

1. The Shop "Histfenc.com" is based in the Republic of Poland and the Polish law regulates its principles and the ways of solving disputes.
2. According to article 2, act 1 from The Act of 2nd March 2000 "about protection of some of the consumer's laws about the responsibility for any damage made by dangerous products" the Buyer has the right to return the goods within 10 days from the delivery.
3. In case of return of the goods, the Buyer should send the ordered goods back at his own expense to address of the Seller accompanied by a written declaration of returning the product, with the date, the signature and the instruction how and where the Buyer is expecting the refund (the bank account number or PayPal account). The Buyer does not pay any other costs for making a return.
4. The Buyer can return only new and never used products.
5. The Seller declares that he takes into consideration all the returns results from the product working wrongly, but not because of the incorrect use.
6. According to article 2 act 1 from The Act of 2nd March 2000 "about protection of some of the consumer's laws about the responsibility for any damage made by dangerous products" the right to return the goods does not refer to tailored clothes and other clothes of the properties specified by the Buyer in the order or connected specifically to that Buyer.
7. The Shop does not take any responsibility for the wrong size of clothes or other fitted products resulting from the mistakes made by the Buyer when taking measurements or if the Buyer change his sizes while using the products. The buyer will be charged for the alternations referred to these two problems.
8. The complaint will be acknowledged when the Buyer sends the faulty product to the Seller by the means of transport agreed with the Seller accompanied by a description of its fault or faulty functioning. Having acknowledged the complaint, the Seller commits himself to repairing the fault. If that is not possible to be done or if the costs of repairing are too high, the Seller will exchange the faulty product for a new one and will send it to the Buyer within 14 weekdays. The Seller will also refund the transport costs the Buyer has paid, the way of doing it will be agreed with the Buyer. The 14-day period of a complaint is counted from the day the Seller receives the faulty product.
9. In case when it is not possible to exchange the faulty product for a new one, the Seller will offer the Buyer another product of a similar property or will refund the price of the product together with the transport costs. The way of doing this will be agreed with the Buyer.
10. For the Buyer's Welfare the Seller will do all his best when dealing with the return and the complaint.
11. If the Buyer send back the faulty product by an expensive courier without consulting it with the Seller, the Seller may refuse to refund the transport costs.
12. The refund will be made within 14 days counting from the day the Seller receives the faulty product.
13. All the correspondence concerning returns, complaints and resignation from the order should be sent to: info@histfenc.com.

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