

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. The Buyer has the right to return the goods within 14 weekdays from the delivery.
3. In case of a return of the goods, the Buyer should send the ordered goods back at his expense to the address of the Seller accompanied by a written or electronical 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 the e-mail address in case of PayPal payment). The Buyer does not pay any other costs for making a return. The product and the declaration should be sent to the company's address:
HISTFENC Andrzej Zmuda Trzebiatowski
Gen. Józefa Bema 91-105
87-100 Toruń
Polska
e-mail: info@histfenc.com
4. The returned goods should not bare any signs of use exceeding the terms of ordinary management, which aim is to state the characteristics, features and functioning of the product. In case of goods, which value was decreased by the Buyer by using them in a manner violating the terms of stating the characteristics, features and functioning of the product, the Buyer still has the right to return the product, however the Seller might seek to receive the damages from the Buyer for the goods' lost value.
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. 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 or will decrease the price of the product. 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 overestimated transport costs.
12. The refund will be made within 14 workdays 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.

Andrzej Zmuda Trzebiatowski
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87-100 Toruń
Poland