

This translation is provided for information only. The Polish version (<https://archiwumzagadek.pl/zwroty-i-reklamacje>) is binding; in the event of any discrepancy the Polish version prevails, and this translation does not limit your rights as a consumer.

Returns and Complaints

In short and in plain language. The binding rules are in the Terms and Conditions (<https://archiwumzagadek.pl/en/regulamin>) (§ 7, § 9, § 11, § 12, § 13, § 14 and § 16). You can write to us in Polish, English or Ukrainian (§ 22 of the Terms and Conditions).

Can I return an online game?

1. An online game is digital content. We make it available immediately after payment if, before paying, you tick that you want to receive it straight away and understand that you thereby lose your right of withdrawal. That is why, once the game has been made available, it cannot be “returned” without giving a reason.
2. The same applies to a gift: we issue the gift code immediately after payment (a copy comes in the purchase confirmation), even if the invitation is to be sent later. Once the code has been issued, you cannot withdraw from the contract without giving a reason.
3. If you prefer to keep 14 days to withdraw from the contract, write to us **before buying** at kontakt@archiwumzagadek.pl. We will send you a payment link and add access to your account (for a gift: issue the code) after 14 days. Until then you can change your mind without giving a reason.

Box: how do I return it?

1. You have **14 days from the day you receive the parcel** to withdraw from the contract, without giving a reason. Write to kontakt@archiwumzagadek.pl and give the order number (it is in the confirmation and on the card in the parcel). You can use the model form in the annex to the Terms and Conditions, but you do not have to.
2. Send the box back within 14 days of that message to: Piotr Niemiec, ul. Stefana Batorego 128, 65-735 Zielona Góra. You pay the cost of sending it back. Pack it so that it is not damaged in transit.
3. We will refund the price and the delivery cost (up to the cost of the cheapest delivery in the shop) within 14 days of your message, using the same payment method. We may wait until the parcel reaches us or you show us proof that you have sent it.
4. Look at the contents as much as you like. However, if you play the case (cut open sealed envelopes, fill in worksheets), we may reduce the refund by the loss in value of the box.
5. If the box contained a code for the online version, it will stop working after the return (and if someone has already used it, access from that code ends).
6. Your order has not been sent yet? Write to us straight away: we will cancel it and refund the full amount.

The box arrived damaged or something is missing

Write to kontakt@archiwumzagadek.pl, attaching a photo and the order number. We will send the missing or damaged component or replace the box, at our cost (including shipping). We reply within 14 days. We are liable for the box's conformity with the contract for 2 years from delivery. If repair or replacement fails, you can have the price reduced or, if the problem is not minor, withdraw from the contract and get your money back within 14 days.

Where is my parcel?

We send a box that is in stock within the time stated with the order (usually 1–3 working days from payment), and a box prepared to order within the time stated for it. When we have sent the parcel, you will receive an email with the tracking number and a tracking link; you can see the same on your account (<https://archiwumzagadek.pl/en/konto#zamowienia>) page (“Your orders”). A mistake in the address? Write as soon as possible: before dispatch we will correct it free of charge. If the parcel comes back to us because of a wrong address or because it was not collected, we will arrange redelivery with you (you pay for it, unless the mistake was ours or the carrier's).

Something doesn't work in the online game. What should I do?

1. Write to kontakt@archiwumzagadek.pl: your account email address, what is happening, on which device and in which browser. A screenshot helps a lot.
2. We will reply within **14 days**, usually much sooner. If the game does not work as it should, we will fix it free of charge.
3. If the fix fails or is impossible, you can have the price reduced or, if the problem is not minor, withdraw from the contract (an email is enough) and get your money back within 14 days, using the same payment method.
4. A game received as a gift does not work? The recipient can report the defect; we will fix it on their account. The price reduction, withdrawal from the contract and refund belong to the person who bought the gift.

I bought a gift: can I change the address or the day?

Yes. We will change the address as long as the code has not been used, and the sending day as long as the invitation has not gone out. Write to kontakt@archiwumzagadek.pl from your account address, giving the order number and the new address or day. If the invitation has already gone to the wrong address, we will send it again to the right one. You also have a copy of the code in the purchase confirmation, so you can pass the gift on yourself.

The recipient didn't get the email

1. Check the sending day in the purchase confirmation. An invitation without a chosen day goes out right after payment, and one with a chosen day goes out that morning, at around 8:00.
2. Ask the recipient to look in their "Promotions" and "Spam" folders.
3. The code is in your purchase confirmation. The recipient can enter it themselves at <https://archiwumzagadek.pl/en/konto>, in the "Got a gift code?" field.
4. Still nothing? Write to us with the order number. We will check the sending and send the invitation again.

Discount code: what you should know

1. You enter the code in the order, in the "Discount code" field; you will see the discounted price before paying. One code per order; the code reduces the price of the game or the box, not the delivery cost.
2. The code "doesn't work"? The most common reasons: it has expired, it applies to another game or another version (online or boxed), it is assigned to a different email address, it works only for a game you do not have yet, or it has already been used. The message by the field tells you what the problem is. If you think the code should work, write to us before paying.
3. The code is used up when the order is paid. When we refund money, we return the amount actually paid; we do not renew a used code unless we stated otherwise for the code.

We're stuck in the investigation

That is not a defect of the game. Every game has hints; in "Ostatni Odczyt" there are three for each envelope ("Tools" panel, "Hints" tab), and the third one practically gives the answer. The difficulty level and playing time stated on the game page are approximate. If even that does not help, write to us.

The payment went through, but the game isn't on my account

First refresh the account page. If there is still nothing after a few minutes, write to us with the order number from the email: we will make the game available straight away.

Invoice

You can give your invoice details in the order (after you enter a NIP, the "Fetch company details" button fills in the name and address) or later on the account page or by email to kontakt@archiwumzagadek.pl with the order number, no later than 3 months from the end of the month in which you paid. You will receive the invoice by email as a PDF file; it is also on the account page. If we issued an invoice for the order, after a refund we issue a corrective invoice and send it by email; you will find it on the account page too.

A dispute? There is also the consumer ombudsman

If you do not agree with our reply to your complaint, you can ask a municipal or district consumer ombudsman for help free of charge or use mediation or an amicable court at the Trade Inspection. Addresses: prawakonsumenta.uokik.gov.pl. Details are in § 19 of the Terms and Conditions.

Seller

Piotr Niemiec, ul. Stefana Batorego 128, 65-735 Zielona Góra, NIP 9291836445, REGON 529948264.