

Regulations for the Gift Shop in the Museum of Archaeology and History in Elbląg

1. Prices in our shop are gross prices (they include VAT). The price of each product becomes binding at placing an order. We reserve the right to change prices of articles on offer, to cancel promotions on the gift shop's website and to make changes.
2. Prices do not include delivery costs and other possible costs connected with transaction realization. Transactions are documented with VAT invoice.
3. Publications can be ordered by: - fax: +48 55 232 72 73
 - e-mail: muzeumelkasa@gmail.com
 - traditional post
 - phone: +48 55 232 72 73
4. The customer may choose one of the following forms of payment:
 - cash on delivery – the customer pays for products when they are delivered, the postman collects payment
 - money transfer – the customer pays for products before they are sent, on the bank account number:

**Braniewsko – Pasłęcki Bank Spółdzielczy z siedzibą w Pasłęku
16 8313 0009 5200 0153 2000 0010,**

giving their name and address, necessary to deliver the package, and the title of the book they order.

5. If the chosen form of payment is money transfer, products will be sent after the money is booked on the Museum's account.
6. Publications are sent on Tuesdays and Thursdays, within 7 days after the money is booked on the Museum's account.
7. Deliveries are realized by Polish Post.
8. The customer can change the order until the moment of issuing the invoice:
 - by e-mail: muzeumelkasa@gmail.com
 - by phone: +48 55 2327273
9. Each customer receives a proof of purchase in the form of a VAT invoice. If the invoice is to be for a company, one should give the name of the company, its address and tax identification number.

Purchasing products in our gift shop automatically means agreeing to an invoice without signature.
10. According to article 24 paragraph 1 from Personal Data Protection Act, personal data of the purchaser will be introduced to our data base only for order realization and they will not be made accessible to other entities. Every customer has the right to access to their data and to correct them.
11. We encourage you to check, in the presence of the postman, whether the parcel (package and content) is intact. If any damage or shortcoming has been noticed, a report should be prepared. Only such procedure can be the basis of claim for refund.
12. If the customer finds technical faults in the product after receiving it, they may send it back to the address of our institution:

Museum of Archaeology and History in Elbląg
Bulwar Zygmunta Augusta 11
82-300 Elbląg
13. After preparing the report, contact the Museum.

14. An invoice and a description of complaint reasons should be enclosed to the returned product. A faulty product will be replaced with a new one and if it is impossible (e.g. because of shortage of products), the customer will receive their money back or will be offered another product available in our gift shop.
15. Every customer has the right to return a purchased product within 10 days from delivery.
16. Before sending a product back, the customer is obliged to inform us of the fact via e-mail or phone.
17. It is not necessary to give reasons of the return.
18. The purchaser sends the product back at their own expense to the address of our institution:
The Museum of Archaeology and History in Elbląg
Bulwar Zygmunta Augusta 11
82-300 Elbląg
19. The parcel must be sent in a form which enables monitoring its progress to both sides, e.g. a registered letter, a postal parcel, a dispatch rider.
20. **We do not accept returns sent by COD (cash on delivery).**
21. The returned product cannot have any signs of being used.
22. A receipt must be enclosed to the returned product.
23. A refund will be paid to the purchaser's bank account.
24. The refund is equal to the price of the product and does not include delivery costs.
25. The refund will be realized within 14 working days from receiving the product.
26. All products offered in our gift shop are brand-new and legally faultless and have been legally introduced to the Polish market.
27. The address of the company is also its correspondence address.
28. All disagreements which appear during order realization between our gift shop and customers will be dealt with by negotiations with the intention of finding an amicable solution.
29. After placing the order, the purchaser will receive information about delivery cost.
30. The purchaser is obliged to choose one of the delivery options.
31. Delivery costs within territory of Poland according to the price list [of Polish Post](#):
32. The gift shop sends books abroad only after money transfer to the Museum's bank account and individual cost calculation according to [Polish Post prices](#).
33. **Shopping in our gift shop is equivalent to accepting its rules and regulations.**
34. All questions and doubts will be dealt with at the phone number: (55) 232 72 73 or e-mail address: muzeumelkasa@gmail.com from Monday to Friday between 8 A.M and 3 P.M.