

REGULATIONS FOR THE SALE AND REDEMPTION OF A VOUCHER FOR AN INDIVIDUAL CUSTOMER, HEREINAFTER REFERRED TO AS THE PURCHASER AND/OR THE USER, ISSUED BY NEURO MEDICAL CENTRE (OPERATED BY MEDICAL PLANET SP. Z O.O.), HEREINAFTER REFERRED TO AS THE "ISSUER".

I. GENERAL CONDITIONS

1. The Issuer undertakes to provide the Purchaser with a gift card in the form of a voucher (hereinafter referred to as the "Voucher")- on-site at NEURO Przychodnia Specjalistyczny [Medical Centre] or by electronic order and dispatch of the Voucher by post, and to accept it for use at NEURO Przychodnia Specjalistyczny [Medical Centre] with its registered office in Warsaw (hereinafter referred to as the "NEURO Medical Centre" or the "Centre") operated by Medical Planet spółka z ograniczoną odpowiedzialnością with its registered office in Warsaw at ul. Ludwika Rydygiera 6 / U9A, 01-793 Warsaw, entered in the Register of Entrepreneurs kept by the District Court for the Capital City of Warsaw in Warsaw, XII Commercial Division of the National Court Register, under KRS number: 0000891144, NIP: 5252856766, REGON: 388531188.
2. The Purchaser agrees to pay for the Voucher in an amount equal to the nominal value of the Voucher, as well as to bear the postage costs in accordance with the current price list of the Polish Postal Service.
3. The voucher can only be redeemed at the NEURO Medical Centre.
4. The Voucher may be redeemed at the NEURO Medical Centre in accordance with the scope specified in the Voucher or up to the amount stated on the Voucher for the purchase of goods or services at the Medical Centre.
5. The voucher is not exchangeable for cash.
6. The voucher can be used during one or more visits depending on the booking.
7. The Medical Centre is not responsible for a Voucher that is lost or damaged after it has been given to the Purchaser.
8. The Voucher Purchaser or User shall not be entitled to any claim against the Medical Centre for loss (including theft) or destruction of the Voucher.
9. The date of purchase will be marked each time on the Voucher. The Purchaser or User of the Voucher is entitled to make an appointment at the Medical Centre within 90 days from the date of purchase.

II. RULES FOR USING THE VOUCHER

1. The Voucher User is obliged to book a date for using the Voucher at the Medical Centre, by telephone at +48 579 733 332 or by e-mail at: rejestracja@medicalplanet.com.pl. Booking is possible after providing the Voucher number in advance.
2. NEURO Medical Centre only accepts for redemption Vouchers that are undamaged, have the date of purchase and an identification number.
3. When redeeming the Voucher, the User shall not be entitled to receive the remainder of the unused amount of the Voucher when the value of the service is lower than the value of the Voucher.

4. The user is obliged to pay the price difference in cash or by payment card when the value of the service provided is higher than the value of the Voucher presented or the scope of the Voucher does not include it.
5. The Medical Centre has the right to refuse to redeem the Voucher when:
 - (a) the expiry date of the Voucher has passed,
 - (b) damage to the Voucher makes it impossible to read the data recorded on the Voucher.
6. Rescheduling is possible no later than 24 hours before the originally selected date. Otherwise, the Voucher becomes invalid. The Voucher purchaser or User is entitled to change the booking date once.
7. The Voucher entitles to use the services of the NEURO Medical Centre in accordance with the applicable price list and the value of the Voucher held. The expiry date of the Voucher is not extended. If, due to late booking, there are no free appointments available, the possibility to redeem the Voucher expires.
8. Before the service is provided, the User presents the gift card entitling them to the service at the reception of the NEURO Medical Centre.
9. If there is no cancellation of the booked services, as specified at the time of booking, the Voucher is deemed to have been used.

III. BILLING AND CLAIMS FOR VOUCHERS

1. The Purchaser shall receive a confirmation of the transaction at the time of purchase of the Voucher. The issue of the Voucher does not constitute sales subject to value added tax within the meaning of relevant tax regulations. The User shall be entitled to receive a receipt from the Issuer - upon request made to the Issuer at the time of issue of the Voucher at the latest - as proof of payment of funds.
2. Payment for Vouchers ordered by e-mail is accepted only by bank transfer. The publisher confirms receipt of the order and transfer details by e-mail to the address provided by the buyer. The voucher is sent by post (against acknowledgement of receipt). For Vouchers ordered stationary, at the Medical Centre, payment is accepted by credit card or cash.
3. When paying by bank transfer, a booking for a Voucher treatment can only be made once the funds have been credited to the Issuer's bank account.
4. The voucher can be used during one or more visits depending on the booking.
5. Redemption of the Voucher does not entitle you to combine it with promotions and discounts.
6. Any complaints relating to the purchase of goods and/or services using the Voucher will be dealt with by Medical Planet sp. z o.o. at the request of the Purchaser or User, following the submission of a written complaint.
7. The basis for recognition of a claim for goods or services is the receipt issued upon purchase of the Voucher.

IV. FINAL PROVISIONS

1. With the receipt of the Voucher, the Purchaser and/or the User declares that he/she has read these Terms and Conditions, accepts their contents in full and undertakes to comply with their provisions.
2. By redeeming the Voucher, the User confirms the order to use the Voucher within the scope of the Terms and Conditions.
3. The content of these Terms and Conditions is available on the Publisher's website at <https://medicalplanet.com.pl> and at the reception of the Medical Centre. The Medical Centre is obliged to make the Terms and Conditions available to the Purchaser and/or the User upon any request.
4. The Publisher reserves the right to amend the Rules and Regulations, provided that the rights already acquired by the Purchasers and/or Users are not affected. Any changes to the content of the Terms and Conditions will be updated on an ongoing basis and made available on the Publisher's website and at the reception desk of the NEURO Medical Centre.
5. In matters not covered by these Rules, the relevant provisions of the Civil Code shall apply.