

Promotion Terms and Conditions

“-10% on all non-discounted Goods with the code NAOKO10 on orders from €90”

in the NAOKO online store

§ 1. General provisions

1. The organiser of the promotion entitled “-10% on all non-discounted Goods with the code NAOKO10 on orders from €90” (hereinafter: the “Promotion”) is CONCEPT 101 spółka z ograniczoną odpowiedzialnością (limited liability company) with its registered office in Łódź, ul. Romanowska 55B/32B, 91-174 Łódź, entered in the Register of Entrepreneurs of the National Court Register maintained by the District Court for Łódź-Śródmieście in Łódź, 20th Commercial Division of the National Court Register, under KRS number 0000780307, NIP (tax ID) 7252288381, REGON 383149834, share capital PLN 10,000.00 (hereinafter: the “Organiser”), which operates the online store at www.naoko-store.com (hereinafter: the “Store”).
2. These terms and conditions (hereinafter: the “Terms”) set out the rules, scope and conditions of participation in the Promotion, including the rights and obligations of the Organiser and the Participants.
3. The Promotion is not a game of chance, raffle, mutual bet, promotional lottery or any other form of game of chance within the meaning of the Polish Gambling Act of 19 November 2009.
4. The Promotion is valid exclusively in the online Store at www.naoko-store.com.
5. The Promotion runs from 24.09.2026, 00:00, until 25.09.2026, 12:00 (Central European Time), or until stocks of the Goods Covered by the Promotion run out, whichever occurs first (hereinafter: the “Promotion Period”).
6. The Organiser may end the Promotion before the end of the Promotion Period or extend the Promotion Period for important reasons, in particular technical, legal or organisational reasons. Such a change does not affect the rights acquired by Participants before it is introduced, in particular Orders placed before the change. Information about the change will be published on the Store’s website.

§ 2. Definitions

1. **Store** — the online store operating at www.naoko-store.com, run by the Organiser.
2. **Customer** — a natural person, legal person or organisational unit without legal personality to which the law grants legal capacity, making a purchase in the Store.
3. **Consumer** — a Customer who is a natural person performing a legal transaction with the Organiser that is not directly related to their business or professional activity, as well as a natural person concluding an agreement directly related to their business activity where the content of that agreement shows that it is not of a professional nature for that person (Article 7aa of the Polish Consumer Rights Act of 30 May 2014).
4. **Participant** — a Customer who, during the Promotion Period, has met the conditions of participation set out in § 3 of the Terms.
5. **Goods** — a product available in the Store’s range during the Promotion Period.

6. **Goods Covered by the Promotion** — all Goods available in the Store's range at the time the Order is placed, excluding the Goods indicated in § 6 of the Terms, including Goods on sale or subject to another price reduction.
7. **Promotional Code** — the multi-use code NAOKO10, entitling the holder to a discount under the Promotion.
8. **Order** — a declaration of intent made by the Customer via the Store, aimed directly at concluding a contract of sale of Goods with the Organiser.

§ 3. Conditions of participation in the Promotion

1. Any Customer who, during the Promotion Period, purchases Goods under the conditions set out in the Terms and in the Store's terms and conditions may participate in the Promotion, regardless of the number of orders placed previously.
2. Participation in the Promotion is voluntary and requires all of the following conditions to be met:
 - a) adding to the basket Goods Covered by the Promotion with a total value of at least €90.00 gross, calculated before the discount is applied;
 - b) entering the Promotional Code NAOKO10 in the "Discount code" field in the basket before placing the Order.
3. The Promotional Code NAOKO10 is multi-use. The number of Orders in which a single Customer may use it is not limited. Only one discount code may be used per Order.

§ 4. Rules and mechanics of the Promotion

1. Under the Promotion, the Participant is entitled to a 10% discount on Goods Covered by the Promotion.
2. The discount is applied after the Promotional Code NAOKO10 is entered in the "Discount code" field in the basket and is calculated on the gross selling price of the Goods shown on the product page at the time the Goods are added to the basket, applicable before any other discounts are applied.
3. Only the value of Goods Covered by the Promotion counts towards the €90.00 threshold referred to in § 3(2)(a). The value of Goods excluded from the Promotion under § 6 does not count towards the threshold, and such Goods are not subject to the discount.
4. The discount reduces the value of the Order. The free delivery threshold is determined on the basis of the Order value after the discount has been applied. This means that using the Promotion may cause the Order value to fall below the free delivery threshold, in which case the Customer will bear the delivery cost in accordance with the price list available in the Store.
5. If some of the Goods from an Order to which the discount was applied are returned, the value of the discount is recalculated proportionally to the value of the Goods retained by the Customer. The Organiser does not demand any additional payment from the Customer or withdraw the discount granted, even if, after the return, the value of the retained Goods Covered by the Promotion is lower than €90.00.
6. The value of the discount cannot be paid out in cash or exchanged for a cash equivalent or any other form of benefit.

§ 5. Price information

1. The Promotion consists in granting a discount on the selling price of the Goods in the basket after the Promotional Code is entered. The prices of Goods shown on product pages in the Store are not reduced as a result of the Promotion.
2. If, during the Promotion Period, the Organiser announces a price reduction for any Goods, it shows, next to the reduced price, the lowest price of those Goods that applied during the 30 days before the reduction was introduced, or — if the Goods have been offered for sale for less than 30 days — the lowest price applicable since the day they were first offered for sale, in accordance with Article 4(2) and (3) of the Polish Act of 9 May 2014 on Information on Prices of Goods and Services.

§ 6. Goods excluded from the Promotion

1. The following are not covered by the Promotion:
 - a) Goods whose selling price in the Store at the time they are added to the basket is lower than their regular price, including Goods marked in the Store as “Sale” or shown with a crossed-out previous price (price reduction);
 - b) gift cards (shopping vouchers) available in the Store;
 - c) delivery costs and additional services, including gift wrapping.
2. The Organiser may designate additional Goods as excluded from the Promotion by marking them in the Store, with effect for the future only. Such an exclusion does not affect Orders placed before it was introduced.

§ 7. Combining the Promotion with other offers

1. The Promotion cannot be combined with other promotional campaigns, discounts or discount codes applicable in the Store.
2. If the conditions of several promotions are met at the same time, the promotion more favourable to the Customer applies.
3. Only one discount code may be used per Order.

§ 8. Returns and complaints concerning Goods purchased under the Promotion

1. Goods purchased under the Promotion are subject to returns and complaints on the general terms set out in the Store’s terms and conditions and in accordance with the Polish Consumer Rights Act of 30 May 2014 and the provisions of the Polish Civil Code.
2. In the event of withdrawal from the contract and return of all Goods covered by the Order, the Customer is refunded the amount actually paid, i.e. the price after the discount.
3. In the event of a partial return of an Order, the refund amount is determined in accordance with § 4(5) of the Terms.
4. In the event of withdrawal from the contract, the Organiser also refunds the cost of delivering the Goods up to the amount corresponding to the cheapest standard delivery method offered by the Organiser, in accordance with Article 33 of the Consumer Rights Act.
5. The rights set out in this section are available to Consumers. For other Customers, the provisions of the Civil Code and the Store’s terms and conditions apply.

§ 9. Complaints concerning the course of the Promotion

1. Complaints concerning the course of the Promotion may be submitted in writing to the Organiser's address: CONCEPT 101 sp. z o.o., ul. Romanowska 55B/32B, 91-174 Łódź, or by e-mail to hello@naoko-store.pl — during the Promotion Period or within 14 days of its end.
2. The complaint should include the Participant's details enabling a reply (first name, surname, postal address or e-mail address) and a description of the circumstances justifying the complaint.
3. The Organiser considers the complaint within 14 days of receiving it and informs the Participant of the outcome of the complaint procedure in the same way in which the complaint was submitted.
4. Use of the complaint procedure is voluntary and does not exclude the Participant's right to pursue claims on general terms, including in court proceedings and before bodies authorised to resolve consumer disputes out of court.

§ 10. Personal data

1. The controller of the personal data of Participants processed in connection with the organisation of the Promotion is the Organiser indicated in § 1(1) of the Terms.
2. Participants' personal data are processed for the purpose of conducting and settling the Promotion — on the basis of Article 6(1)(b) of Regulation (EU) 2016/679 of the European Parliament and of the Council (GDPR), and for the purpose of handling complaints and establishing, pursuing or defending claims — on the basis of Article 6(1)(f) of the GDPR.
3. Providing personal data is voluntary but necessary to participate in the Promotion and to handle complaints.
4. Detailed information on the processing of personal data, including the data retention period, categories of recipients and Participants' rights (the right of access, rectification, erasure, restriction of processing, data portability, the right to object and the right to lodge a complaint with the President of the Personal Data Protection Office), is contained in the Privacy Policy available on the Store's website.

§ 11. Final provisions

1. The Terms are available free of charge on the Store's website throughout the Promotion Period and at the Organiser's registered office, in a format that allows them to be obtained, reproduced and recorded (a downloadable PDF file).
2. In matters not regulated by the Terms, the provisions of the Store's terms and conditions and generally applicable Polish law apply, including the Civil Code and the Consumer Rights Act.
3. The Organiser may amend the Terms during the Promotion Period for important reasons, in particular technical, legal or organisational reasons. The amendment may not infringe the rights acquired by Participants before it is introduced. Information about the amendment, together with the consolidated text of the Terms, is published on the Store's website.
4. The Terms enter into force on the Promotion start date indicated in § 1(5).