

## Terms & Conditions – Store & Services

### §1. General Information

1. The owner of [www.sylviabukartyk.com](http://www.sylviabukartyk.com) (hereinafter “Store/Website”) is **Sylwia Bukartyk**, operating in the United Kingdom.
2. Correspondence address will be provided upon request in justified cases. Contact: e-mail: [hello@sylviabukartyk.com](mailto:hello@sylviabukartyk.com), tel.: **+44 7784042061**.
3. These Terms & Conditions define the rules for using the Website, placing orders for **digital products** and **booking services** (therapies/sessions), payments, withdrawal from contracts, complaints, and liability of the parties.

### §2. Definitions

- **Client** – consumer or business customer making a purchase.
- **Digital Products** – e-books, recordings, online courses.
- **Services** – in-person or online sessions/therapies.
- **Seller** – as defined in §1.

### §3. Orders and Conclusion of Contract

1. Orders are accepted 24/7 via the Website.
2. A contract for the sale of a digital product is concluded at the time of payment confirmation; a contract for services is concluded upon confirmation of the session date after payment of the booking.
3. The Client is obliged to provide accurate information.
4. Prices are listed in GBP (including VAT where applicable). We reserve the right to correct obvious pricing errors.

### §4. Payments and Delivery/Performance

1. Payments: card, PayPal.
2. Digital products are delivered via e-mail as a download link.
3. Services are provided online or in person. Duration and scope are specified in the service description.

### §5. Right of Withdrawal / Cancellations

1. Under UK law (Consumer Contracts Regulations 2013), consumers generally have 14 days to withdraw from a distance contract.
2. **Digital products** – once you consent to immediate delivery and confirm the **loss of the right of withdrawal** (checkbox), **you forfeit** this right after the file is delivered.

3. **Services with a fixed date** – you may cancel or reschedule **up to 48h** before the session (full refund or rescheduling). Cancellations made **less than 48h** before: **100% of the price** or the deposit may be retained, depending on the offer. Delays over 15 minutes may shorten the session without price reduction.
4. The Seller may cancel/reschedule in case of valid reasons (illness, force majeure) – immediate **rescheduling** or **refund** will be offered.

## **§6. Complaints**

1. Digital Products: in case of technical issues, contact us by e-mail – a new link/files will be provided.
2. Services: remarks/complaints should be submitted within **7 days** after the session – they will be reviewed within **14 days**.
3. Disclaimer: services are of a **wellness/educational nature** and **do not constitute medical advice**. Results are individual and not guaranteed.

## **§7. Liability and Safety**

1. The Client is required to inform about health conditions, contraindications, pregnancy, or medications taken.
2. The Seller is not liable for the consequences of undisclosed information or for indirect/unintended damages, except for liability that cannot be excluded (e.g., death or personal injury caused by negligence).
3. In case of feeling unwell, stop the session and consult a doctor.

## **§8. Copyright**

All content, materials, and digital products are protected by copyright law; copying and sharing without consent is prohibited.

## **§9. Personal Data**

Processing of personal data is described in the **Privacy Policy** (link in the footer).

## **§10. Final Provisions**

1. Governing law: England and Wales.
2. Amendments to these Terms enter into force upon publication and do not affect acquired rights.
3. Effective date of this version: **26.09.2025**.