

## **Gift Voucher Regulations**

### **§ 1. General Provisions**

1. These Regulations define the rules for issuing, receiving, and using the Gift Voucher for DAGDERM Specialist Medical Practice ("Gift Voucher").
2. The Gift Voucher is a document issued by DAGDERM Specialist Medical Practice, with its registered office at [address], registered under NIP: 9512050359, REGON: 142752320 (hereinafter: "DAGDERM").
3. The Promotion is conducted based on these Regulations and generally applicable legal provisions (hereinafter: "Promotion").

### **§ 2. Subject of the Offer**

1. The Gift Voucher is a document enabling payment for services provided by DAGDERM.
2. The Gift Voucher is issued in paper or electronic form.
3. The Gift Voucher can be purchased in person at a DAGDERM facility or by phone with personal collection/delivery by post/by email.
4. The Gift Voucher may be issued for: a. a service or package of services chosen by the purchaser (if such a sales form is available), b. a specified amount, representing the equivalent of the payment made for the purchase of the Gift Voucher.
5. The Gift Voucher can only be used by one person.
6. The price of services paid for with the Gift Voucher is calculated according to the price list valid at the DAGDERM facility on the day of the Gift Voucher's redemption.

### **§ 3. Term and Place of Gift Voucher Redemption**

1. A Gift Voucher issued for a specified amount can be redeemed for any service available in DAGDERM's offer. The Voucher cannot be used for the purchase of products.
2. A Gift Voucher issued for a specified amount can be redeemed at any DAGDERM facility in Poland.
3. A Gift Voucher issued for a specified service or package of services can only be redeemed at the DAGDERM facility that offers those treatments.
4. A Gift Voucher issued for a specified amount can be redeemed for more than one service, if the sum of services does not exceed the Voucher's value. If the value of services exceeds the Voucher's amount, the client is obliged to pay the difference.
5. A Gift Voucher issued for a specified service or package of services cannot be used for other services.
6. The Gift Voucher is valid for 12 months from its issue date. Services must be performed within this period.
7. After the expiry date of the Gift Voucher, the Voucher loses its validity and the client loses the rights associated with it.

#### **§ 4. Promotion Participants**

1. Adults may use the Gift Voucher.
2. Minors may redeem a Gift Voucher, provided they obtain written consent from a legal guardian for the chosen service.

#### **§ 5. Rules for Gift Voucher Redemption**

1. To use the Gift Voucher, the reception must be informed of its possession when scheduling an appointment in person or by phone at DAGDERM.
2. The Gift Voucher must be presented before the start of the treatment at the DAGDERM facility.
3. The holder of the Gift Voucher is not entitled to receive the equivalent of the remaining amount on the Voucher in monetary form.
4. In case of non-use of the Gift Voucher or desire to use it after its expiry date, the client is not entitled to any claims or the right to a refund of the Voucher's payment.

#### **§ 6. Promotions**

1. In the case of promotions where the Gift Voucher is available at a price lower than its value or additional bonuses are offered, the rules specified in the special promotion conditions, available on the website <https://dagderm.pl>, take precedence over these regulations.
2. The value of a Gift Voucher purchased in a promotion does not combine with other discounts.
3. A Gift Voucher purchased in a promotion cannot be combined with other promotions offered by DAGDERM.

#### **§ 7. Purchase of Gift Voucher by Phone**

1. The Gift Voucher can be purchased by phone, by calling 502-207-506.
2. The purchase of a Voucher requires payment via a payment link on the website received by SMS.
3. Payment for the Voucher is equivalent to entering into a distance contract.
4. The client has the right to withdraw from the contract within 14 days from the date of placing the order.
5. The client can choose the method of receiving the Gift Voucher: personal collection at a DAGDERM facility, courier delivery to a specified address, or graphic form by email.
6. The dispatch of the Gift Voucher is carried out within 48 hours of payment being credited.

#### **§ 8. Complaints**

1. Complaints should be submitted in writing, including electronically to the email address: [recepja@dagderm.pl](mailto:recepja@dagderm.pl) or in person at a DAGDERM facility, within 14 working days.
2. Complaints will be processed within 14 working days.
3. Clients will be informed of the complaint decision in writing or electronically.

#### **§ 9. Personal Data**

1. The administrator of personal data is Specjalistyczna Praktyka Lekarska DAGDERM Agnieszka Staniewska.
2. Personal data will be processed for the purpose of fulfilling the Gift Voucher order.
3. The client has the right to access their data, correct them, and delete them.
4. More information on personal data processing can be found in the Privacy Policy available on the website <https://dagderm.pl>.

### **§ 10. Final Provisions**

1. DAGDERM is not responsible for damage to or loss of the Gift Voucher.
2. Non-use of the Voucher within the term means its forfeiture.
3. Every client redeeming a Gift Voucher declares that they have read these regulations and have no objections to them.
4. The Regulations are available at DAGDERM facilities and on the website <https://dagderm.pl>
5. DAGDERM reserves the right to change the regulations, provided that the changes do not infringe the rights of clients acquired before their introduction.
6. In matters not regulated by these Regulations, the provisions of the Civil Code shall apply.