

RULES AND REGULATIONS
ON THE SALE OF GOODS AND THE PROVISION OF SERVICES
IZODOM 2000 POLSKA

1. Definitions

- 1.1. IZODOM – Izodom 2000 Polska Sp. z o.o. with its registered seat in Zduńska Wola, ul. Ceramiczna 2a, 98-220 Zduńska Wola, NIP (Tax Identification Number): 7260000414, REGON (Registration Number): 73019224700000, KRS (National Court Register Number): 0000225099, registration court: District Court for Łódź-Śródmieście in Łódź, 20th Commercial Department of the National Court Register (KRS) equity capital: PLN 2,646,500.00, e-mail address: izodom@izodom.pl, phone: +48 43 823 41 88;
- 1.2. CLIENT – a natural person having full legal capacity, and – in cases specified in generally applicable provisions of law – also a natural person having limited legal capacity; a legal person; or an organizational unit without legal personality, granted legal capacity under the act; who/which has concluded or intends to conclude with IZODOM an agreement on the sale of Products, a support lease agreement or a training agreement;
- 1.3. CONSUMER – a Client who is a natural person and concludes with IZODOM an agreement on the sale of Products, a support lease agreement or a training agreement training that is not directly connected to business or professional activity conducted by them;
- 1.4. PRODUCT – a custom-made set of items used to construct a specific object on the basis of a design sent by the Client for the construction of a specific building, non-building structure or part thereof;
- 1.5. COMPONENT – a component part of a civil structure,
- 1.6. MANUFACTURER – a producer of a specific product,
- 1.7. CIVIL STRUCTURE – a building, a non-building structure or a small architectural object, with installations ensuring the usage of the object in accordance with its purpose.

2. Prices, discounts, terms of payment

- 2.1. Prices of the Products are specified in individual commercial offers sent to the Clients based on their individual orders.
- 2.2. Terms of payment: 100% prepayment. The moment of payment shall be the moment when IZODOM bank account is credited. In the case where the order includes custom-made ceiling panels, payment must be made no later than 4 weeks before the scheduled delivery, whereas for insulation of the foundation slab cut to an individual design and other elements – no later than 2 weeks before delivery.

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- 2.3. All offered discounts are valid for EPS Products only and do not apply to steel elements (supports, trusses, concrete funnels).
 - 2.4. For Products purchased in winter we offer a discount on storage in the seat of IZODOM company at ul. Ceramiczna 2a in Zduńska Wola, 98-220. The cost of storage is EUR 3,00 net for each month of storage. The items can be stored if a storage agreement is concluded (the contract template is available from the Customer Advisor).
 - 2.5. In case the Client fails to collect the purchased Products within the period specified in the storage agreement, or fails to sign the storage agreement, IZODOM shall charge the Client with a storage fee of EUR 150,00 net for each month of storage. Invoicing shall take place at the end of a storage period.
 - 2.6. The discount referred to in item 2.4. of the Rules and Regulations shall not apply to subsequent orders supplementing an order for which the discount has been granted.

3. Requests for quotations, placing orders, concluding the agreement

- 3.1. In order to receive an offer for the sale of Products, the Client should submit a request for quotation to IZODOM. Such a request should include:
 - construction design including building floor plans and cross-sections, joinery list, façade views;
 - detailed dimensions of all partitions to be included in the offer; the dimensions of the external walls should apply to the external outline of the building;
 - indication which building components are to be included in the offer,
 - indication of the insulation thickness the Client is interested in;
 - delivery address, if the Client would like the Products to be transported by IZODOM.

Request for quotation can be made by e-mail or in person.

The construction design can be delivered in paper form to the IZODOM seat or electronically to the e-mail address izodom@izodom.pl or directly to the e-mail address of the Client's Advisor.

- 3.2. Due to the fact that each order has its individual character, after receiving a complete request for quotation, IZODOM informs the Client about the date when the offer shall be prepared. On the basis of construction designs, IZODOM makes an approximate calculation of the quantity and value of Products required for construction. IZODOM shall inform about the estimated volume of concrete required to fill the individual components of the building, as well as the volume and surface area of the components. Each calculation includes a certain surplus of items. In case of basic wall elements, such a surplus amounts to 5%, in case of ceiling elements it is 3% and for roof insulation slab it is 5%. Additionally, the offer includes information about the terms and conditions of

collection or delivery of the Products. IZODOM undertakes to inform the Client about the possible date of collection.

- 3.3. IZODOM shall calculate and quote the price with due diligence and shall present the Client with an offer for verification. The offer shall be presented in writing or in the form of a PDF file and sent to the previously indicated e-mail address. The offer includes all the necessary information about: type of products, their quantity, price and all the costs connected to the conclusion of the agreement.
- 3.4. Upon receipt of the offer specifying the quantity and value of Products as well as the date and terms and conditions of delivery, the Client is obliged to verify all this data, in particular the quantity of necessary elements. IZODOM shall not be liable for any defects or omissions in the design documentation on the basis of which the offer for the Consumer was created.
- 3.5. The Client shall be responsible for updating the data in the event of amending or adapting the construction design. In case any amendments are introduced to the design after offer submission, IZODOM shall not take any responsibility for any differences in quantity of quality resulting from insufficient quantity of the Products on the construction site or their size or shape.
- 3.6. By agreeing to the terms and conditions referred to in the offer or after IZODOM introduces appropriate corrections in accordance with the Client's request, the Client shall submit a Production Order sent along with the IZODOM's sales regulations, in writing or via e-mail, which shall be the moment the offer becomes binding and the agreement is deemed to be concluded. The Client is obliged to pay to IZODOM 20% of the order value in a form of a down payment. As soon as the down payment is made, IZODOM shall direct the order for manufacture.
- 3.7. After the acceptance of the order, IZODOM shall prepare an invoice for the value of the down payment. After the subject of the order is manufactured, IZODOM shall issue a pro forma invoice and send it to the Client for verification of quantity (whether it is compliant with the quotation), acceptance and payment.
- 3.8. Upon agreement conclusion, any amendments thereto shall be made in writing, otherwise being null and void. If the Client sends information regarding amendment of the agreement, IZODOM shall confirm, at least via e-mail, the content of which clearly indicates that they accept the amendment to the agreement.
- 3.9. The place of the agreement conclusion shall be the registered seat of IZODOM. This Agreement shall be governed by the laws of Poland.

4. Delivery and collection of the Products

- 4.1. IZODOM shall inform the Client about the completion of the Product and making the Product available for collection.
- 4.2. The Products are collected EXW IZODOM warehouse in Zduńska Wola in accordance with Incoterms 2020, following the payment of 100% of the price. The Client shall be responsible for loading, transport, insurance and unloading of the Products, unless it has been agreed that IZODOM shall deliver the Products to the Client.
- 4.3. The date of the Products collection should be agreed and confirmed with IZODOM by sending the order form at least 28 days before the planned date of collection. The ordered Products should be collected no later than the date specified in the Production Order. After the expiry of the above deadline, the Client is obliged to pay remuneration for the storage of Products, which amounts to EUR 150 net for a monthly storage period. The fee shall be calculated for each commenced month.
- 4.4. Any changes to the order and postponements of the fixed loading date should be reported no later than 14 days before the scheduled date of loading. For changes made after this date, a handling fee will be charged for changing the loading date in the amount of EUR 100,00 net, and in the case of cancellation or change of the transport date less than 3 days before delivery – EUR 250,00 net.
- 4.5. Any changes to orders less than 14 days before the scheduled date of loading may result in the unavailability of the elements within the set date and result in a change of loading date to the closest possible one, which may be 6-8 weeks away from the original one.
- 4.6. Additional service costs will be charged in the case of:
 - truck loaded, transport suspended – 360,00 EUR net;
 - truck loaded being turned back from the road – the full transport cost plus the unloading cost at the IZODOM headquarters (EUR 250,00 net);
 - no truck arrival within the prescribed period, with information about it on the day or the day before loading – 100,00 EUR net;
 - cancellation of the shipping company transport – a fee in accordance with the freight company's price list, up to the amount of the transport price, plus EUR 120,00 net if the truck has already been loaded;

The transport will be carried out on the new date agreed with the Advisor, provided that all applicable fees have been paid.

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- 4.7. Regardless of the method of delivery of the Products, the Client is obliged to immediately check them in terms of quantity and quality. Any and all claims for defects in quantity, quality or damage resulting from transport should be recorded in the damage report in the presence of the driver and reported immediately to IZODOM.
- 4.8. The Products can be released only from Monday to Friday from 7:00 a.m. to 12:00 p.m.
- 4.9. The following documents are generated for the Products released:
- Specification/delivery note
 - CMR (consignment note) – if the Products are shipped outside of Poland
 - Declarations of performance – in electronic form
 - CE label – in electronic form
 - ETA – in electronic form

5. Returns. Withdrawal from the agreement on the sale of the Products

- 5.1. IZODOM informs the Client that in the event of the completion of the service constituting preparation of production on the basis of the delivered design, manufacture and delivery of the Product to the Client, the Client loses the right to withdraw from the agreement. Together with the offer, IZODOM shall send to the Client a declaration (Attachment No. 5) for signing.
- 5.2. In the case of a remote purchase, the Consumer who has not made the written declaration referred to in item 5.1. has the right to withdraw from the agreement on the sale of Products without stating a reason and without incurring any costs, with the exception of the costs specified in the following items. The declaration on withdrawal from the agreement might be submitted in writing to IZODOM: ul. Ceramiczna 2a, 98-220 Zduńska Wola or via e-mail to izodom@izodom.pl. A template of the withdrawal form constitutes Attachment No. 1 hereto. The Client may use the template form, but it is not obligatory. After the delivery of the declaration on withdrawal from the agreement, IZODOM shall confirm its receipt to the Client.
- 5.3. The declaration should be submitted within 14 calendar days (in order to meet the deadline the declaration has to be sent prior to the lapse of this period). The 14-day period for withdrawal from the agreement starts from the date of collection of the Product. If the agreement on sales includes a number of Products that are delivered separately, in batches or in parts – the period referred to above commences on the day of the receipt of the last Product, batch or part.

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- 5.4. The Client shall immediately and no later than within 14 calendar days as of the day on which they withdrew from the agreement return the Product to IZODOM, to the following address: IZODOM: ul. Ceramiczna 2a, 98-220 Zduńska Wola. In order to meet the deadline, it is sufficient to return the Product before the lapse of the same.
- 5.5. Returned Products cannot be dirty, incomplete, mechanically damaged or scratched. The Client shall be responsible for any reduction in the value of the Product resulting from its use beyond what is necessary to establish Product's nature, characteristics and operation. IZODOM shall evaluate the quality and condition of the returned Products. If due to the Client's actions the value of the Product is reduced, IZODOM shall return to the Client an amount reduced compared to the purchase price on a pro rata basis (Attachment No. 7).
- 5.6. Direct costs of returning the Product to IZODOM shall be borne by IZODOM if the Client has chosen a method of delivery other than the cheapest usual method of delivery offered by the entrepreneur, the entrepreneur is not obliged to reimburse the Consumer for any additional costs incurred by them.
- 5.7. If the entrepreneur has not offered to collect the item themselves from the Consumer, they may refrain from returning payments received from the Consumer until they receive the returned item or until the Consumer provides evidence of returning it, whichever occurs earlier.
- 5.8. IZODOM shall immediately and no later than within 14 calendar days as of the receipt of the declaration on withdrawal from the agreement reimburse the Client all payments made by them, including the costs of delivery of the Product (except for additional costs of delivery referred to in item 5.6 hereof).
- 5.9. IZODOM shall reimburse the payment using the same payment method used by the Client, unless the Client expressly agreed to another method of reimbursement which does not create any costs on their part.
- 5.10. IZODOM shall not accept returns of Products which remained after the construction was finished, in case the Product has defects in the meaning of the provisions of the Civil Code.
- 5.11. The Client shall not have the right to withdraw from the agreement if the object of sale is a custom-made product manufactured in accordance with the specifications provided by the Client, e.g. FPL, STP-M.
- 5.12. The Client which/who is not a Customer shall not have the right to withdraw from the agreement.

6. Complaints, guarantee, warranty, return of goods.

- 6.1. IZODOM undertakes to deliver the Products free from defects and shall be responsible for any defects detected.
- 6.2. If a defect in the Product is detected, the complaint should be reported in writing, by sending the complaint to IZODOM to the following address: ul. Ceramiczna 2a, 98-220 Zduńska Wola or via e-mail to the following address: reklamacja@izodom.pl. IZODOM shall consider the complaint within 14 days.
- 6.3. If the Client is a Consumer, IZODOM shall be responsible for defects of Products under the terms of the Civil Code (Journal of Laws of 2002, No. 141, item 1176, as amended) and the Act of 30 May 2014 on Consumer Rights (Journal of Laws 2014, item 827, as amended).
- 6.4. If the Product has a defect, the Client may issue a declaration on withdrawal from the agreement or on reduction of the price. However, the Client shall not have the right referred to above if IZODOM immediately replaces the Product with a defect-free one or repairs it immediately – unless the Product has already been replaced or repaired. The Client may not withdraw from the agreement if the defects are insignificant. If the Client withdraws from the agreement due to a Product defect, the parties shall return each other the received mutual performances. If the Client demands price reduction, the amount of the reduction shall be the difference between the value of a defect-free product and the value of a defective product.
- 6.5. If the Client is a Consumer, instead of the proposed repair they may demand the replacement of the Product or, instead of the proposed replacement of the Product, demand the repair, unless this is impossible or would entail excessive costs on the part of IZODOM.
- 6.6. The Client should deliver the defective Products at the expense of IZODOM to the registered seat of the company at: ul. Ceramiczna 2a 98-220 Zduńska Wola.
- 6.7. If a physical defect is discovered within 2 years from the date the Product is released to the Client, IZODOM shall be liable for the defect under warranty. A limitation period for a claim for removal of a defect or replacement of a defective Product with a defect-free is one year as of the date the defect was discovered. If the Client is a Consumer, the limitation period referred to above may not end before the expiry of the two-year period for ascertaining the defect. Within one year since the defect was discovered, the Client may issue a declaration on withdrawal from the agreement or on reduction of the price due to a defect in the Product. If the Client requested the Product to be replaced with a defect-free one or requested the defects to be removed, the period for issuing the declaration on the withdrawal from the agreement or on reduction of price begins when the period for replacement of the item or removal of the defect expires without effect.

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- 6.8. If only some of the items that are a part of the Product are defective and can be separated from the items free from defects without any damage to both of them, the Client's right to withdraw from the agreement is limited to the defective items.

7. Conditions for using the Products, technical documentation, technical standards

- 7.1. IZODOM provides documentation which allows for the Products to be launched on the markets of the European Union as well as the Republic of Poland and declares the conformity of the Products with the Declaration of Performance, CE marking, European Technical Assessment no. ETA 07/0117 of July 17, 2017.
- 7.2. The Manufacturer shall provide the Client with access to technical documentation, product marketing authorization documents, Declarations of Performance, CE labels, European Technical Assessment ETA 07-0117 of July 17, 2017, ETAG 009 document.
- 7.3. The Client is obliged to comply with the recommendations of IZODOM referred to in items 7.2 and 4.6 of the technical documentation. Installation of the IZODOM elements requires the use of products which were approved for use with foam insulation materials.
- 7.4. At the time of offer development, IZODOM draws up an individual design for the arrangement of the ground slab on the basis of the design documentation. Before the Product is released, IZODOM cuts the elements of the ground slab insulation, free of charge, on the factory premises. Then, the appropriately numbered elements (according to the project) are transported to the construction site. After the installation of the elements cut to size, a gap between the connected slabs may be formed, which is a natural phenomenon and does not constitute a basis for a complaint and which should be filled up with polyurethane foam. IZODOM does not cut to size the holes for the installation culverts.
- 7.5. According to the certification documentation, the dimensional tolerance of the elements is 0.6% for horizontal partitions and roof insulation and 0.8% for walls. This means that in some situations, small gaps may appear during the assembly of components. IZODOM recommends filling them with fitting foam. This in no way affects the insulating properties of the structure.
- 7.6. There are at least 2 correct corner construction methods as described in the European Technical Assessment ETA-07/0117.
- 7.7. Wall elements in the IZODOM system are intended for filling with a concrete mix using a concrete pump up to the height of 3 m, it requires the use of supports and compliance with all IZODOM recommendations and guidelines. Concrete pouring must be performed in accordance with current technical and legal standards. The maximum permissible speed of concrete feeding is 9 m³/h, the maximum increase in the height of the concrete layer in the wall is 1 m per hour, the maximum height of free fall is 1 m. Dense-plastic concrete with the workability class S03 with the maximum grain size of 8 mm is recommended.
- 7.8. Elements may differ from each other in colour, which does not affect their properties.

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- 7.9. The inner walls of the corner elements have a tongue-and-groove joint that does not fit – they should be cut manually.
 - 7.10. When purchasing MCFU elements (corners and basic elements), plastic ties are sold in sets (corner – 5 pcs, basic element – 11 pcs). When cutting elements at the construction site to the desired size, it is likely that not all the ties will be used. It is not possible to return the ties remaining after construction.
 - 7.11. Glued elements offered by IZODOM may have a lower strength than finished elements produced in a mould in an injection moulding machine.
 - 7.12. IZODOM reserves that failure to comply with the guidelines contained in the European Technical Assessment ETA-07/0117 may result in danger to employees on the construction site, increased wear and tear of building materials, loss of performance parameters.

8. Trainings

- 8.1. IZODOM offers paid training which includes: theoretical part in the form of a multimedia presentation and practical with the possibility of "dry" assembly of the IZODOM Product. The training takes place in the seat of IZODOM in Zduńska Wola. The date is set individually. Registration is possible via the online form.

9. Support lease

- 9.1. IZODOM offers the lease of steel supports for erection and concreting of walls up to 3 meters high.
- 9.2. By concluding a lease or purchase agreement, the Client acknowledges that in accordance with work health and safety regulations, the supports are not intended to be used as working platforms.
- 9.3. The terms and conditions of the lease, its duration and the number of supports are set out in the lease agreement. During the lease period, the Client may agree with IZODOM to extend the same. The lease agreement shall be concluded in writing and signed in person at the IZODOM seat, by e-mail or by traditional mail. The Client shall examine the supports and immediately report any defects at the time of acceptance (under pain of loss of claims).
- 9.4. The Client being the Consumer has the right to withdraw from the lease agreement under the same provisions as specified in item 5.1.
- 9.5. When concluding the agreement, the Client pays a deposit to IZODOM amounting to 100% of the value of the leased supports. The value of one support is EUR 76.25 net (EUR 93.79 gross).
- 9.6. For each day of lease a fee is charged, hereinafter referred to as the rent. The rent amounts to EUR 0.75 net (EUR 0.93 gross) and is calculated according to the following formula:
$$\text{rent} = \text{number of supports} * \text{number of lease days} * \text{EUR 0.75 net (EUR 0.93 gross)}$$

For example – 24 supports leased for 3 days: $24 * 3 * 0.75 = \text{EUR 54 net (EUR 66.96 gross)}$.

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- 9.7. The Client is responsible for the loading, transport, insurance and unloading of the supports and bears the related costs.
 - 9.8. After the end of the support lease period specified in the agreement, the Client shall immediately (and not later than 7 days as of the end of the agreed lease period) return the supports to the IZODOM seat in Zduńska Wola. The Client shall inform IZODOM about the date when the supports are to be returned and set the time of such return with a technical advisor. The return of the supports can be accepted only from Monday to Friday from 7:00 a.m. to 12:00 p.m.
 - 9.9. If the supports are received undamaged, IZODOM shall return the deposit to the Client, reduced by the rent. In case the supports are found to be damaged, IZODOM shall retain from the deposit the amount constituting the product of the catalogue price of the support and the number of damaged supports.
 - 9.10. If the Client does not return the supports or returns them after the deadline, the deposit shall not be paid back. Supports shall become the property of the Lessee and a sales invoice shall be issued.
 - 9.11. The Client shall use the supports in accordance with their intended use, applicable regulations and shall return them undamaged.

10. Final provisions

- 10.1. The Client being a Consumer is entitled to apply to the Permanent Business Arbitration Court referred to in Article 37 of the Act of 15 December 2000 on Trade Inspection (Journal of Laws No. 4, item 25, as amended) with a request to settle a dispute arising from the concluded sales agreement. Information on how to access these mode and dispute resolution procedures can be found at the following address: <http://www.uokik.gov.pl>, on the "Consumer Dispute Resolution" page.
- 10.2. All disputes with the Client shall be settled by the court competent for the seat of IZODOM.
- 10.3. These Rules and Regulations come into force on October 1, 2025.
- 10.4. If any provision of the agreement is invalid, the validity of other provisions and of the entire agreement shall not be affected.

Attachment No. 1 Withdrawal form template

Attachment No. 2 Table showing the percentage reduction of the value of returned products depending on the damage

Attachment No. 3 Return acceptance sheet

Attachment No. 4 Value Loss Evaluation Sheet

Attachment No. 5 Declaration on lack of entitlement to withdraw from the Agreement

Attachment No. 1 - Withdrawal form template

WITHDRAWAL FORM TEMPLATE

(this form should be completed and sent back only in case of withdrawal from the agreement)

(date and place)

(Consumer's full name)

(Consumer's address)

Izodom 2000 Polska sp. z o.o.
ul. Ceramiczna 2a
98-220 Zduńska Wola

I/We(*) hereby inform about my/our(*) withdrawal from the agreement concluded on _____ regarding the sale of the following products/ provision of the following service (*):

Consumer(s)' signature(s) (only if the form is sent in paper form)

(*) delete as appropriate

Attachment No. 2 - Table showing the percentage reduction of the value of returned products depending on the damage

NO.	TYPE OF DAMAGE	PERCENTAGE REDUCTION OF VALUE
1.	Mechanical damage preventing further use of the product	100%
2.	Mechanical damage not preventing further use of the product	50%
3.	Scratches	30%
4.	Dirt	30%

Attachment No. 3 – Return acceptance sheet

Zduńska Wola, date

RETURN ACCEPTANCE SHEET no. / / 202....

Date of acceptance:

Items from invoice no.:

Business name of the Client:

Bank account to which the reimbursement shall be made:

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Type and number of returned items:

No.	Type of elements	Quantity

Damage description:

.....

.....

Were the photos taken? Y / N

.....

Client

.....

Warehouseman



www.izodom2000.pl

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ul. Ceramiczna 2a,
98-220 Zduńska Wola
Polska / Poland
NIP: 726 000 04 14
REGON: 730192247

VALUE LOSS EVALUATION SHEET no. / ... / 202...

On the meeting was held of the committee composed of:

1.
2.
3.

The committee jointly agreed as follows:

.....
.....
.....
.....
.....
.....

Value of returned items:[%]

To be reimbursed:[EUR]

Signatures of

committee members:

Attachment No. 5 – Declaration on lack of entitlement to withdraw from
the Agreement

With reference to the obligation referred to in Article 12.1.12 of the Act on the Consumer Rights (consolidated text of 13 December 2018 – Journal of Laws of 2019, item 134 – hereinafter referred to as the Act), we inform you that in accordance with Article 38.3 and 38.6 of the Act, you are not entitled to withdraw from the Agreement, despite the fact that it was concluded outside the business premises / remotely. The exclusion of the right of withdrawal is based on the fact that the subject matter of this Agreement is a non-prefabricated item manufactured to your specifications and intended to meet your customized individual needs, and that the majority of the products supplied to you, due to their characteristics, shall be inseparably combined with other items.

I, the undersigned, declare that I have read and fully understand the information above.

_____, dated _____, city/town _____

signature of the Purchaser - Consumer