

**Terms and Conditions  
of  
“Guarantees” loyalty program**

**§ 1**

**Information about the Organizer**

The organizer of the “Guarantees” loyalty program is Done Deliveries sp. z o.o., Stefana Batorego 35, 34-120 Andrychów, registered by the District Court for Krakow - Śródmieście in Krakow under the KRS number 0000992825, TAX ID: 5542945426, REGON: 366428409 (hereinafter also referred to as **the Organizer**).

**§ 2**

**Definitions**

1. **Program** - the “Guarantees” loyalty program as specified in paragraph 5. run by Done Deliveries sp. z o.o.
2. **Platform** - the Quote & Go website available at <https://www.donedeliveries.com/quoteandgo>, through which the customer can place orders for transport services.
3. **Participant** - a customer of Done Deliveries sp. z o.o., which is a legal entity that places an order for a service provided through the Platform.

**§ 3**

**General provisions**

1. These Terms and Conditions define the terms, scope and conditions of participation in the Program.
2. The Participant declares that he/she has read and accepts these Terms and Conditions.
3. Done Deliveries sp. z o.o. reserves the right to temporarily or permanently suspend the Program at any time, without giving any reason.

**§ 4**

**Conditions for participation in the Program**

1. The “Guarantees” loyalty program is intended for existing and new customers of Done Deliveries sp. z o.o. using the Platform.
2. Only a legal entity that orders a transport service via the Platform can be a Participant in the Program.
3. The information about the Program is displayed on the Organizer’s website landing page and ordering the service via the Platform implies acceptance of the Program and these Terms and Conditions.
4. The Program applies to all transport services provided by Done Deliveries sp. z o.o. i.e. in Economy Plus, Economy, Premium, Premium Plus.

**§ 5**

**Conditions of the „Guarantees” Program**

1. The Program provides the Participant with the possibility of receiving Compensation in connection with a transport service ordered through the Platform and performed by Done Deliveries sp. z o.o.
2. Compensation may be granted to the Participant in the following situations:
  - a. a significant delay in unloading the goods, caused solely by circumstances attributable to the Organizer, or
  - b. failure by the Organizer to provide a vehicle for loading, caused solely by circumstances attributable to the Organizer.
3. Definitions:
  - a. a significant delay in unloading means for “Premium” and “Premium Plus” transport options – arrival at the unloading location 1 or more hours after the latest unloading time specified in the “Booking Confirmation” document,
  - b. failure to provide a vehicle for loading means:

- i. for “Economy” or “Economy Plus” transport options – failure by the Organizer to provide a vehicle at the loading location between 8:00 AM and 4:00 PM on the last loading day specified in the “Booking Confirmation” document; if the loading location is open later than 4:00 PM, failure to provide the vehicle between 5 PM and 6 PM on the last loading day specified in the “Booking Confirmation” document will be considered as failure to provide the vehicle,
  - ii. for “Premium” or “Premium Plus” transport options – failure by the Organizer to provide a vehicle at the loading location within 2 hours after the latest loading time specified in the “Booking Confirmation” document,
  - c. compensation – means a monetary refund to the Participant in the amount of up to 100% of the freight charges or 500 EURO .
4. The Participant may be entitled to Compensation in the amount of:
  - a. up to 100% of the freight charges in the event of a significant delay in unloading – as defined in point 3 a),
  - b. EUR 500 in the event of failure to provide a vehicle for loading – as defined in point 3 b).
5. In order to obtain Compensation due to the circumstances indicated in point 4, the Participant must submit a written complaint to the Organizer no later than the day after the scheduled unloading or vehicle loading date, describing all relevant circumstances and providing any documents or explanations requested by the Organizer to the following email address: reklamacje@donedeliveries.com.
6. If the conditions for granting Compensation are met, the Compensation will be paid within 30 days from the date the complaint is submitted.
7. The Program does not entitle the Participant to receive Compensation if the significant delay in unloading or failure to provide the vehicle for loading was caused by circumstances attributable to the consignor, consignee, or the Participant.
8. The Program shall remain in effect until further notice. The Organizer reserves the right to terminate the Program at any time prior to such notice; however, any decision to terminate the Program will be announced on the website [www.donedeliveries.com](http://www.donedeliveries.com) no less than 3 days in advance.

## **§ 6**

### **Complaints**

1. The Participant may submit a complaint, if despite meeting the conditions specified in paragraph 5, she/he did not receive compensation.
2. The complaint should be submitted electronically and sent to the e-mail address [reklamacje@donedeliveries.com](mailto:reklamacje@donedeliveries.com). In the complaint application the Participant must include a description of the problem. The complaint will be considered within 30 days of its receipt. A reply will be provided to the Participant's e-mail address from which the complaint was sent.

## **§ 7**

### **Final provisions**

1. Done Deliveries sp. z o.o. reserves the right to amend these Terms and Conditions at any time in order to improve or extend the operation of the Program. In the event that the Terms and Conditions are amended, the Participant will receive the new Terms and Conditions.
2. Any disputes arising between Done Deliveries sp. z o.o. and the Participant shall be settled in accordance with Polish law. The competent court for any disputes shall be the court with jurisdiction over the registered office of Done Deliveries sp. z o.o.
3. Done Deliveries sp. z o.o. reserves the right to suspend the Program or terminate it at any time.
4. Participants will be informed of the suspension or termination of the Program via e-mail correspondence.