B2B Website Terms and Conditions

Effective September 18, 2026

§ 1. General Provisions

1. These Terms and Conditions set forth the rules for using the B2B website available at b2b.lvt.com.pl (the “Website”), for creating and maintaining a B2B account, and for entering into contracts for the sale of goods through the Website.

2. The seller and service provider of the Website is LVT sp. z o.o., with its registered office at ul. Piecewska 19, 80-288 Gdańsk, entered in the National Court Register (KRS) under number 0000966232, Tax ID (NIP) 5891996988, Business Identification Number (REGON) 221181602 (hereinafter: “LVT” or “Seller”).

3. Contact information for the Seller: handlowy@lvt.com.pl, tel. +48 58 355 01 38, mailing address: ul. Piecewska 19, 80-288 Gdańsk.

4. The Website is intended primarily for businesses. Placing an order requires an active B2B account, unless the Seller explicitly offers a different purchasing method.

5. “Buyer” means the entity placing the order; “Account” means individual access to the Website; “Goods” means movable property offered on the Website; “Business Days” means days from Monday through Friday, excluding statutory holidays.

§ 2. Technical Requirements and Rules for Using the Website

1. To use the Website, you need: a device with Internet access, an up-to-date web browser that supports JavaScript and cookies, an active email address, and the ability to receive emails.

2. The Buyer is required to provide accurate and up-to-date information, protect their login credentials, and not share their Account with unauthorized persons. Actions performed after successful authentication on the Account are considered to be the actions of an authorized user of the Account, unless the Buyer immediately reports the loss of control over the Account to the Seller.

3. It is prohibited to provide illegal content, attempt to circumvent security measures, automatically extract data from the Website without the Seller’s consent, or use the Website in a manner that disrupts its operation.

4. The Seller may temporarily restrict access to the Website for maintenance, updates, or security purposes. The Seller will notify Buyers of any planned significant interruptions, to the extent possible.

§ 3. Registration and B2B Account

1. Registration requires completing a form, accepting the Terms and Conditions, and passing verification by the Seller. The Seller may request documents or information necessary to confirm the Buyer's status as a business entity and the authority of the person acting on the Buyer's behalf.

2. Simply submitting the form does not constitute the creation of an Account. Activation occurs upon confirmation by the Seller, sent to the email address provided in the form.

3. The Seller may refuse to activate or may suspend an Account for valid reasons, in particular if the information provided is false, there is a risk of misuse, the Buyer is in arrears with payments, or the Buyer violates the Terms and Conditions. Unless security or legal considerations prevent it, the Seller will provide the reason for the decision.

4. The Buyer may request the closure of the Account by contacting the Seller. The closure of the Account does not affect the performance of previously concluded contracts, settlements, or obligations arising from applicable law.

§ 4. Information About Goods, Prices, and Promotions

1. Information, photos, descriptions, specifications, and availability of Goods on the Website are for informational purposes only and constitute an invitation to submit offers, unless the Seller expressly indicates otherwise.

2. Prices and the ability to place orders are available to logged-in users. The price, currency, VAT rate, delivery costs, and available payment methods are displayed before the order is placed or in the order confirmation.

3. The Seller may change prices, promotions, the product range, and the availability of Goods. Such changes do not apply to orders already accepted for fulfillment, unless the parties expressly agree to the change.

4. Discounts, promotions, and discount codes cannot be combined, unless the terms of a specific promotion state otherwise. In the event of an obvious error in the price or description, the Seller will notify the Buyer before accepting the order for fulfillment.

§ 5. Placing Orders and Conclusion of the Contract

1. Orders may be placed through the Website 24 hours a day, subject to technical downtime. The Buyer may review and correct the order details before submitting the order.

2. The Buyer's submission of an order constitutes an offer to enter into a sales contract under the terms specified in the order.

3. An automatic message confirming receipt of the order does not constitute the conclusion of a contract. The contract is concluded upon the Seller's sending of an explicit confirmation of acceptance

of the order for fulfillment, including via email, or upon the handover of the Goods to the carrier—whichever occurs first.

4. If the Goods are unavailable or if fulfilling the order requires a change to the delivery date, quantity, price, delivery cost, or payment method, the Seller will present a proposal to the Buyer. Failure to accept the proposal means that the contract has not been concluded in this regard.

5. The Seller shall send confirmation of the contract and its essential terms on a durable medium, in particular via email.

§ 6. Payments and Billing Documents

1. Available payment methods are listed on the Website, in the order confirmation, or as individually agreed upon with the Buyer. The Seller may make fulfillment contingent upon prepayment, a credit limit, a positive payment assessment, or other agreed-upon security.

2. Unless the parties have agreed to defer payment, payment must be made prior to shipment of the Goods. The payment due date for transactions with a deferred payment term is specified in the invoice or in individual arrangements.

3. The Seller issues an invoice in accordance with applicable regulations. The Buyer agrees to receive invoices and corrections electronically at the email address associated with the Account, provided that regulations require such acceptance or the parties have agreed to it.

4. In the event of a delay in payment, the Seller may charge interest and pursue collection of the debt in accordance with the provisions of law.

§ 7. Delivery and Pickup

1. The Goods are delivered to the address specified in the order or made available for in-person pickup upon prior confirmation by the Seller. Available delivery methods and costs are indicated prior to the conclusion of the contract or in its confirmation.

2. The delivery date indicated on the Website is approximate, unless the Seller expressly confirms the date as binding. The Seller shall notify the Buyer of any significant delay as soon as such information becomes available.

3. The Buyer should inspect the shipment upon receipt. In the event of damage during transit, it is recommended to draw up a damage report with the carrier and take photographs of the damage. The absence of a damage report does not exclude or limit the Buyer’s rights under applicable law, but may facilitate the clarification of the damage.

4. The risk of accidental loss or damage to the Goods passes to the Buyer in accordance with applicable law and the agreed-upon delivery terms. This provision does not limit the mandatory rights of consumers or business entities with consumer rights.

§ 8. Returns, Complaints, and Warranty

1. In purely B2B transactions, the Buyer does not have the statutory right to withdraw from a distance contract, unless such a right arises from mandatory provisions of law or the parties expressly agree otherwise. The Seller may accept returns of Goods on a case-by-case basis; the terms of such a return, including costs and any deductions, must be confirmed by the Seller.

2. A complaint may be submitted by email to handlowy@lvt.com.pl or in writing to the Seller's registered office address. The complaint should include the Buyer's details, the order or invoice number, a description of the nonconformity, the Buyer's request, and—where possible—photos or other information to facilitate assessment.

3. The Seller will confirm receipt of the complaint and respond without undue delay, as a rule within 14 Business Days. If the matter requires an inspection, expert opinion, or information from the manufacturer, the Seller will inform the Buyer of this and indicate the anticipated next steps.

4. Rights under the statutory warranty for defects (*rękojmia*) and their enforcement are governed by the provisions of the Civil Code. In sales between businesses, the Buyer should inspect the Goods within the time and in the manner customary for items of this type and immediately notify the Seller of any defect discovered. The manufacturer's guarantee, if provided, is a separate and voluntary obligation of the guarantor.

§ 9. Liability and Retention of Title

1. The Seller is liable for non-performance or improper performance of the contract in accordance with the principles set forth in applicable law. No provision of these Terms and Conditions excludes liability that cannot be excluded or limited under mandatory provisions of law.

2. Until the full price, including incidental charges, has been paid, the Goods remain the property of the Seller, to the extent permitted by law and unless otherwise agreed in writing.

§ 10. Personal Data, Cookies, and Intellectual Property

1. The rules governing the processing of personal data and the use of cookies are set forth in the Privacy Policy available on the Website.

2. The content, trademarks, photos, descriptions, layout of the Website, and materials made available by the Seller are protected by law. Their use beyond permitted use requires the prior consent of the Seller or another authorized entity.

§ 11. Amendments to the Terms and Conditions

1. The Seller may amend the Terms and Conditions for valid reasons, in particular in the event of changes to regulations, the Website's functionality, payment or delivery methods, security

requirements, or the Seller’s details.

2. The Seller shall notify of any amendment at least 14 days in advance by publishing the new version on the Website and, in the case of active Accounts, by sending a notice to the email address associated with the Account, unless the amendment must take effect immediately due to a legal or security requirement.

3. Such changes shall not affect acquired rights or the terms of contracts concluded prior to their entry into force, unless the parties expressly agree otherwise or mandatory provisions of law provide otherwise.

§ 12. Final Provisions

1. Contracts concluded pursuant to these Terms and Conditions shall be governed by Polish law. In matters not covered herein, the relevant provisions of law shall apply, in particular the Civil Code.

2. The parties shall endeavor to resolve disputes with a Buyer who is a business entity amicably. If an amicable resolution is not possible, the dispute shall be settled by the court having jurisdiction in accordance with generally applicable law.

3. The Terms and Conditions are available free of charge on the Website in a format that allows them to be downloaded, saved, and reproduced. The Polish-language version is binding unless the Seller expressly stipulates otherwise.