state the requested resolution.

The Service Provider will respond within 14 days of receiving a complete complaint, unless mandatory law requires a different period.

§ 9 Consumer right of withdrawal

A Consumer who concludes a distance Contract generally has 14 days to withdraw from it without giving a reason, subject to statutory exceptions.

If the Consumer requests performance before the withdrawal period expires, the Consumer may be required to pay for the part already performed. The right of withdrawal may expire after full performance where the Consumer gave prior express consent and acknowledged the loss of that right, as required by law.

§ 10 Personal data

Personal data is processed in accordance with the Promivo Privacy Policy available on promivo.eu.

§ 11 Final provisions

Polish law applies to these Terms and Contracts, including the Polish Civil Code and legislation on electronic services, without limiting mandatory consumer protections that apply under law.

Disputes will be submitted to the court having jurisdiction over the Service Provider's registered place of business, unless mandatory provisions applicable to Consumers provide otherwise.

Promivo may amend these Terms for valid legal, organisational or technical reasons. Clients affected by an ongoing service will be informed electronically; amendments take effect after 14 days unless mandatory law or the nature of the change requires otherwise.