

Terms and Conditions

Expand to Europe | Website and B2B services

Effective from: 1 September 2026

1. Service provider and scope

These Terms and Conditions govern use of <https://expandtoeurope.pl> and the services offered under the Expand to Europe name.

The service provider is Fundacja Rozwoju Przedsiębiorczości „Twój StartUp” (Foundation for the Development of Entrepreneurship “Twój StartUp”), with its registered office at ul. Żurawia 6/12, unit 766, 00-503 Warsaw, Poland. The Foundation is entered in the National Court Register (KRS) under no. 0000442857, has tax identification number (NIP) 521-364-12-11, statistical number (REGON) 146433467 and BDO number 000460502. Its correspondence address is Atlas Tower, Al. Jerozolimskie 123A, 18th floor, 02-017 Warsaw, Poland.

These Terms apply to services provided by the organised part of the Foundation’s business named Expand to Europe, operating at the Foundation’s Łódź Branch 2 and represented by Malwina Jabłońska. Malwina Jabłońska is designated by the Foundation as the contact for implementing these Terms.

- Email: office@expandtoeurope.pl
- Telephone: +48 795 850 777

The services described on the website include B2B customer acquisition, lead generation, sales and advertising support. The website serves customers in Poland and the European Union unless a particular offer states otherwise.

2. Definitions

- Customer means a person or business using the website or entering into a contract for a service.
- Consumer means a natural person entering into a contract that is not directly related to that person’s business or professional activity.
- Eligible sole trader means a natural person entering into a contract directly related to their business, where the contract is not of a professional nature for that person under applicable Polish law.
- Service means a B2B customer-acquisition, sales or advertising service offered by Expand to Europe and described on the website or in an individual offer.
- Website means <https://expandtoeurope.pl>.
- Contract means an agreement for a Service concluded between the Customer and the Foundation through the Expand to Europe business unit.

3. Website use

To use the website, you need an internet-connected device, a current web browser that supports cookies, necessary cookies enabled, and an active email account to send enquiries or place an order. Browsing does not require registration unless the website states otherwise.

The Terms are available free of charge in a format that allows them to be saved and reproduced. Customers must provide accurate information and use the website lawfully. You must not interfere with the website’s operation or submit unlawful content.

The website uses cookies for operation and security. Blocking cookies may limit some features. More information is in the Cookies Policy.

4. Services, enquiries and orders

The type, scope, key features, delivery method and schedule for each Service are described on the relevant website page or in an individual offer. Individual or customised orders may be submitted using the enquiry form or the service email address shown on the website. The Foundation may prepare and send a quote to the email address provided by the Customer.

The Customer must provide the information needed to prepare the offer and perform the Service. The Service, deadlines, deliverables, fees, payment schedule and contract duration will be set out in the accepted offer or order confirmation.

A Contract is concluded when the Foundation confirms acceptance of the Customer's order in writing or by email, or at another time expressly stated in the offer. Before a Consumer places an order, the Foundation provides clear information about the main features of the Service, the total price including applicable taxes, the right or lack of a right to withdraw, the contract duration and termination rules, and the minimum duration of the Customer's obligations, where applicable.

If the website uses a button or similar function to place an order that creates a payment obligation, it will be clearly labelled "Order with obligation to pay" or with equivalent unambiguous wording. The Foundation will send an order confirmation on a durable medium, such as email, setting out the agreed Service and price. Where applicable, the confirmation will include these Terms and the withdrawal form. An invoice will be issued where required.

Any acceptance checkbox for these Terms must be separate from marketing consent. A marketing checkbox is optional and must not be pre-selected. Where a Consumer requests that a paid Service begin during the withdrawal period, the request and acknowledgement described in section 8 must be obtained separately.

5. Fees and payment

The fee for a Service is the amount stated on the relevant website page or in the accepted offer or Contract. The offer or invoice will state the applicable currency, taxes, payment method, payment schedule and due date.

Unless the accepted offer states otherwise, payment is made by bank transfer to the account shown on the invoice. The Customer is responsible for paying the agreed fee by the due date.

6. Service delivery and termination

The Foundation provides the Service in the manner and within the period stated on the website or in the accepted offer. The start and end dates, where relevant, are provided before the Contract is concluded.

The Contract lasts for the period specified in the accepted offer. Unless the offer states otherwise, the Customer may terminate a Service Contract in writing or by email with one month's notice, effective at the end of a calendar month.

The Foundation may terminate a Service Contract with one month's notice, effective at the end of a calendar month, for important reasons, including:

- discontinuation or a decision to discontinue the Expand to Europe business unit;
- a material change to the business unit's activities or a significant reorganisation of the Foundation;
- a technical failure or other obstacle beyond the Foundation's control that prevents or materially impairs the Service;
- the Customer's delay in paying a fee; or
- a material breach of the Contract or these Terms by the Customer.

7. Complaints

A Customer may submit a complaint if a Service has not been performed in accordance with the Contract. Send it to office@expandtoeurope.pl or to the Foundation's correspondence address. Please describe the Service, the issue and the outcome you are requesting.

The Foundation will review a complaint and respond within 14 days of receiving it. The response will be sent on paper or another durable medium. If the Foundation does not respond within that period, the complaint is treated as accepted where required by applicable consumer law.

If a complaint is accepted, the Foundation will, depending on the circumstances and the nature of the Service, perform the Service correctly, refund all or part of the fee, or provide another appropriate remedy.

8. Consumer's right to withdraw

This section applies to a Consumer and to an Eligible sole trader where Polish consumer law grants that person consumer rights. Such a Customer may withdraw from a distance Contract within 14 days without giving a reason, subject to statutory exceptions. For a Service Contract, the period normally starts on the date the Contract is concluded.

To withdraw, send an unambiguous statement to office@expandtoeurope.pl or to the correspondence address above before the 14-day period ends. The model form at the end of these Terms may be used, but is not mandatory.

If a Consumer asks the Foundation to start a paid Service before the 14-day withdrawal period ends, the Foundation will obtain the Consumer's express request on a durable medium. The Consumer must also acknowledge that the right to withdraw is lost once the Service has been fully performed. If the Consumer withdraws after performance has begun but before it is complete, the Consumer may be required to pay a proportionate amount for the part of the Service already provided, as permitted by law.

The right to withdraw does not apply in cases set out by applicable law. This includes a Service Contract that has been fully performed after the Consumer gave prior express consent to start during the withdrawal period and acknowledged that the right to withdraw would be lost after full performance.

9. Refunds

Where a refund is due following withdrawal or an accepted complaint, it will be made within 14 days or within any shorter period required by law. Unless the Customer expressly agrees otherwise without incurring additional costs, the refund will be made using the same payment method used for the original payment.

10. Marketing communications

The Customer may choose to receive commercial or marketing information, including a newsletter, by selecting a separate optional checkbox where one is provided. The checkbox will not be pre-selected, and consent is not required to place an order.

The Customer may withdraw marketing consent at any time by using the unsubscribe link in a message, where available, or by contacting office@expandtoeurope.pl. Withdrawal does not affect the lawfulness of processing carried out before consent was withdrawn.

11. Intellectual property

Website text, graphics, photographs, logos, layout and other materials are protected by intellectual property laws. They may not be copied, published, modified or used commercially without the prior permission of the rights holder, except where permitted by law. Customers and visitors must respect the intellectual property rights of the Foundation and third parties.

12. Website availability and liability

The website is available subject to maintenance, development work, technical failures, force majeure and other circumstances beyond the Foundation's control. The Foundation is not responsible for disruptions caused by the Customer's equipment, public communications networks, unauthorised third-party actions or incompatible software.

Customers should use appropriate security measures, including up-to-date browsers and operating systems and suitable anti-virus software. The Foundation is not responsible for messages blocked or deleted by a Customer's mail provider or software.

To the extent permitted by law, the Foundation's liability for a Service that was not performed or was improperly performed is limited to the value of the affected Service. The Foundation is not liable for lost profits to the extent that such exclusion is permitted by law. Nothing in these Terms excludes or limits liability that cannot be excluded or limited under mandatory law, or any statutory rights of a Consumer or an Eligible sole trader.

13. Personal data

The Foundation processes personal data in accordance with the Privacy Policy available at <https://expandtoeurope.pl/policy>. The Cookies Policy explains how cookies and similar technologies are used on the website.

14. Out-of-court dispute resolution

A Consumer may use out-of-court dispute resolution procedures available under Polish law. Information about available consumer assistance and dispute-resolution procedures can be obtained from the Office of Competition and Consumer Protection (UOKiK), the relevant provincial trade inspection authority or a local consumer ombudsman. Participation in a specific out-of-court procedure is voluntary unless applicable law provides otherwise.

15. Final provisions

These Terms are governed by Polish law, without prejudice to mandatory consumer-protection rules that apply to a Consumer in their country of residence. Disputes will be handled by a court with jurisdiction under applicable law; a Consumer's statutory right to bring proceedings before a competent court is not restricted.

The Foundation may amend these Terms for valid reasons, including changes to the law, the website or the Services. The current version will be published on the website. An amendment does not affect Contracts concluded before it takes effect unless the parties agree otherwise or mandatory law requires otherwise.

In matters not covered by these Terms, the relevant provisions of Polish law apply, including the Civil Code, the Act on Consumer Rights and the Act on the Provision of Electronic Services.

These Terms are effective from 1 September 2026.

Annex A. Model Withdrawal Form

Complete and return this form only if you wish to withdraw from a Contract.

To: Fundacja Rozwoju Przedsiębiorczości „Twój StartUp” — Expand to Europe, Oddział Łódź 2

Correspondence address: Atlas Tower, Al. Jerozolimskie 123A, 18th floor, 02-017 Warsaw, Poland

Email: office@expandtoeurope.pl

I/We hereby give notice that I/We withdraw from my/our Contract for the following Service:

Service: _____

Contract/order number: _____

Contract date: _____

Customer's full name: _____

Customer's address: _____

Customer's email address: _____

Date: _____ Signature (only if this form is submitted on paper):

Annex B. Complaint Form

Use this form if you wish to submit a complaint. You may also submit a complaint by email.

To: Fundacja Rozwoju Przedsiębiorczości „Twój StartUp” — Expand to Europe, Oddział Łódź 2

Correspondence address: Atlas Tower, Al. Jerozolimskie 123A, 18th floor, 02-017 Warsaw, Poland

Email: office@expandtoeurope.pl

Customer's full name: _____

Customer's email address: _____

Service and contract/order number: _____

Date of Contract: _____

Reason for complaint and relevant details:

Requested resolution: _____

Date: _____ Signature (only if submitted on paper):
