

Terms and Conditions of the Website  
<https://ravavik.com>

§1. Definitions

1. The terms used in these Terms and Conditions shall have the following meanings:

1. Newsletter – an electronic service consisting of sending commercial information regarding the Service Provider’s activities, including updates, offers, promotions, and marketing campaigns, to Service Recipients who have provided their email address.

2. Terms and Conditions – this document.

3. Website – the website available at <https://ravavik.com>, through which the Service Provider provides electronic services.

4. Service Provider – ART and CAT Sp. z o.o., Cegielniana 4a/15, 30-404 Kraków, KRS: 0000619221, NIP: PL6172209249, REGON: 364492018, District Court Kraków Podgórze, share capital: PLN 30000, email: [mateusz@artandcat.com](mailto:mateusz@artandcat.com).

5. Service Recipient – a natural person with full legal capacity, or in cases provided for by generally applicable law, a natural person with limited legal capacity; a legal person; or an organizational unit without legal personality, to which the law grants legal capacity – who uses or intends to use the Newsletter service.

6. Electronic Service – a service provided electronically by the Service Provider to Service Recipients within the meaning of the Act of 18 July 2002 on the Provision of Electronic Services.

§2. General Provisions

1. These Terms and Conditions set out the rules for providing electronic services via the Website <https://ravavik.com>, in particular the Newsletter service.

2. The Terms and Conditions have been prepared based on the laws applicable in the Republic of Poland, including the Act of 18 July 2002 on the Provision of Electronic Services.

3. The owner and Service Provider of the Website is ART and CAT Sp. z o.o., Cegielniana 4a/15, 30-404 Kraków, KRS: 0000619221, NIP: PL6172209249, REGON: 364492018, District Court Kraków Podgórze, share capital: PLN 30,000, email: [mateusz@artandcat.com](mailto:mateusz@artandcat.com).

4. The Terms and Conditions are continuously available on the website <https://ravavik.com> in a manner enabling their acquisition, reproduction, and recording by printing or saving to a storage medium at any time.

5. The condition for using the Website is to read and fully accept these Terms and Conditions. Every Service Recipient is obliged to comply with their provisions.

6. The Service Provider declares that persons providing services on its behalf have the necessary experience and qualifications to perform these services.

7. Use of the Website is possible provided that the Service Recipient’s ICT system meets the following minimum technical requirements:

- a computer or mobile device with Internet access,
- access to an email account,
- a web browser (e.g., Firefox, Chrome, Safari, Edge, Opera) updated to the latest version, with JavaScript enabled.

8. It is prohibited to use the Website in a manner that:

- a. violates the laws applicable in the Republic of Poland or the European Union,
- b. provides or transmits unlawful content, including content that infringes personal rights or intellectual property rights of the Service Provider or third parties,
- c. involves sending unsolicited commercial information (spam),

d. disrupts the functioning of the Website or causes inconvenience to other Service Recipients or the Service Provider.

### §3. Electronic Services

1. The Service Provider provides the Newsletter service via the Website free of charge, 24 hours a day, 7 days a week.
2. The Newsletter service consists of sending commercial information regarding the Service Provider's activities, including updates, offers, promotions, and marketing campaigns, to Service Recipients who have consented by providing their email address.
3. Use of the Newsletter service is possible after:
  - a. providing an email address in the subscription form available at <https://ravavik.com>,
  - b. consenting to receive the Newsletter by checking the appropriate box in the form,
  - c. confirming the subscription by clicking the activation link sent to the provided email address (if applicable).
4. The agreement for the provision of the Newsletter service is concluded for an indefinite period and terminates upon:
  - a. the Service Recipient sending a request to remove their email address from the subscription list to [mateusz@artandcat.com](mailto:mateusz@artandcat.com),
  - b. unsubscribing from the Newsletter using the link provided in the content of each message sent as part of this service.
5. The Service Provider may terminate the agreement for the provision of the Newsletter service with a 14-day notice period in the event of:
  - a. changes in legal regulations governing the provision of electronic services that affect the mutual rights and obligations of the parties,
  - b. changes in the scope or manner of providing the Newsletter service.
6. In the event of a breach of these Terms and Conditions by the Service Recipient, the Service Provider may, after an unsuccessful request to cease the violation with an appropriate deadline, terminate the agreement for the provision of the Newsletter service with a 14-day notice period.

### §4. Complaint Procedure

1. The Service Recipient has the right to file a complaint regarding the non-performance or improper performance of the Newsletter service by the Service Provider.
2. Complaints should be submitted via email to: [mateusz@artandcat.com](mailto:mateusz@artandcat.com) or in writing to: ART and CAT Sp. z o.o., Cegielniana 4a/15, 30-404 Kraków.
3. The complaint should include:
  - a. identification of the Service Recipient (name, surname, email address),
  - b. a description of the issue constituting the basis for the complaint,
  - c. an indication of the expected resolution of the complaint.
4. The Service Provider will review the complaint and respond within 14 days of its receipt. The response will be sent to the Service Recipient's email address or in another agreed form.
5. If the Service Provider fails to respond within the period specified in section 4, the complaint shall be deemed accepted.

### §5. Personal Data Protection

1. Personal data of Service Recipients (in particular, email addresses) are collected and processed by the Service Provider in accordance with applicable laws, including Regulation (EU) 2016/679 of the European Parliament and of the Council (GDPR), and the Privacy Policy available at <https://ravavik.com> .

2. The Service Provider applies appropriate technical and organizational measures to ensure the protection of processed personal data.
3. Detailed information regarding the processing of personal data is provided in the Privacy Policy.

#### §6. Final Provisions

1. All rights to the Website, including copyright, intellectual property rights to its name, domain, website content, and logos, belong to the Service Provider. Their use is permitted only in accordance with these Terms and Conditions.
2. The Service Provider reserves the right to temporarily disable certain Website functionalities (for no longer than 48 hours) for maintenance, improvements, or the addition of new services, with prior notification to Service Recipients given reasonable notice.
3. Matters not regulated by these Terms and Conditions shall be governed by Polish law, in particular the Act on the Provision of Electronic Services and the Civil Code.
4. The Service Provider reserves the right to amend these Terms and Conditions. Service Recipients will be informed of any changes via a notice on the Website's homepage and by email to the address provided, with at least 14 days' notice before the changes take effect.
5. If a Service Recipient does not accept the amended Terms and Conditions, they are obliged to notify the Service Provider within 14 days of receiving the notification. Failure to accept the new Terms and Conditions results in the termination of the Newsletter service agreement.

Effective Date of the Terms and Conditions: 16 March 2025