equishop

EQUIRRIA Sp. z o.o.
ul. Oświęcimska 9, 41-707 Ruda Śląska
www.equishop.com

LOYALTY PROGRAMME

Terms and Conditions of *Equishop Team*

In force from 13 November 2026. These Terms and Conditions set out the rules for taking part in the Equishop Team loyalty programme, including how membership tiers and the related discounts and benefits are granted.

Member	Silver	Gold	Black
from day one	from 2 500 zł	from 6 000 zł	from 15 000 zł
Start	**5%**	**8%**	**10%**
starting tier	permanent discount	permanent discount	permanent discount
	+ everything in Member	+ everything in Silver	+ everything in Gold

> Each higher Tier includes all the benefits of the lower Tiers. Percentage discounts do not add up: at a given Tier only the Discount assigned to that Tier applies.

§ 1 Organiser and general provisions

1. The organiser of the Equishop Team loyalty programme (the **Programme**) is EQUIRRIA Sp. z o.o., with its registered office in Ruda Śląska, ul. Oświęcimska 9, 41-707 Ruda Śląska, entered in the register of entrepreneurs of the National Court Register kept by the District Court Katowice-Wschód in Katowice, Commercial Division of the National Court Register, under KRS number 0000157387, NIP 954-19-60-124, REGON 273420733, e-mail address: kontakt@equishop.com (the **Organiser**).
2. The Programme is run in the online store available at www.equishop.com (the **Online Store**) and, to the extent set out in § 7, also in the Equishop physical store in Ruda Śląska (the **Physical Store**).
3. The Programme starts on 13 November 2026 and runs for an indefinite period, subject to § 14.
4. Participation in the Programme is free of charge and voluntary. The Participant is not obliged to make any purchases.
5. In matters concerning the Programme, the provisions of these Terms and Conditions take precedence over the Online Store Terms and Conditions. In matters not regulated here, the Online Store Terms and Conditions and the provisions of Polish law apply.

§ 2 Definitions

1. **Participant** means a person who meets the conditions set out in § 3 and takes part in the Programme.
2. **Account** means a customer account created in the Online Store.
3. **Programme Page** means the Programme web page in the Online Store, available at www.equishop.com/pages/equishop-team.
4. **Tier** means a membership tier in the Programme: Member, Silver, Gold or Black.
5. **Order Value** means the total value of the Participant's orders, determined in accordance with § 4.
6. **Waiting Period** means 21 days counted from the day the order is paid for.
7. **Full-Price Products** means products and services offered in the Online Store at a price which, at the time the order is placed, is not reduced as part of a markdown, sale or other promotion.
8. **Discount** means the permanent percentage discount to which the Participant is entitled according to their Tier.
9. **Benefits** means the Discount and the other entitlements available to the Participant at a given Tier, set out in § 5, § 8 and § 9.

§ 3 Participation in the Programme

1. A Participant may be an adult natural person with full legal capacity who has an Account.
2. A person who creates an Account on or after the Programme start date joins the Programme when they create the Account and accept the Terms and Conditions.
3. For a person who had an Account before the Programme start date, the Organiser makes the Programme available from its start date. That person joins the Programme by accepting the Terms and Conditions, and using any of the Benefits constitutes acceptance of the Terms and Conditions. Until acceptance, the Organiser determines their Order Value and Tier in accordance with the Terms and Conditions.
4. Every Participant begins taking part in the Programme at the Member Tier.
5. Each person is entitled to one Account in the Programme. Benefits are personal and may not be transferred to other persons.
6. The Participant may withdraw from the Programme at any time in accordance with § 11.

§ 4 Order Value

1. The Order Value includes orders placed in the Online Store from 13 November 2026 by a Participant signed in to their Account.
2. The Order Value includes the gross amount paid for products and services, after any discounts granted. The Order Value does not include delivery costs or amounts paid for gift cards.
3. An order is added to the Order Value once the Waiting Period has ended. Until then, its value is shown on the Programme Page as waiting to be added.
4. An order cancelled or returned within the Waiting Period is not added to the Order Value. In the case of a partial return, only the value of the products that were not returned is added.

5. If a product is returned after the Waiting Period has ended, the value of the returned product is deducted from the Order Value. This does not lower the Tier reached by the Participant, subject to § 12.
6. Purchases in the Physical Store are not added to the Order Value.
7. At the request of the Participant sent to kontakt@equishop.com, the Organiser will assign to the Account an order placed in the Online Store without signing in, if the order details, in particular the e-mail address, make it possible to link it unambiguously to the Participant. An order assigned in this way is subject to the rules set out in sections 2 to 5.
8. The current Order Value, Tier and the amount needed to reach the next Tier are available to the Participant on the Programme Page after signing in to the Account.

§ 5 Tiers and the cumulative Benefits rule

1. The Tier depends on the Order Value and is granted once the following thresholds are reached:

Tier	Order Value threshold	Discount	Also includes
Member	from 0 zł	none	not applicable
Silver	from 2 500 zł	5%	all Benefits of the Member Tier
Gold	from 6 000 zł	8%	all Benefits of the Member and Silver Tiers
Black	from 15 000 zł	10%	all Benefits of the Member, Silver and Gold Tiers

2. **Cumulative rule.** Each higher Tier includes all the Benefits assigned to all lower Tiers as well as the additional Benefits assigned to that Tier. A Participant at the Gold Tier therefore enjoys all the Benefits of the Member and Silver Tiers, and a Participant at the Black Tier all the Benefits of the Member, Silver and Gold Tiers.
3. The cumulative rule does not apply to the amount of the Discount. Discounts assigned to different Tiers do not add up: at a given Tier only the Discount assigned to that Tier applies, and it replaces the Discount of the lower Tier.

4. Summary of Benefits at each Tier:

Benefit	Member	Silver	Gold	Black
Participation in the Programme and progress view on the Programme Page	✓	✓	✓	✓
Permanent Discount on Full-Price Products (§ 6)	•	5%	8%	10%
Invitations to Equishop events and challenges	•	✓	✓	✓
Priority handling of enquiries	•	•	✓	✓
Exclusive offers throughout the year	•	•	✓	✓
20% discount on services in the Saddle Service category	•	•	•	✓
Additional 1-month warranty on top of the manufacturer's warranty (§ 9)	•	•	•	✓
Exclusive events, challenges and invitations to the Physical Store	•	•	•	✓
Information about events before Participants at lower Tiers	•	•	•	✓
The best exclusive offers and discounts throughout the year	•	•	•	✓

5. The Tier is granted automatically once the Order Value threshold is reached and is held by the Participant indefinitely, subject to § 11, § 12 and § 14.

§ 6 Discount

1. The Discount covers Full-Price Products, including Equishop Service services, and is applied automatically in the Online Store cart when the Participant is signed in to their Account. The Discount applies from the next order placed after the Tier is granted.
2. The Discount does not cover:
   a. products that are marked down or covered by another promotion,
   b. gift cards,
   c. gift wrapping,
   d. Prestige Italia and Renaissance saddles, which are sold together with an individual fitting, on terms agreed with the saddle fitter.
3. The Discount cannot be combined with other discount codes. If the Participant has a discount code, they may use whichever option is more favourable to them. The Discount can be combined with promotions concerning delivery costs.
4. The Discount cannot be exchanged for cash or for other benefits.
5. If, for technical reasons, the Discount is not applied to an order to which it applied, the Participant may submit a complaint in accordance with § 13. A justified complaint results in a refund of the price difference.

§ 7 Discount in the Physical Store

1. The Participant may use the Discount in the Physical Store by giving, at the till, the first and last name under which the Account was created. To confirm identity, the Organiser may ask for the e-mail address assigned to the Account.
2. In the Physical Store the Discount applies on the same terms as in the Online Store, including the exclusions set out in § 6 section 2.
3. Purchases in the Physical Store do not bring the Participant closer to the next Tier. A change to this rule requires an amendment to the Terms and Conditions in accordance with § 14.

§ 8 Other Benefits

1. In accordance with the cumulative rule set out in § 5 section 2, a Participant at a given Tier enjoys all the Benefits assigned to the lower Tiers and the additional Benefits assigned to their Tier. The additional Benefits of each Tier are:
   a. **Silver:** invitations to events and challenges organised by Equishop,
   b. **Gold:** all Benefits of the Silver Tier and, in addition, priority handling of enquiries by the customer service department and exclusive offers prepared throughout the year,
   c. **Black:** all Benefits of the Silver and Gold Tiers and, in addition, a 20% discount on services in the Saddle Service category, applied instead of the 10% Discount, an additional warranty on the terms set out in § 9, exclusive events, challenges and invitations to the Physical Store, information about events provided before Participants at lower Tiers, and the best exclusive offers and discounts prepared throughout the year.
2. Priority handling means that the Participant's enquiries are dealt with ahead of enquiries from other customers submitted at the same time, within the standard working hours of the customer service department.
3. The number of places at events may be limited. The detailed terms of events, challenges and offers, including dates and rules of participation, are set by the Organiser each time in their description.
4. Information about events and offers is published on the Programme Page and sent electronically to Participants who have consented to receive commercial information.

§ 9 Additional warranty at the Black Tier

1. The guarantor is the Organiser, EQUIRRIA Sp. z o.o., ul. Oświęcimska 9, 41-707 Ruda Śląska.
2. The Organiser grants a Participant at the Black Tier an additional warranty on products bought in the Online Store during the period in which they hold the Black Tier and which are covered by a manufacturer's warranty. The additional warranty does not cover products that are not covered by a manufacturer's warranty.
3. The additional warranty is valid for 1 month counted from the day following the day on which the manufacturer's warranty period ends, and covers defects that would have been covered by the manufacturer's warranty had they appeared during its period of validity. The additional warranty is valid in the territory of the Republic of Poland.
4. Under the additional warranty, the Organiser will, at its choice, repair the product free of charge, replace it with one free of defects or refund the price paid for it. The costs of delivering the product

to the Organiser and sending it back are borne by the Organiser.

5. Claims under the additional warranty should be sent to kontakt@equishop.com, together with the order number and a description of the defect. The Organiser responds to a claim within 14 days of receiving it and carries out an accepted claim within 14 days of receiving the product.
6. The additional warranty does not exclude, limit or suspend the Participant's rights under the provisions on the seller's liability for lack of conformity of goods with the contract. The Participant may exercise those rights independently of the additional warranty.
7. Losing the Black Tier after buying a product does not deprive the Participant of the additional warranty granted on that product.

§ 10 Technical requirements and rules of use

1. To use the Programme, the following are necessary: a device with Internet access, a current version of a web browser with cookies and JavaScript enabled, and an active e-mail address.
2. The Participant is prohibited from providing unlawful content through the Account and the Programme.
3. The Participant is obliged to keep the Account access data confidential.

§ 11 Withdrawal from the Programme

1. The Participant may withdraw from the Programme at any time, without giving a reason, by sending a statement to kontakt@equishop.com. Withdrawing from the Programme does not require deleting the Account.
2. Withdrawing from the Programme or deleting the Account means losing the Tier, the Order Value and the Benefits, except for any additional warranty granted before that day. Rejoining the Programme starts from the Member Tier.

§ 12 Breaches of the Terms and Conditions

1. Only the following constitute a breach of the Terms and Conditions:
   a. placing orders in order to reach a higher Tier and then returning them, if the return took place after the Waiting Period ended and covers products whose value determined that the Tier was reached,
   b. one person holding more than one Account in the Programme or making the Account available to other persons in order to use the Discount,
   c. buying products with the Discount for resale as part of a business activity,
   d. providing unlawful content.
2. If a breach is found, the Organiser informs the Participant electronically of the breach found and its basis. The Participant may provide an explanation within 7 days.
3. After considering the explanation, or after the deadline has passed without a response, the Organiser may, according to the seriousness of the breach: in the case set out in section 1 point a, adjust the Participant's Order Value and Tier to what they would have been without the returned orders, and in the cases set out in section 1 points b to d, or in the case of repeated breaches,

exclude the Participant from the Programme. The Organiser informs the Participant electronically of its decision, together with the reasons.

4. The Participant may submit a complaint against the decision referred to in section 3 in accordance with § 13.

§ 13 Complaints

1. Complaints concerning the Programme, including the calculation of the Order Value, the Tier or the application of the Discount, may be submitted electronically to kontakt@equishop.com or in writing to the Organiser's address.
2. A complaint should include the first and last name, the e-mail address assigned to the Account and a description of the objections.
3. The Organiser considers a complaint within 14 days of receiving it and informs the Participant of the outcome electronically or in writing, in the same way in which the complaint was submitted.
4. A Participant who is a consumer may use out-of-court complaint and redress procedures, in particular the assistance of a municipal or district consumer ombudsman or the provincial inspectorate of the Trade Inspection. Detailed information is available on the website of the Office of Competition and Consumer Protection (www.uokik.gov.pl).

§ 14 Amendments to the Terms and Conditions and ending the Programme

1. The Organiser may amend the Terms and Conditions only for the following important reasons:
   a. a change in the law affecting the Programme,
   b. the issue of a judgment, decision or recommendation of a court or public administration authority affecting the Programme,
   c. a change in the way the Online Store, the Physical Store or the IT systems used to run the Programme operate, including extending the Programme to purchases in the Physical Store,
   d. the introduction of new Benefits or Tiers or other changes favourable to Participants,
   e. preventing abuse of the Programme,
   f. the need to remove ambiguities or editorial errors in the Terms and Conditions.
2. The Organiser informs Participants of an amendment to the Terms and Conditions on the Programme Page and electronically at least 14 days before it comes into force. A Participant who does not accept the amendments may withdraw from the Programme before they come into force in accordance with § 11.
3. An amendment to the Terms and Conditions does not affect rights acquired by Participants before the day it comes into force, in particular the Tier reached, the Order Value and any additional warranty granted.
4. The Organiser may end the Programme by informing Participants on the Programme Page and electronically at least 30 days before the end date. On the day the Programme ends, Tiers and the right to Benefits expire, except for any additional warranty granted before that day. Orders placed before the Programme end date are fulfilled with the Discount applicable on the day they were placed.

§ 15 Personal data

1. The controller of Participants' personal data is the Organiser. The Organiser can be contacted at kontakt@equishop.com or in writing at its registered office address.
2. Personal data are processed in order to run the Programme, including determining the Order Value and Tier, applying the Discount and providing the Benefits (Article 6(1)(b) GDPR), in order to fulfil the additional warranty and the Organiser's legal obligations (Article 6(1)(c) GDPR), in order to handle complaints, prevent abuse and establish, pursue or defend claims (Article 6(1)(f) GDPR), and, with regard to sending commercial information, solely on the basis of consent given (Article 6(1)(a) GDPR), which may be withdrawn at any time.
3. The Tier is granted automatically on the basis of the Order Value. This does not produce legal effects concerning the Participant or similarly significantly affect them within the meaning of Article 22 GDPR, and the Participant may challenge the Tier determined by way of a complaint.
4. Recipients of the data may include entities processing data on behalf of the Organiser, in particular providers of the online store platform, the application operating the Programme, hosting services and e-mail. Some of them may process data outside the European Economic Area on the basis of standard contractual clauses approved by the European Commission or other mechanisms provided for in the GDPR.
5. Data are processed for the period of participation in the Programme and then for the limitation period of any claims, and data related to the additional warranty until the end of its period and the limitation period of claims.
6. The Participant has the right to access their data, to rectify, erase, restrict the processing of and port their data, to object, and to lodge a complaint with the President of the Personal Data Protection Office. Providing data is voluntary but necessary to take part in the Programme. Detailed information is contained in the Privacy Policy available in the Online Store.

§ 16 Final provisions

1. The Terms and Conditions are available free of charge on the Programme Page, in a form that allows them to be downloaded, saved and printed.
2. The provisions of the Terms and Conditions do not exclude or limit the rights of a Participant who is a consumer under mandatory provisions of law. In the event of a conflict between the provisions of the Terms and Conditions and such provisions, those provisions prevail.
3. The Terms and Conditions are governed by Polish law. Disputes with Participants who are consumers are settled by the courts with jurisdiction under the provisions of the Code of Civil Procedure.
4. The Terms and Conditions come into force on 13 November 2026.