

Allegro User Agreement

(...)

3.4.

Allegro.pl uses default sorting of Listings within the list of Listings, to adjust the order of their placement to the preferences of Buyers ("Accuracy").

The following factors are taken into account with respect to Accuracy:

1. Listing information, such as: compliance of the Listing description with the User Agreement; number of displays of the Listing in different time intervals; number of purchases made in a specific Listing; number of Items added by Users to the cart within a given Listing; number of Users who marked (or unmarked) a given Listing as Observed; price of the listed Items; number of Items listed; number of methods of free delivery made available by the Seller within the Listing; availability of free return options; status of the listed Items, including their features; mode of conclusion of the sales agreement – Buy now/Bidding; timeframe of the Listing; promotion options; "Official Store" distinction; placing in the Special Offer Zone;

2. Seller information, such as: mainly number of positive and negative ratings; rate of "recommended" ratings given by Buyers; average rating of the costs of delivery of Items; average rating of compliance with Item description; average rating of the quality of customer service provided by the Buyer; timely completion of parcel tracking numbers; time of response to messages from other Users; participation in the Super Seller programme; number of violations of Appendix No. 1 to the User Agreement; number of reminders in connection with violations of Article 13.3 of the User Agreement and Article 1(4) and 1(7) of Appendix No. 2 to the User Agreement.

3.5.4.

Charity organizations, which Allegro is cooperating with based on separate agreements, may list a charity Listing within Allegro, and income from those listings will be allocated for their statutory objectives. Charity organisations may also allow Users to list charity Listings in their favor, in that case the price of the Items, which are listing merchandise will be sent directly to the charity organisation account number. In the cases mentioned in the previous sentence the User will receive only Item delivery charge paid by Buyer. Within the charity Listings Item payment is possible only via those payment services listed in Appendix no. 7A.

3.6.5.

As part of the charity Listing referred to in Article 3.4. above, the Seller may restrict access to the Listing by offering participation in it only to invited Users or Users verified as to the

meeting of the criteria defined by the Seller or stipulated in applicable laws. Due to the special nature of this Listing, the rights and obligations of Sellers or Buyers set forth in its description may be stipulated otherwise than herein.

3.7.6.

Charity Listings listed by charity organisations other than those referred in art. 3.4 above, and Listings listed in favor of such organisations may only be listed on the Charytatywni.Allegro.pl platform.

(...)

5.9.

A Listing should be posted in the category relevant for the type of the Item in question.

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8.4.

If any User's actions are in breach of the User Agreement, depending on the type, scale and circumstances of the breach, Allegro.pl may:

- a. caution the User by e-mail,
- b. warn the User by e-mail;

Issuing a caution and a warning to the User does not directly result in the suspension of the User's Account or in restricting access to particular services provided within Allegro, it is only to inform that in the event of further violation of the provisions of the User Agreement, Allegro.pl may suspend the Account or restrict the User's access to particular services provided within Allegro.

In case of repeated or material violations of the User Agreement understood as:

1. failure to pay the amounts due to Allegro.pl within the set time limit,
2. the provision by the User of incomplete or false contact details (e.g. name, company, address) in the Account settings,
3. disposal of the Account by the User without Allegro.pl consent,
4. making the Account available by the User to other persons contrary to Article 2.11 of the User Agreement,
5. Publication of Listings, the subject of which are Forbidden Items specified in Attachment No. 1 to the User Agreement or Restricted Items, where the User has not fulfilled the conditions necessary to list such Items, which are specified in Attachment No. 1 to the User Agreement,
6. infringing the rules on posting Listings set forth in Appendix No. 2 to the User Agreement,
7. Registration of multiple Accounts and their use contrary to the rules specified in Article 2.10 of the User Agreement,

8. sending spam messages to other Users,
9. decrease of the overall quality (in the "Quality of my sales" tab) to the "Improvement required" or to the "Unacceptable" level,
10. taking actions to avoid the payment of fees or commissions billed by Allegro.pl,
11. infringing the rules on the feedback system set forth in Article 11 of the User Agreement,
12. making purchases for purposes other than concluding a Transaction,
13. infringing the rules on ordering Allegro.pl to post Listings set forth in Article 5.4. of the User Agreement,
14. infringing the rules on rejecting bids made by Bidders set forth in Article 6.5. of the User Agreement,
15. infringing the rules set forth in Articles 10.1., 10.3 and 10.10 of the User Agreement,

Allegro.pl may:

c. temporarily restrict the User's access to respective services provided on Allegro, in particular restrict the User Account's functionality for a definite or indefinite period;

d. make using Allegro conditional upon the User's confirmation of their due performance of the agreement concluded as a result of the Transaction;

e. block one, a few or all the User's Accounts for a definite or indefinite period. An Account may be blocked in particular in the event of recurrent violations of the rules described in Appendices No. 1 and No. 2 hereto.

d. suspend one, more or all of the User's Accounts for a definite or indefinite period.

Allegro.pl shall notify the User about the suspension of the Account or restriction of access to specific services via e-mail, indicating the reasons for the suspension or restriction of access to the Account. The User may appeal against the decision of Allegro.pl in accordance with the provisions of Article 16 of the User Agreement.

In the case of failure to respond and present an exhaustive explanation concerning the correctness of the performance of the contract concluded between the Buyer and the Seller as part of the Discussion within the time limit specified in Article 10.2 of the User Agreement, Allegro.pl may make the use of Allegro conditional upon the User's confirmation of his/her due performance of the contract concluded as a result of the Transaction.

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Appendix No. 1

Appendix No. 1. Forbidden and restricted items

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Article 2. Restricted items

It is permitted to offer the following types of Items in a Transaction, provided that they satisfy the terms and conditions referred to below and that the Item description on the Transaction page contains the content indicated below ("Restricted Items"):

(...)

18. Boilers (Solid fuel Stoves). **Condition:** Certificate (test certificate for boilers (solid fuel stoves) confirming the possibility of placing the boiler (solid fuel stove) on the market in accordance with European standard EN 303-5:2012. **Required description elements:** an electronic file containing the certificate or a clear photo thereof should be attached to the Listing (its description).

(...)

Appendix No. 2

Appendix No. 2: Rules on creating Transaction description

Article 1. DESCRIPTION OF THE LISTING

1. In order to create a Transaction description, the Seller shall fill in the sale form available on a relevant Allegro page, providing, in particular, the Transaction title, the description of the Item, specifying its category corresponding to the nature and type, and how the Transaction is to be carried out (including: specifying the Transaction duration and, at the Seller's discretion: specifying the starting price, optionally the reserve price, and indicating whether Buy It Now option should be enabled), and terms of payment. The Transaction description should be supplemented with at least one photo presenting the Item on offer. In the sale form, the Seller may also determine a particular manner of presenting and promoting the Transaction on Allegro by selecting additional options.

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Appendix no. 4

Appendix no. 4 Fees and commissions

(...)

Part III. Sale commissions

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5. Sale commissions are collected on the terms described below:

Category	Commission rate
"Antiques and Art"	10%, not more than PLN 50 80
"Products for animals" (except for subcategories below)	10% 11%
"Home and garden" ("Furniture" subcategory except for the "Gaming chairs" subcategory)	10% not more than PLN 100
"Home and garden" ("Garden furniture" "Gaming chairs" and "Accessories and fixtures" subcategories, "Vices", "Wrenches", "Hammers, cutters and	9%

chisels", "Sheet metal shears", "Protective and work clothing", "Tool organisation and storage", "Other", "Pliers, shears, pincers", "Tool sets", "Power tool sets", "Staplers" subcategories within "Tools" subcategory)"	
"Home and garden" (subcategory "Pressure washers")	6% not more than PLN 50 70
"Child" ("Towels and cloak towels" subcategory)	12%
"Child" ("Bicycles and vehicles", "Garden toys" subcategories)	9%
"Games" ("Console games", "PC games", "Online MMO games" subcategories)	8%, not less than PLN 1.5 2
"Codes and top-ups" (except for subcategories below)	8%, not less than PLN 1.5 2
"Collectibles"	9%, not more than PLN 50 80

<p>“Collectibles” (“Numismatics” subcategory)</p>	<p>Auctions starting from PLN 1 with no reserve price: 6%, not more than PLN 80</p>
<p>“Books and comic books” (except for subcategories below)</p>	<p>10% 9% 15% for used items</p>
<p>“Automotive” (“Motor oils” subcategory in “Chemistry” subcategory, “Compressors” in “Compressors and accessories” subcategory, “Pressure washers”, “Vacuum cleaners”, “Electrical devices” except for “Accessories” subcategory, “Pneumatic devices” subcategory except for “Accessories” subcategory, “Parts washers”, “Heaters and dryers”, “Lift columns”, “Scissor lifts”, “Sandblaster cabinets” subcategories within “Tools and workshop equipment” subcategory)</p>	<p>6% not more than PLN 70</p>

"Automotive" ("Tyres and rims" subcategory except for "Accessories", "Rims", "Wheels (tyres with rims)" subcategories)	4% 4,5% not more than PLN 70
"Food" (except for subcategories below)	10% 11%
"Food ("Coffee" "Teas and infusions" subcategories)	6%
"Sport and tourism" ("Towels" subcategory in the "Water sports" category)	12%
"Sport and tourism" ("Bicycles and accessories" subcategory except for "Bicycles" subcategory, "Team sports", "Extreme sports", "Social sports and leisure", "Martial arts", "Water sports", "Tennis and related sports", "Angling", "Military	9%

supplies" subcategories – except for all "Clothes" and "Shoes" subcategories)	
"Sport and tourism" ("Gym and fitness" "Winter sports" except for "Clothes", "Shoes" and "Supplements and nutrients" subcategories)	The amount of commission depends on final price up to PLN 150: 10% Above PLN 150: 15 PLN + 8% from excess over PLN 150
"Sport and tourism" ("Coolboxes" subcategory in the "Tourism" category)	the commission level depends on the final price: up to PLN 150 – 9%, above PLN 150 – PLN 13.50 + 6% on the surplus above PLN 150, not more than PLN 70
"Sport and tourism" ("Supplements and nutrients" in "Gym and fitness" subcategory, "Skating, slackline", "Winter sports" subcategories – except for all "Clothes" and "Shoes" subcategories)	8%
Sport and tourism" ("Bicycles" subcategory in "Bicycles and accessories" subcategory except for the	6% 7% not more than PLN 100

"Children's" subcategory as well as categories "Electric scooters", "Electric skateboards" in the "Skating, slackline" subcategory)	
"Beauty" (except for subcategories below)	10% 11%
"Beauty" ("Care" subcategory except for subcategories below	9% 10%
"Beauty" (subcategory "Suncare", "Face", "Hair" except for subcategories below)	8%
"Beauty" ("Perfumes and eau de toilettes" subcategory)	8% the commission level depends on the final price: up to PLN 100 – 9%, above PLN 100 – PLN 9 + 7% on the surplus above PLN 100, not less than PLN 1
"Housekeeping"	10% 10,5%
"Health" ("Erotica" subcategory except for "Erotic lingerie and clothing", "Erotic shoes", "Condoms" subcategories)	15% 16%

"Health" (all "Other" subcategories)	12%
"Health" ("Condoms" subcategory)	11%, not less than PLN 1
"Health" (subcategory "Vision correction", "Dietary supplements", "Oral hygiene" except for subcategory "Irrigators", "Toothbrushes")	11%
"Health" ("Specialised medical equipment", "Medical devices" subcategories except for "Dampers, air purifiers" subcategory)	6% the commission level depends on the final price: up to PLN 500 – 7%, above PLN 500 – PLN 35 + 5% on the surplus above PLN 500

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