

Deadlines and legal basis

Deadlines

- 14 days to withdraw from the contract in the case of service contracts - from the date of conclusion of the contract, in the case of sales contracts - from the day on which the consumer received the goods
- 14 days to return the goods to the entrepreneur in the event of withdrawal from the contract
- 30 days to deliver the goods to the consumer, unless the parties have agreed otherwise
- 2 years of the seller's liability for the non-conformity of the goods with the contract
- 14 days for the entrepreneur to respond to the submitted consumer complaint - in the case where Polish law applies
- 14 days to perform the guarantor's obligations, unless the warranty card provides otherwise - in the case where Polish law applies

The deadlines quoted above apply only within the European Union. In the case of online purchases made with an entrepreneur registered outside the EU, consumer rights may differ.

Legal basis

- Directive 2011/83/EU of the European Parliament and of the Council of 25 October 2011 on consumer rights
- Directive 1999/44/EC of the European Parliament and of the Council of 25 May 1999 on certain aspects of the sale of consumer goods and associated guarantees.

They are reflected in the following national regulations:

- Act of 23 April 1964 - Civil Code
- Act of 30 May 2014 on consumer rights
- Act of 18 July 2002 on the provision of services by electronic means