InnerMastering Institute sp. z o.o.
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store.innermastering.com

INNERMASTERING INSTITUTE STORE

Terms and Conditions

EFFECTIVE FROM: 26 OCTOBER 2026

§ 1. General provisions

1. These terms and conditions (the "Terms") set out the rules for using the InnerMastering Institute Store online shop, available at https://store.innermastering.com, the rules for concluding and performing contracts for the sale of e-books, printed books and coaching cards, and the rules for the provision of electronic services in the Store.
2. The Store is operated by InnerMastering Institute sp. z o.o., with its registered office in Warsaw (Seller's details – § 3).
3. These Terms constitute the terms and conditions referred to in Article 8 of the Act of 18 July 2002 on the Provision of Electronic Services (ustawa o świadczeniu usług drogą elektroniczną).
4. These Terms are addressed to Consumers, Entrepreneurs with Consumer Rights and other Entrepreneurs. Provisions that apply to only one of these groups are clearly marked in the Terms.
5. No provision of these Terms excludes or limits the rights of a Consumer or an Entrepreneur with Consumer Rights arising from mandatory provisions of law. In the event of any conflict between these Terms and such provisions, those provisions shall apply.
6. These Terms are made available free of charge on the Store's website before the Contract is concluded, in a manner that allows them to be downloaded, saved and printed.
7. The rules for processing personal data and using cookies are set out in the Privacy and Cookies Policy available in the Store.

§ 2. Definitions

The terms used in these Terms have the following meanings:

1. **Library** – the part of the Account in which the Customer has access to purchased E-books and can download them.
2. **Business Day** – any day from Monday to Friday, excluding public holidays in Poland.
3. **E-book** – a book in electronic form in EPUB format, constituting Digital Content, offered in the Store in a Polish, English or Spanish edition.
4. **Cards** – coaching cards (card decks) offered in the Store.
5. **Customer** – a natural person with full legal capacity (and, in cases provided for by law, with limited legal capacity), a legal person or an organisational unit without legal personality to which the law grants legal capacity, who uses the Store or concludes a Contract with the Seller.
6. **Collection** – the "Complete Collection", i.e. a set of three E-books in a single language version, sold as a bundled offer.
7. **Consumer** – a natural person who concludes a contract with the Seller that is not directly related to their business or professional activity (Article 22^1 of the Act of 23 April 1964 – Civil Code (Kodeks cywilny), hereinafter the "Civil Code").

8. **Account** – the Customer's individual account in the Store, identified by an e-mail address and protected by a password, in which the Customer's data, Order history and Library are stored.
9. **Printed Book** – a book in a paper edition offered in the Store.
10. **Product** – an E-book, the Collection, a Printed Book or Cards available in the Store.
11. **Entrepreneur** – a natural person, legal person or organisational unit without legal personality to which the law grants legal capacity, conducting business or professional activity in its own name and concluding a Contract in connection with that activity.
12. **Entrepreneur with Consumer Rights** – a natural person conducting a sole proprietorship who concludes a Contract directly related to their business activity, where the content of that Contract shows that it is not of a professional nature for that person, resulting in particular from the subject of their business activity as disclosed under the provisions on the Central Register and Information on Economic Activity (Centralna Ewidencja i Informacja o Działalności Gospodarczej) (Article 7aa of the Consumer Rights Act of 30 May 2014 (ustawa o prawach konsumenta)).
13. **Store** – the InnerMastering Institute Store online shop operated by the Seller at https://store.innermastering.com, in Polish, English (/en/) and Spanish (/es/) versions.
14. **Seller** – InnerMastering Institute sp. z o.o., with its registered office in Warsaw (details – § 3).
15. **Goods** – Printed Books or Cards; Goods are movable property (goods within the meaning of the law) delivered to the Customer by parcel.
16. **Digital Content** – data produced and supplied in digital form; in the Store these are E-books, supplied without a tangible medium.
17. **Durable Medium** – any material or instrument enabling information addressed personally to the Customer to be stored in a way that allows future access to it and its reproduction in unchanged form; in the Store this is primarily an e-mail message.
18. **Contract** – a contract for the sale of Goods or a contract for the supply of Digital Content (an E-book or the Collection), concluded at a distance between the Customer and the Seller via the Store.
19. **Consumer Rights Act** – the Consumer Rights Act of 30 May 2014 (ustawa o prawach konsumenta).
20. **Order** – the Customer's declaration of intent submitted using the order form in the Store, leading to the conclusion of a Contract.

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§ 3. Seller and contact

1. The Seller is InnerMastering Institute sp. z o.o., with its registered office in Warsaw, Al. KEN 36 lok. 112B, 02-797 Warszawa, entered in the Register of Entrepreneurs of the National Court Register (Krajowy Rejestr Sądowy) by the District Court for the Capital City of Warsaw in Warsaw, 13th Commercial Division of the National Court Register, under KRS number 0000674526, NIP (tax identification number) 5213777844, REGON (statistical number) 367111608, share capital PLN 5,000.
2. The Seller may be contacted:
   a. by e-mail: marco.ramirez@innermastering.com – in all matters relating to Orders, delivery, complaints, withdrawal from the Contract, the Account and personal data;
   b. by telephone: +48 506 068 711 – on Business Days between 10:00 and 18:00; call charges are in accordance with the Customer's operator's price list;
   c. in writing: InnerMastering Institute sp. z o.o., Al. KEN 36 lok. 112B, 02-797 Warszawa.
3. The Store sends messages relating to Orders (confirmations, download links, invoices) from the address im@innermastering.com. The Customer should make sure that messages from this address are not blocked or moved to the spam folder.

§ 4. Technical requirements and rules for using the Store

1. To use the Store, including to place an Order, the following are required:
   a. a device with internet access;
   b. an up-to-date version of a web browser (e.g. Chrome, Firefox, Edge, Safari) with JavaScript and cookies enabled;
   c. an active e-mail account.
2. To read E-books, a device with a program or application supporting the EPUB format is required, e.g. Apple Books, Google Play Books, Calibre or an e-ink reader supporting EPUB. On Kindle devices, an E-book can be read after sending the file via the "Send to Kindle" service. E-books are standard EPUB files that can be read in any program or on any device supporting this format. The appearance of the text (e.g. font size, pagination) depends on the device and its settings.
3. The Customer shall use the Store in accordance with the law, these Terms and good practice. The Customer is prohibited from providing unlawful content, including in form fields (e.g. in the "Name for the ex libris" field) and in correspondence with the Seller, and from taking any action that disrupts the operation of the Store.
4. Using the internet involves typical risks, such as malware, attempts to obtain data fraudulently (phishing) or password theft. The Seller uses an encrypted connection (SSL/TLS) and never asks the Customer for their Account password by e-mail or by telephone. The Customer should protect their password and use up-to-date software.
5. The Seller provides the following electronic services in the Store free of charge:
   a. browsing the Store and using the cart – the contract is concluded when the Customer enters the Store and terminates when the Customer leaves it;
   b. the order form – the contract is concluded when the Customer begins completing the form and terminates when the Order is placed or when the Customer stops completing the form earlier;
   c. the Account together with the Library – on the terms set out in § 5, for an indefinite period;
   d. sending information about new books and programmes – only with the Customer's consent (§ 17), until it is withdrawn.
6. The Seller makes every effort to ensure that the Store operates without interruption. Short technical breaks related to maintenance or updates of the Store may occur. Such breaks do not affect the Customer's rights under Contracts already concluded.

§ 5. Account and Library

1. Purchasing in the Store requires an Account. If the Customer does not yet have an Account, it is created automatically with the first Order, for the e-mail address given in the order form. The Customer receives a link by e-mail to set their own password.
2. A Customer who already has an Account may log in before placing an Order by entering their e-mail address and password.
3. The Account is free of charge. In the Account, the Customer may, among other things, view their Orders and data and download purchased E-books from the Library.
4. The Customer shall not share their Account or password with other persons.
5. The Customer may at any time, without giving any reason and at no cost, request the deletion of the Account (i.e. terminate the contract for maintaining the Account) by sending a message to marco.ramirez@innermastering.com. The Seller deletes the Account without undue delay and confirms this by e-mail.

6. Once the Account has been deleted, the Library is no longer available. Before submitting the request, the Customer should download and save the purchased E-books. Deleting the Account does not affect Contracts concluded previously. Data that the Seller is required to retain by law (e.g. invoices) continue to be stored for the period described in the Privacy Policy.
7. The Seller may terminate the contract for maintaining the Account for important reasons – where the Customer materially breaches these Terms, in particular by providing unlawful content or distributing E-books contrary to § 11 – subject to a 14-day notice period, by sending the Customer a statement with reasons by e-mail. During the notice period, the Customer may download the purchased E-books.

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§ 6. Products, prices and currencies

1. The Store offers:
   a. E-books: “Being a Coach” (“Być coachem”), “Understanding the System” (“Zrozumieć system”) and “Understanding the System: The HR Function” (“Zrozumieć system. Funkcja HR”) – in Polish, English and Spanish editions;
   b. the Collection – the three E-books listed above in a single language version;
   c. Printed Books – paper editions of the books indicated on the Product pages;
   d. Cards – coaching cards (decks).
2. The page of each Product states its main characteristics, including – for E-books – the language of the edition and the file format, as well as its price.
3. The presentation of a Product in the Store together with its price constitutes the Seller’s offer. Placing an Order means accepting that offer.
4. Prices in the Store are gross prices, i.e. they include VAT.
5. Prices are stated in Polish zloty (PLN), US dollars (USD) or euro (EUR). For each Product, the price in each of these currencies is fixed and stated with the Product – it is not converted at the exchange rate applicable at the time of purchase. The Customer selects the currency using the switcher in the Store; if the Customer does not do so, the currency is selected by default according to the language version of the Store.
6. The Customer pays in the currency of the Order. If the Customer’s account or card is held in a different currency, the conversion is carried out by the Customer’s bank or payment service provider in accordance with its own rules. The Seller does not charge any currency conversion fees.
7. The total price of the Order and, for Goods, also the delivery cost are shown in the cart and in the order form before the Order is placed. Apart from the price and the delivery cost, the Seller does not charge the Customer any other fees.
8. The Collection is a bundled offer: the price of the Collection is lower than the sum of the prices of the three E-books purchased separately. Information about this difference does not constitute an announcement of a price reduction for the individual E-books.
9. Whenever a price reduction for a Product is announced, the Store states, next to the reduced price, the lowest price of that Product (in the given currency) applicable during the 30 days before the reduction was introduced or, if the Product has been on sale for less than 30 days, the lowest price since it was first offered for sale, in accordance with the Act of 9 May 2014 on Informing about the Prices of Goods and Services (ustawa o informowaniu o cenach towarów i usług).

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§ 7. Placing an Order and conclusion of the Contract

1. To place an Order, the Customer:
   a. selects a Product (and, in the case of an E-book, its language edition) and adds it to the cart;

b. checks the selected Products and their quantity in the cart and, if necessary, changes them, and then proceeds to the order form;

c. enters their first name, surname, e-mail address and country in the order form; if ordering Goods – also the delivery address and telephone number, and selects the delivery method (and, for delivery to a parcel locker or pick-up point, selects the point on the map); if the Customer wishes to receive an invoice issued to a company – ticks the "I need a company invoice" option and enters the company name and NIP (tax identification number);

d. optionally enters a name in the "Name for the ex libris" field (§ 9(5));

e. selects the payment method (§ 8);

f. if ordering an E-book or the Collection – ticks the consent to the supply of Digital Content before the end of the period for withdrawal from the Contract (§ 12(4));

g. accepts these Terms;

h. clicks the "Order and pay" button (in the Polish version of the Store "Kupuję i płacę", in the Spanish version "Comprar y pagar"), which entails an obligation to pay;

i. pays for the Order using the selected payment method.

2. Optionally, the Customer may tick the consent to receive information about new books and programmes (§ 17). Not giving this consent does not affect the ability to place an Order.
3. Until the "Order and pay" button is clicked, the Customer may check and correct the data entered by returning to the cart or to the relevant fields of the form.
4. The Contract is concluded when the Order is placed, i.e. when the "Order and pay" button is clicked.
5. Immediately after the Order is placed, the Seller sends the Customer, to the e-mail address provided, a confirmation of acceptance of the Order and conclusion of the Contract (on a Durable Medium). The confirmation contains the details of the Order and, if the Order includes E-books, also confirmation that consent was given to the supply of Digital Content before the end of the period for withdrawal from the Contract and that the loss of the right of withdrawal was acknowledged.
6. The Contract is concluded in the language of the language version of the Store used by the Customer (Polish, English or Spanish). The content of the Order is available in the Customer's Account and in the confirmation e-mail.

§ 8. Payments

1. The following payment methods are available in the Store:
   a. via Stripe (Stripe Payments Europe, Ltd., Ireland): payment card, BLIK, Przelewy24, Klarna, SEPA Direct Debit, Link, Bancontact, EPS, iDEAL, Multibanco, Apple Pay and Google Pay;

   b. via PayPal (PayPal (Europe) S.à r.l. et Cie, S.C.A., Luxembourg);

   c. for payments in Polish złoty (PLN) – via PayU (PayU S.A., Poznań, Poland): BLIK, online bank transfers and payment cards.

2. The availability of individual payment methods depends on the currency of the Order, the Customer's country and the type of Products ordered. The methods available for a given Order are displayed in the order form.
3. Payments are handled by the payment operators indicated above under their own terms and conditions. The Seller does not receive or store the Customer's full payment card details.
4. Online payment should be made immediately after the Order is placed – the Customer is automatically redirected to the payment. If the payment fails or is not completed, the Customer may retry it; the Store sends a reminder by e-mail approximately 1 hour and approximately 24 hours after the Order is placed.

5. If an online payment has not been credited within 48 hours of placing the Order, the Seller may cancel the Order. Cancellation means that the Seller withdraws from the Contract due to non-payment; the Customer bears no costs in this respect.

§ 9. Delivery of E-books

1. E-books (including those forming part of the Collection) are supplied immediately after the payment has been credited – the Customer receives a download link by e-mail, and the E-books appear in the Library in the Account. An E-book is deemed to have been supplied when it is made available to the Customer in this way.
2. The number of downloads of an E-book is not limited, and the download link does not expire. The Seller recommends that the Customer save a copy of the file on their device.
3. E-books are not supplied on a tangible medium or sent as an attachment.
4. If the Customer does not receive the message with the link or has difficulty downloading an E-book, the Customer should check the spam folder and the Library in the Account, and then contact the Seller (§ 3).
5. Ex libris:
   a. in the order form, the Customer may (but does not have to) enter a name in the “Name for the ex libris” field (up to 60 characters);
   b. if the Customer provides a name, an additional ex libris page with that name and the copy number (the year and a sequential number) is inserted after the cover in each E-book in the given Order, and the E-book is marked as a personalised copy;
   c. the ex libris does not change the content of the E-book; if the field is left blank, the E-book is supplied without an ex libris;
   d. the Customer is responsible for the content entered in the “Name for the ex libris” field; it must not be unlawful or infringe the rights of others. If the Customer enters the name of another person (e.g. when buying an E-book as a gift), the Customer should be sure that this person has no objection.

§ 10. Delivery of Goods

1. Goods are shipped only to addresses and pick-up points in Poland.
2. The available delivery methods are: InPost parcel locker (Paczkomat, InPost sp. z o.o.), Orlen Paczka – parcel locker or pick-up point (ORLEN Paczka sp. z o.o.) and Pocztex courier delivery to the address provided (Poczta Polska S.A.). Parcels are dispatched via the Apaczka.pl service operated by Alsendo sp. z o.o., with its registered office in Warsaw. The delivery methods available for a given Order and their costs are shown in the cart and in the order form before the Order is placed.
3. For delivery to a parcel locker or pick-up point, the Customer selects the point on the map in the order form. The carrier may notify the Customer about the parcel (e.g. by text message or e-mail) using the details provided in the Order.
4. Delivery costs are borne by the Customer, unless otherwise indicated for the Product or in the cart.
5. The dispatch time is stated in the Product description or in the order form. If no dispatch time is stated, the Seller ships the Goods without undue delay and no later than within 30 days of the day the payment is credited.
6. If an Order includes both Goods and E-books, the E-books are supplied in accordance with § 9, regardless of the shipment of the Goods.
7. Towards Consumers and Entrepreneurs with Consumer Rights, the Seller is liable for the loss of or damage to the Goods until they are handed over to the Customer (Article 548 § 3 of the Civil Code), including where the loss or damage was caused by the carrier. If a parcel is lost or the Goods are damaged in transit, the

Customer reports this to the Seller (§ 15), and the Seller – at the Customer's choice – ships the Goods again or refunds the amount paid, and pursues any claims against the carrier on its own account. In addition, the Customer may pursue claims directly against the carrier under the carrier's terms and conditions and the applicable law.

8. The Customer may inspect the parcel upon receipt in the presence of the carrier and, in the event of damage, draw up a damage report; this makes it easier to pursue claims against the carrier. This is not a condition for a Consumer to exercise the rights under paragraph 7 or § 13.
9. The Seller's liability for parcels towards Entrepreneurs who are not Entrepreneurs with Consumer Rights is governed by § 14(5)–(6).

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§ 11. E-book licence and copyright

1. E-books, Printed Books and Cards (including their texts, graphics and layout) are works protected under the Act of 4 February 1994 on Copyright and Related Rights (ustawa o prawie autorskim i prawach pokrewnych). The copyright in them belongs to their authors or to the Seller.
2. Upon supply of an E-book, the Customer receives a non-exclusive, non-transferable licence, unlimited in time and territory, to use the E-book for their own personal use, i.e. to:
   a. download and save the file on their own devices and make backup copies;
   b. read the E-book and make highlights and notes in it;
   c. print the E-book or parts of it for their own use.
3. If the Customer is an Entrepreneur, the licence covers use of the E-book by one natural person for the Customer's purposes.
4. Without the Seller's consent given in writing or by e-mail, it is prohibited in particular to:
   a. distribute the E-book, including making the file or copies of it available to other persons, or publishing it on the internet, in file-sharing networks or in publicly accessible cloud storage;
   b. sell, rent, lend or otherwise transfer the E-book, whether for payment or free of charge;
   c. alter the content of the E-book, or remove or alter the ex libris page and the copy markings;
   d. reproduce the E-book for the purposes of text and data mining, including for training artificial intelligence systems – the Seller expressly reserves this form of use.
5. The provisions of this section do not limit the Customer's rights under mandatory provisions of copyright law.
6. Breach of the licence terms may result in liability under copyright law and in termination of the contract for maintaining the Account (§ 5(7)).

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§ 12. Right of withdrawal from the Contract

This section applies to Consumers and Entrepreneurs with Consumer Rights. Other Entrepreneurs do not have the right of withdrawal from the Contract.

1. A Consumer may withdraw from the Contract within 14 days without giving any reason and without incurring any costs, except for the costs indicated in paragraphs 13 and 14, subject to paragraphs 3–5.
2. The withdrawal period runs:
   a. for Goods – from the day on which the Consumer, or a third party other than the carrier indicated by the Consumer, takes physical possession of the Goods; if several items ordered in a single Order are delivered separately – from taking possession of the last of them;
   b. for E-books and the Collection – from the day the Contract is concluded.

3. **Exception for E-books.** Pursuant to Article 38(1)(13) of the Consumer Rights Act, the right of withdrawal from the Contract does not apply to E-books (Digital Content not supplied on a tangible medium, for which the Consumer pays a price) if all of the following conditions are met:
   a. the Seller began supplying the E-book with the Consumer's express and prior consent, before the end of the withdrawal period;
   b. the Consumer was informed before the supply began that, once it has been performed, they will lose the right of withdrawal from the Contract, and acknowledged this;
   c. the Seller provided the Consumer with the confirmation referred to in Article 21(1) of the Consumer Rights Act.
4. In the Store, this works as follows:
   a. for an Order including E-books, above the "Order and pay" button there is a checkbox with the following text: "I want to receive the e-book immediately after payment. I understand that I thereby lose my right of withdrawal from the contract." An Order including E-books cannot be placed without ticking this box;
   b. the consent is recorded in the Order together with the date on which it was given;
   c. in the e-mail confirming the Order (Durable Medium), the Seller confirms that the Consumer consented to the supply of Digital Content before the end of the withdrawal period and acknowledged the loss of that right;
   d. the E-book is made available only after the payment has been credited (§ 9(1)). From that moment, the Consumer loses the right of withdrawal from the Contract with respect to the E-books.
5. If, in a particular case, any of the conditions set out in paragraph 3 has not been met (e.g. the Consumer did not receive the confirmation referred to in paragraph 4(c)), the right of withdrawal from the Contract with respect to the E-books applies on the terms of this section. In such a case, the Consumer does not bear the costs of supplying the E-book and, after withdrawing from the Contract, should refrain from using the E-book and from making it available to others; the Seller may prevent further use of the E-book, in particular by blocking access to it in the Library and the download link.
6. If an Order includes Goods and E-books, the Consumer may withdraw from the Contract in the part relating to the Goods. This does not affect the Contract with respect to the E-books.
7. To withdraw from the Contract, the Consumer submits to the Seller an unequivocal statement of withdrawal – by e-mail to marco.ramirez@innermastering.com or in writing to the Seller's address (§ 3(1)). The Consumer may use the model form set out in Annex 1 to these Terms, but this is not mandatory.
8. To meet the deadline, it is sufficient to send the statement before the period expires.
9. The Seller confirms receipt of the statement of withdrawal from the Contract by e-mail without undue delay.
10. In the event of withdrawal, the Contract is deemed not to have been concluded (to the extent of the withdrawal).
11. The Seller refunds to the Consumer all payments received from the Consumer, including the costs of delivering the Goods (except for any additional costs resulting from the Consumer's choice of a delivery method other than the least expensive standard delivery method offered in the Store), without undue delay and in any event no later than 14 days from the day on which the statement of withdrawal is received. The refund is made using the same payment method as used by the Consumer, unless the Consumer expressly agrees to another method that does not involve any costs for them.
12. In the case of Goods, the Seller may withhold the refund until it has received the Goods back or until the Consumer has supplied evidence of having sent them back, whichever is the earlier.
13. The Consumer sends the Goods back to: InnerMastering Institute sp. z o.o., ul. Lipkowska 26, 04-801 Warszawa – without undue delay and in any event no later than 14 days from the day of withdrawal from the

Contract. The deadline is met if the Goods are sent back before it expires. The Consumer bears the direct cost of returning the Goods.

14. The Consumer is liable for any diminished value of the Goods resulting from handling them in a manner beyond what is necessary to establish their nature, characteristics and functioning.

§ 13. Conformity of the Product with the Contract – Consumers and Entrepreneurs with Consumer Rights

1. The Seller is obliged to supply a Product that conforms to the Contract. Towards Consumers and Entrepreneurs with Consumer Rights, the Seller is liable on the terms of the Consumer Rights Act: for Goods – under Chapter 5a (contracts for the sale of goods), and for E-books and the Collection – under Chapter 5b (contracts for the supply of digital content). The provisions of the Civil Code on statutory warranty for defects (rękojmia) do not apply to these Contracts.
2. **Goods.** The Seller is liable for any lack of conformity of the Goods with the Contract that exists at the time of their delivery and becomes apparent within two years of that time. In the event of a lack of conformity:
   a. the Consumer may request that the Goods be repaired or replaced. The Seller may replace them instead of repairing them (or vice versa) if bringing them into conformity in the manner chosen by the Consumer is impossible or would involve excessive costs; if both methods are impossible or excessively costly, the Seller may refuse to bring the Goods into conformity;
   b. the Consumer may submit a statement of price reduction or of withdrawal from the Contract where: the Seller has refused to bring the Goods into conformity or has not done so; the lack of conformity persists despite an attempt to bring the Goods into conformity; the lack of conformity is so serious as to justify a price reduction or withdrawal from the Contract without prior repair or replacement; or it is clear from the Seller's statement or from the circumstances that the Seller will not bring the Goods into conformity within a reasonable time or without significant inconvenience to the Consumer;
   c. the Consumer may not withdraw from the Contract if the lack of conformity is minor (the lack of conformity is presumed to be material);
   d. the Consumer makes the Goods to be repaired or replaced available to the Seller, and the Seller collects them from the Consumer at its own expense; the costs of repair or replacement are borne by the Seller.
3. **E-books – failure to supply.** If the Seller fails to supply an E-book, the Consumer calls on the Seller to supply it. If the Seller does not supply the E-book without undue delay or within an additional, expressly agreed period, the Consumer may withdraw from the Contract. The Consumer may withdraw from the Contract without such a request if the Seller has stated, or it is clear from the circumstances, that the Seller will not supply the E-book, or if the parties agreed that the time of supply was essential for the Consumer and the Seller failed to meet it.
4. **E-books – lack of conformity.** The Seller is liable for any lack of conformity of an E-book with the Contract that exists at the time of its supply and becomes apparent within two years of that time. In the event of a lack of conformity:
   a. the Consumer may request that the E-book be brought into conformity with the Contract (e.g. by making a corrected file available) – within a reasonable time, without significant inconvenience and free of charge for the Consumer;
   b. the Consumer may submit a statement of price reduction or of withdrawal from the Contract where bringing the E-book into conformity is impossible or would involve excessive costs, the Seller has not brought the E-book into conformity, the lack of conformity persists despite an attempt to bring the E-book into conformity, the lack of conformity is so serious as to justify this without first requesting that the E-book be brought into conformity, or it is clear from the Seller's statement or from the circumstances that the

Seller will not bring the E-book into conformity within a reasonable time or without significant inconvenience;

c. the Consumer may not withdraw from the Contract if the lack of conformity is minor (the lack of conformity is presumed to be material);

d. after withdrawing from the Contract, the Consumer should refrain from using the E-book and from making it available to others.

5. The Seller is not liable for a lack of conformity of an E-book with the Contract if it results solely from the fact that the Consumer's device or software does not meet the technical requirements set out in § 4(2), of which the Consumer was informed before concluding the Contract. The Consumer shall cooperate with the Seller to a reasonable extent to establish whether the cause of the lack of conformity lies in the Consumer's device or software.
6. In the event of a price reduction or withdrawal from the Contract due to a lack of conformity, the Seller refunds the amount due to the Consumer without undue delay and in any event no later than 14 days from the day on which the Consumer's statement is received, using the same payment method as used by the Consumer, unless the Consumer expressly agrees to another method that does not involve any costs for them.
7. An Entrepreneur with Consumer Rights has the rights described in § 12 and in this section on the terms of Article 7aa of the Consumer Rights Act.
8. The Seller does not provide a commercial guarantee for the Products, unless expressly stated otherwise in the Product description.
9. The procedure for submitting complaints is described in § 15.

§ 14. Liability towards other Entrepreneurs

This section applies only to Entrepreneurs who are not Entrepreneurs with Consumer Rights.

1. The Seller is liable to an Entrepreneur under the statutory warranty for defects (rękojmia) pursuant to Articles 556 et seq. of the Civil Code (in the case of E-books – applied accordingly), subject to the limitations set out in paragraphs 2–4, introduced on the basis of Article 558 § 1 of the Civil Code.
2. Rights under the statutory warranty expire one year from the day the Product is delivered.
3. The Entrepreneur should notify the Seller of a defect without undue delay after discovering it and, in the case of defects in the Goods that are visible upon receipt, without undue delay after receiving the parcel.
4. The Seller's liability towards an Entrepreneur – under the statutory warranty and on other grounds related to the Contract – is limited to the price paid for the given Product together with its delivery costs and does not cover loss of profits. This limitation does not apply to damage caused intentionally.
5. Upon the Goods being handed over to the carrier, the benefits and burdens associated with the Goods and the risk of their accidental loss or damage pass to the Entrepreneur (Article 544 § 1 of the Civil Code). The Seller is not liable towards the Entrepreneur for any loss of, shortage in or damage to the Goods, or for any delay in the delivery of the parcel, arising after the parcel has been handed over to the carrier for reasons attributable to the carrier. This does not apply to damage resulting from circumstances for which the Seller is responsible (e.g. improper packaging of the Goods) or to damage caused intentionally.
6. Claims for loss of, shortage in or damage to a parcel, or for delay in its delivery, may be submitted by the Entrepreneur to the carrier, and compensation may be sought from the carrier on the terms set out in the carrier's terms and conditions and in the applicable law (in particular the Postal Law Act of 23 November 2012 (Prawo pocztowe) and the Transport Law Act of 15 November 1984 (Prawo przewozowe)). The Entrepreneur should inspect the parcel upon receipt and, in the event of damage, draw up a damage report with the carrier. At the Entrepreneur's request, the Seller will provide the parcel number and any other information it holds that is needed to submit a complaint to the carrier.

§ 15. Complaints – how to submit them

1. Complaints concerning Products (§ 13 and § 14), as well as the Account and the operation of the Store, may be submitted by e-mail to marco.ramirez@innermastering.com or in writing to the Seller's address (§ 3(1)).
2. To make it easier to handle a complaint, it is helpful to provide: first name and surname, e-mail address, Order number, a description of the problem and the date on which it was discovered, the Customer's request and, for Goods, also photographs. The absence of any of this information does not result in the complaint being rejected; the Seller may ask for it to be supplemented.
3. The Seller responds to a complaint without undue delay and in any event no later than 14 days from the day of its receipt, by e-mail to the address from which the complaint was sent (or in another manner indicated by the Customer). If the Seller does not respond to a complaint from a Consumer or an Entrepreneur with Consumer Rights within this period, the complaint is deemed to have been accepted as justified.
4. Goods that are to be returned as part of a complaint are collected by the Seller at its own expense – after the complaint has been submitted, the Seller agrees with the Customer on how they will be collected or sent back.

§ 16. Invoices and KSeF

1. The Seller automatically issues a VAT invoice for each Order and sends it to the Customer by e-mail. The Customer agrees to receive invoices in electronic form.
2. Invoices are submitted to the National e-Invoicing System (Krajowy System e-Faktur, KSeF) operated by the Ministry of Finance, in accordance with the Act of 11 March 2004 on Goods and Services Tax (ustawa o podatku od towarów i usług). An Entrepreneur may also collect the invoice in KSeF.
3. To receive an invoice issued to a company, the Customer ticks the "I need a company invoice" option in the order form and enters the company name and NIP (tax identification number) before placing the Order. The Customer is responsible for the correctness of the data provided.

§ 17. Information about new releases and personal data

1. The Seller sends information about new books and programmes (including requests for a review after purchase), reminders about abandoned carts and the newsletter only with the Customer's consent, given by ticking a checkbox in the order form – unticked by default – with the following text: "I'd like to hear from InnerMastering Institute about new books and programmes (including a request for a review). I can opt out at any time."
2. Consent is voluntary and is not a condition for placing an Order. The Customer may withdraw it at any time – by clicking the unsubscribe link in any such message or by writing to marco.ramirez@innermastering.com.
3. Messages necessary for the performance of the Contract (including the Order confirmation, the E-book download link, the invoice and reminders about an unpaid Order) are sent regardless of this consent.
4. The controller of Customers' personal data is the Seller. Detailed information on the processing of personal data, the Customer's rights and cookies is contained in the Privacy and Cookies Policy, prepared in accordance with Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 (General Data Protection Regulation, GDPR).

§ 18. Out-of-court complaint handling and redress procedures

1. A Consumer may use out-of-court complaint handling and redress procedures, in particular:
   a. seek free assistance from a municipal or district consumer ombudsman (miejski lub powiatowy rzecznik konsumentów) or from a social organisation whose statutory tasks include consumer protection (e.g. Federacja Konsumentów, Stowarzyszenie Konsumentów Polskich);

b. apply to the provincial inspector of the Trade Inspection (wojewódzki inspektor Inspekcji Handlowej) to initiate mediation proceedings with a view to settling the dispute with the Seller amicably;

c. apply to an entity authorised to resolve consumer disputes out of court, entered in the register kept by the President of the Office of Competition and Consumer Protection (Prezes Urzędu Ochrony Konkurencji i Konsumentów);

d. in cross-border disputes (where the Consumer lives in another Member State of the European Union, in Norway or in Iceland) – seek assistance from the European Consumer Centre in their country.

2. Information about these procedures and a list of authorised entities are available on the website of the Office of Competition and Consumer Protection (UOKiK): www.uokik.gov.pl.
3. Recourse to out-of-court dispute resolution is voluntary for both parties. If the Seller does not accept a Consumer's complaint, it will state in its response whether it agrees to out-of-court resolution of the dispute.

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§ 19. Governing law and jurisdiction

1. Contracts concluded via the Store are governed by Polish law. The choice of Polish law does not deprive a Consumer whose habitual residence is in another country of the protection afforded to them by provisions of the law of that country which cannot be derogated from by agreement (Article 6(2) of Regulation (EC) No 593/2008 of the European Parliament and of the Council of 17 June 2008 on the law applicable to contractual obligations – "Rome I").
2. Disputes with Consumers are resolved by the courts having jurisdiction under the general rules.
3. Disputes with Entrepreneurs (excluding Entrepreneurs with Consumer Rights) are resolved by the court having jurisdiction over the Seller's registered office.
4. In matters not governed by these Terms, the provisions of Polish law apply, in particular the Civil Code, the Consumer Rights Act and the Act of 18 July 2002 on the Provision of Electronic Services.

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§ 20. Amendments to the Terms and final provisions

1. The Seller may amend these Terms for important reasons, such as: a change in the law, a decision or ruling of an authority or court, a change in payment or delivery methods, a change in the Store's offer or functions, or the need to improve the Store's security – to the extent that these reasons affect the provisions of the Terms.
2. The new Terms are published in the Store at least 14 days in advance, and Customers who have an Account are informed of the change by e-mail. A Customer who does not accept the changes may delete their Account in accordance with § 5(5).
3. Contracts concluded before the amended Terms enter into force are governed by the Terms in force at the time the Order was placed.
4. These Terms are available in Polish, English and Spanish. In the event of any discrepancy between the language versions, the Polish version prevails, provided that this may not worsen the position of a Consumer who concluded a Contract in the English or Spanish version of the Store – any doubts are to be interpreted in the Consumer's favour.
5. These Terms enter into force on 26 October 2026. They replace the Store's terms and conditions in force from 10 October 2026.

Annex 1 – Model withdrawal form

(complete and return this form only if you wish to withdraw from the contract)

To: InnerMastering Institute sp. z o.o., Al. KEN 36 lok. 112B, 02-797 Warszawa, e-mail: marco.ramirez@innermastering.com

I/We(*) hereby give notice that I/We(*) withdraw from my/our(*) contract of sale of the following goods(*) / contract for the delivery of the following goods(*) / contract for the work consisting in the making of the following goods(*) / contract for the provision of the following service(*) / contract for the supply of digital content(*) / contract for the supply of a digital service(*):

.....

Ordered on(*) / received on(*): .....

Order number (optional): .....

Name of consumer(s): .....

Address of consumer(s): .....

Signature of consumer(s) (only if this form is notified on paper): .....

Date: .....

(*) Delete as appropriate.