

Terms of Sale Shipping Returns and Complaints for Physical Products

EpiEduPro Physical Tools and Product Bundles

Effective date 24 October 2026

1. General Provisions and Seller Details

1.1. These Terms govern contracts concluded through <https://epiedu.pro> for the sale and delivery of physical products, including tools and accessories offered separately or as part of a package with a digital product. They supplement, and do not replace, the separate Terms and Conditions for the Sale of Digital Products.

1.2. The Seller is MTS ACADEMY LIMITED, a company incorporated under the laws of England and Wales, company number 08172814, registered office: 27 Old Gloucester Street, London, WC1N 3AX, United Kingdom, operating in Poland through a branch under the name MTS ACADEMY LIMITED SPÓŁKA Z OGRANICZONĄ ODPOWIEDZIALNOŚCIĄ ODDZIAŁ W POLSCE, KRS 0000967139, NIP 1010009612, REGON 521787979, ul. Łubinowa 12/4, 52-210 Wrocław, Poland. The branch is not a separate legal entity.

1.3. Contact for orders, delivery, withdrawal, returns, refunds and complaints: info@epiedu.pro; telephone +48 537 497 227; postal address: MTS Academy, ul. Łubinowa 12/4, 52-210 Wrocław, Poland.

1.4. These Terms are made available free of charge before an order is placed in a form that allows them to be downloaded, saved and reproduced. A confirmation of the contract and the applicable terms is provided on a durable medium, for example by email attachment, no later than when the goods are delivered.

1.5. These Terms apply to contracts concluded on or after 24 October 2026. Mandatory rights granted to Consumers and sole traders with consumer rights are not excluded or restricted by these Terms.

2. Definitions and Scope

2.1. "Customer" means a natural person, legal person or organisational unit entitled to enter into a contract. "Consumer" means a natural person entering into a contract that is not directly related to their business or professional activity.

2.2. A "sole trader with consumer rights" means a natural person entering into a contract directly related to their business activity where the contract is not of a professional nature for that person, assessed in particular by reference to the scope of activity disclosed in the CEIDG register. Such a person benefits from consumer protection to the extent provided by mandatory law.

2.3. "Physical Product" means a movable item offered through the Website, including a therapeutic or training tool, accessory or other tangible item. "Business Day" means a day from Monday to Friday other than a public holiday in Poland.

2.4. Digital content and digital services included in an order are governed by the separate Terms and Conditions for the Sale of Digital Products. The fact that a digital product is supplied immediately does not remove or restrict statutory rights relating to a Physical Product delivered separately.

3. Product Information and Safety

3.1. Before an order is placed, the product page provides the main characteristics of the Physical Product, its price, availability, intended use, material information where relevant, package contents and any material limitations. Photographs are illustrative, but the delivered product must conform to the description and agreed characteristics.

3.2. The online offer identifies the manufacturer and provides the manufacturer's postal and electronic contact details. Where the manufacturer is not established in the European Union, the offer also identifies the responsible person in the European Union where required. The offer includes a product image, product type or other identifier, and applicable warnings and safety information in a language required for the country in which the product is offered.

3.3. The Product must be used only for its intended purpose and in accordance with the instructions and safety information supplied with it. Where a Product is subject to specific Union harmonisation legislation, including rules applicable to medical devices, the relevant classification, markings, conformity information and instructions are provided in the product offer or accompanying documentation as required by law. This classification is determined by the Product's intended purpose and applicable law, not by these Terms.

3.4. The Seller may temporarily remove a product from sale, correct product information or suspend delivery where this is necessary for safety, legal compliance or stock control. This does not affect contracts already accepted, except where performance is unlawful or the product cannot be supplied safely. In such a case, the Customer is informed and receives a refund without undue delay.

3.5. Unless the relevant product page states otherwise, the Physical Products covered by the current offer are manual, non-electric and non-invasive tools intended for external pressure and friction massage of soft tissues. They are not offered as medical devices and must not be used to pierce or otherwise break the skin. The tools are assembled in Poland by ONLINE ZONE ACADEMY LTD, operating through its Polish branch under the name ONLINE ZONE ACADEMY LTD SPÓŁKA Z OGRANICZONĄ ODPOWIEDZIALNOŚCIĄ ODDZIAŁ W POLSCE, from components manufactured in Poland. This assembly information does not replace the manufacturer and product-safety information displayed in the relevant offer and on the product or packaging as required by law.

4. Ordering and Formation of the Contract

4.1. The Customer selects the product, enters the required billing and delivery details, chooses an available payment method and reviews the order summary, total price, delivery restrictions, estimated delivery time and these Terms. The Customer may correct the entered data before submitting the order.

4.2. The order is submitted using a button labelled "Order with obligation to pay" or equivalent wording that clearly indicates an obligation to pay. Placing an order constitutes an offer by the Customer. The contract is concluded when the Seller accepts the order and sends confirmation of acceptance to the email address provided by the Customer.

4.3. An automatic message that only confirms receipt of an order does not constitute acceptance if it clearly states that it is merely an acknowledgement. If an accepted order cannot be fulfilled, the Seller informs the Customer without undue delay and refunds all amounts paid for the unavailable item.

4.4. Where an offer combines a digital product and a Physical Product, the order summary and confirmation identify both components. The digital component may be made available after payment in accordance with the Digital Products Terms, while the Physical Product is prepared and delivered separately under these Terms.

5. Prices Payment and Delivery Charges

5.1. Prices shown to Consumers are total prices including taxes that the Seller is required to charge at the point of sale. Before the order is placed, the Customer is informed of the total amount payable to the Seller, the transaction currency and any additional charges. Import VAT, customs duty and carrier clearance fees for Great Britain are governed by clauses 5.2 and 5.5 and are not included unless the checkout expressly states otherwise. Where a price reduction is announced, the Seller also states the lowest price applied during the 30 days before the reduction or during the period from the first offer, if shorter.

5.2. Standard delivery is free of charge to the countries and regions made available at checkout, including Great Britain where available. The cost of standard carriage is included in the product price. The phrase "free shipping" applies only to destinations that can be selected at checkout and does not mean unrestricted worldwide delivery. For deliveries to Great Britain, free shipping covers the standard carriage charge only. Unless the checkout expressly states that import charges are included, it does not include import VAT, customs duty or carrier clearance fees.

5.3. Any optional express delivery charge or other unavoidable cost is shown before the order is submitted. No such additional charge is payable unless it was clearly disclosed and accepted before purchase.

5.4. Available payment methods are shown at checkout and may include payment services provided by Stripe or other disclosed payment providers. Payment is due when the order is placed unless another deadline is expressly shown before purchase.

5.5. Unless the Website or checkout expressly confirms an all-inclusive delivery service, orders to Great Britain are supplied on the basis that the recipient is responsible for import VAT, any customs duty and carrier clearance fees. These charges are not included in the amount paid to the Seller and may be collected by the carrier or customs authority before delivery. Before the order is submitted, the Website and checkout inform the Customer that such charges may be payable and, where reasonably possible, explain how they are determined.

6. Delivery Areas Dispatch and Tracking

6.1. Delivery is available only to countries and regions that can be selected at the beginning of the checkout process. Supported destinations may include countries within the European Union and Great Britain, meaning England, Scotland and Wales. Northern Ireland is available only if it is expressly enabled at checkout for the relevant postcode. An order cannot be placed for an unsupported destination.

6.2. Physical Products are stored, packed and dispatched by or on behalf of MTS Academy from ul. Łubinowa 12/4, 52-210 Wrocław, Poland, unless the order confirmation states another dispatch location.

6.3. The Seller normally dispatches an available Physical Product within 1 to 3 Business Days after payment has been received. A different dispatch time applies only if it is clearly stated on the product page or agreed with the Customer before the order is placed.

6.4. Standard delivery within the European Union is normally expected within 2 to 7 Business Days after dispatch. Standard delivery to Great Britain is normally expected within 4 to 7 Business Days after dispatch, subject to customs clearance. Delivery to islands, remote regions or other specially designated areas, where available, may take 5 to 12 Business Days. These are estimates. The contractual delivery information shown before purchase and in the order confirmation takes priority.

6.5. The Seller arranges transport through an external multi-carrier shipping platform or directly with a courier or logistics provider. Depending on the destination, parcel parameters, service availability, delivery time and cost, the actual carrier may include DHL, DPD, GLS, UPS, FedEx, InPost or another reputable provider. The Customer is not guaranteed a particular carrier unless that carrier was expressly offered and selected at checkout.

6.6. After dispatch, the Customer receives the carrier name and a tracking number or tracking link where the selected service supports tracking. The Customer should use the tracking information and provide reasonable cooperation necessary for delivery.

6.7. If delivery is delayed, the Seller informs the Customer when reasonably possible and provides an updated estimate. Unless another delivery date has been agreed, the goods must in all cases be delivered without undue delay and no later than 30 days after the contract is concluded. Statutory rights arising from failure to deliver within the agreed or additional period remain unaffected.

6.8. The risk of accidental loss or damage remains with the Seller until the Physical Product is delivered to the Consumer or to a third party indicated by the Consumer other than the carrier. This rule does not apply where the Consumer independently commissions a carrier that was not offered by the Seller.

6.9. Visible transport damage should be reported promptly to the Seller and, where practicable, recorded with the carrier. Failure to prepare a damage report with the carrier does not remove the Consumer's statutory rights against the Seller.

6.10. Failure to collect a parcel or refusal to accept delivery does not by itself constitute a valid withdrawal from the contract. A clear withdrawal statement must be submitted in accordance with Section 7.

6.11. Goods delivered to Great Britain are dispatched from Poland and are subject to customs clearance. The Customer must provide complete and accurate delivery and contact details reasonably required for customs and delivery. The Seller or shipping provider prepares or requests the commercial invoice, product description, value, country of origin, tariff classification and other documents required for the shipment.

6.12. For consignments with a value of GBP 135 or less sold directly to a Consumer in Great Britain, the Seller charges and accounts for UK VAT at the point of sale where required by UK law. The threshold is assessed for the total consignment. This clause does not alter any different treatment required for a sale to a UK VAT registered business.

6.13. For consignments with a value above GBP 135, normal import VAT and customs rules apply. Under the standard delivery model, the recipient is the importer and bears import VAT, any customs duty and carrier clearance fees. The relevant charges may be collected by the carrier or customs authority before delivery. This does not apply if the Website or order confirmation expressly states that the Seller has arranged an all-inclusive delivery service and will bear those charges.

6.14. Customs examination, incomplete documentation, changes in law or a request for payment of import charges may extend the estimated delivery time to Great Britain. The Seller provides reasonable assistance with documents within its control. Statutory rights arising from an unreasonable failure to deliver remain unaffected.

7. Consumer Withdrawal and Return of Goods

7.1. A Consumer may withdraw from a distance sales contract without giving a reason within 14 days. For a single Physical Product, the period begins when the Consumer or a third party indicated by the Consumer, other than the carrier, takes possession of the Product. For multiple goods delivered separately under one order, the period begins on receipt of the last item, lot or piece, as applicable under mandatory law.

7.2. To exercise the right of withdrawal, the Consumer must send a clear statement before the deadline to info@epiedu.pro or by post to MTS Academy, ul. Łubinowa 12/4, 52-210 Wrocław, Poland. The form in Appendix 1 may be used but is not mandatory. The Seller confirms receipt of an electronic withdrawal statement on a durable medium.

7.3. The Consumer must return the Physical Product without undue delay and no later than 14 days after notifying the Seller of withdrawal. The return address is: MTS Academy, ul. Łubinowa 12/4, 52-210 Wrocław, Poland. The deadline is met if the Product is sent before it expires.

7.4. The Consumer bears the direct cost of returning the Physical Product after withdrawal. This rule does not apply to the cost of returning a non-conforming Product as part of a valid complaint, which is borne by the Seller in accordance with Section 8.

7.5. The Seller refunds all payments covered by the withdrawal, including the cost of the least expensive standard delivery offered for the order. Because standard delivery under these Terms is free, the standard outbound delivery refund is normally zero. Additional cost resulting from a more expensive delivery method selected by the Consumer is not refundable to the extent permitted by law.

7.6. The refund is made without undue delay and no later than 14 days after the Seller receives the withdrawal statement, using the same payment method unless the Consumer expressly agrees to another cost-free method. The Seller may withhold the refund until the Product is received or the Consumer supplies evidence of return, whichever occurs first.

7.7. The Consumer is liable only for any reduction in value resulting from handling the Product beyond what is necessary to establish its nature, characteristics and functioning. Opening transport packaging alone does not automatically remove the right of withdrawal.

7.8. The right of withdrawal does not apply in the statutory cases, including goods made to the Consumer's specifications or clearly personalised, and sealed goods that are not suitable for return for health protection or hygiene reasons if the seal was removed after delivery. This exception applies only where all statutory conditions are met and is identified in the relevant offer before purchase. Ordinary contact with a tool or removal of transport packaging does not by itself establish the exception.

7.9. Where a package is offered as one indivisible product for one price and contains both a Digital Product and a Physical Product, a withdrawal from the whole package terminates access to the digital component and requires return of the Physical Product. If the offer separately identifies and prices the components, the Customer may indicate whether the statement concerns the whole order or the eligible component. Rights relating to non-conformity may always be exercised in relation to the affected component.

8. Conformity of Goods and Complaints

8.1. The Seller is responsible for delivering a Physical Product that conforms to the contract. Conformity includes the agreed description, type, quantity, quality, completeness, functionality, intended purpose and accessories, as well as characteristics, durability and safety that a Consumer may reasonably expect from goods of that type, taking account of the product description and applicable public statements.

8.2. For Consumers, the Seller is liable for a lack of conformity that existed when the Product was delivered and becomes apparent within two years of delivery. A lack of conformity revealed during that period is presumed to have existed at delivery unless proved otherwise or unless that presumption is incompatible with the nature of the Product or the lack of conformity.

8.3. A complaint may be submitted by email to info@epiedu.pro or by post to the address in clause 1.3. The Customer should identify the order and Product, describe the problem and indicate the requested remedy. Photographs or other supporting materials may assist the assessment but are not mandatory where the complaint can be assessed without them. Use of a particular form is not required.

8.4. If a Product does not conform to the contract, the Consumer may request repair or replacement. The Seller may use the alternative remedy where the remedy selected by the Consumer is impossible or would impose excessive costs, and may refuse both only where bringing the Product into conformity is impossible or would involve excessive costs under the statutory criteria.

8.5. Repair or replacement is carried out within a reasonable time and without undue inconvenience. The Seller bears the costs, including postage, transport, labour and materials, and collects the Product at its own cost where collection is required.

8.6. The Consumer may request a price reduction or withdraw from the contract in the cases provided by law, including where the Seller refuses or fails to bring the Product into conformity, the lack persists, it is sufficiently serious, or the circumstances show that conformity will not be restored within a reasonable time or without undue inconvenience. Withdrawal due to a lack of conformity is not available where the lack is insignificant, subject to mandatory law.

8.7. The Seller responds to a Consumer complaint within 14 days of receiving it, on paper or another durable medium. Failure to respond within the statutory period has the consequences specified by applicable law. The response deadline is not automatically the deadline for completing a repair or replacement.

8.8. Any commercial guarantee is binding only if it is expressly offered and described. A commercial guarantee does not exclude, suspend or restrict statutory rights relating to conformity of the Product with the contract.

9. Business Customers

9.1. The statutory consumer withdrawal and conformity provisions apply to Consumers and, where the law so provides, to sole traders with consumer rights. They do not automatically apply to other business Customers.

9.2. A business Customer that is not entitled to consumer protection has no statutory 14-day right of withdrawal unless the Seller expressly grants such a right in the offer or agrees to accept a return. Other rights and liability are governed by the contract and applicable law.

10. Personal Data Used for Delivery

10.1. The Seller processes identification, contact, billing, delivery, order and tracking data to conclude and perform the contract, comply with legal obligations and handle claims. The detailed information required by the GDPR is provided in the EpiEduPro Privacy and Cookies Policy.

10.2. Data necessary to deliver the order may be disclosed to courier, postal, logistics and multi-carrier platform providers, as well as payment, hosting, IT, accounting and customer service providers, to the extent required for their tasks. The actual carrier is normally identified in the dispatch confirmation. Providers may act as processors or separate controllers depending on their legal role.

10.3. Any transfer of personal data outside the European Economic Area is made only where a valid legal basis and the safeguards required by the GDPR are in place. The Customer may exercise data protection rights using the contact details in clause 1.3.

11. Out of Court Dispute Resolution and Applicable Law

11.1. A Consumer may seek assistance from a municipal or district consumer ombudsman, a consumer organisation or a competent out-of-court consumer dispute resolution body. Information about Polish consumer dispute resolution bodies is available at <https://polubowne.uokik.gov.pl> and information about bodies in European countries is available through the European Commission consumer redress portal.

11.2. The Seller does not make a standing commitment in these Terms to participate in a particular out-of-court dispute resolution procedure. If a Consumer complaint is rejected and the dispute remains unresolved, the Seller provides the statement and information required by the Polish Act on Out-of-Court Consumer Dispute Resolution on paper or another durable medium. Failure to provide the required statement has the legal consequences prescribed by that Act.

11.3. The former European Online Dispute Resolution platform was discontinued on 20 July 2025 and is not presented as an available complaint channel.

11.4. Contracts under these Terms are governed by Polish law. This choice does not deprive a Consumer residing in another country of protection granted by mandatory provisions of the law that would apply without the choice. Disputes are resolved by the courts having jurisdiction under applicable law; these Terms do not impose an exclusive court on Consumers contrary to mandatory rules.

12. Changes and Final Provisions

12.1. The version accepted when an order is placed governs that order. Later changes do not alter an existing contract without the Customer's express agreement or a legal basis permitting the change.

12.2. If a provision is invalid or unenforceable, the remaining provisions continue to apply to the extent permitted by law. Mandatory consumer law prevails over any less favourable provision of these Terms.

12.3. The current version and effective date are available on the Website. The Seller retains the version supplied with each accepted order or otherwise enables the Customer to preserve it on a durable medium.

Appendix 1 Withdrawal Form for Physical Products

Complete and return this form only if you wish to withdraw from the contract. Use of this form is optional.

To: MTS ACADEMY LIMITED, operating through its Polish branch at ul. Łubinowa 12/4, 52-210 Wrocław, Poland; email: info@epiedu.pro

Statement: I hereby give notice that I withdraw from my contract for the sale of the Physical Product or package described below.

Product or package:

Order number:

Order date:

Date the goods were received:

Consumer name:

Consumer address:

Email address:

Date:

Signature for paper forms only: