

Regulations regarding the provision of services by electronic means
(hereinafter referred to as the “Regulations”)
www.longevity-center.online

Article 1. GENERAL PROVISIONS

1. As used in these Regulations, the following words and expressions shall have the following meaning:
 - a. **Price List** – price list for the Medical Services, made available to the Client prior to entering into the Agreement, specifying remuneration payable to the Service Provider for the Services provided. The Price List is available at the following website: <https://longevity-center.online>.
 - b. **Expert** – entity or person providing health care services in accordance with the rules set out in the health care services agreement;
 - c. **Catalogue** – statement of information regarding the available scope in which Experts and Consultants provide services, including any information required by the provisions of law;
 - d. **Platform** – website available at www.longevity-center.online or in the form of a mobile application, constituting a part of the ITC system, allowing for the provision of services by electronic means;
 - e. **Agreement** – Agreement for the provision of services by electronic means in accordance with the Regulations;
 - f. **Service** – any service provided by electronic means on the basis of the Regulations and specified in Appendix No. 1 to the Regulations, consisting of the possibility to place an Order for the Medical Services;
 - g. **Medical Service** – any health care service within the meaning of the Health Care Services Act, provided by a health care service provider; including but not limited to the Service Provider or another Expert;
 - h. **Service Provider** – Longevity Center sp z o.o., Warszawa ul Belwederska 9, 00-761 Warszawa, entered in the Register of Entrepreneurs of the National Court Register with KRS No. 0000796083, NIP No. 5252796113, REGON No. 383946708, entry in the Register of Health Care Service Providers No. 000000222882.
 - i. **Client** – a natural person of legal age and with the full legal capacity who uses the Service provided by the Service Provider;
 - j. **Order** – statement of will of purchase of the Medical Service by the Client via the Platform, expressed by selecting a specific Medical Service and amount, by providing the required data and by paying the Remuneration;
 - k. **Assistant** – employee designated by the Service Provider for the registration of

- c. active e-mail address,
 - d. landline or mobile phone.
2. Clients are forbidden from submitting any unlawful, illegal or immoral content. Furthermore, the Client must refrain from any activities which might negatively affect the proper functioning of the Platform, including any interference with the contents of the Platform or its technical components. It is forbidden to use the Platform for any purposes contrary to its intended purpose, including sending spam.
3. By placing an Order via the Platform, the Client acknowledges that he or she possess the full legal capacity to do so.

Article 3. CONDITIONS OF CONTRACTING

1. The Agreement is entered into in accordance with the rules set forth in the Regulations.
2. The Service Provision Agreement is entered into upon commencement of the use of any Service specified in Appendix No. 1 to the Regulations.
3. In order to properly place an Order for a Medical Service, it is required to:
 - a. select a relevant Medical Service from the Offer,
 - b. push the “buy now” button,
 - c. provide in the Information Form all the information required necessary for order placement,
 - d. acknowledge having read and accepted the Regulations,
 - e. receive a confirmation of order placement and agreement template (Regulations on provision of services by electronic means),
 - f. pay the Remuneration using the payment operator available on the website.
4. An order is considered to have been placed properly if the Client correctly specified the Medical Service in accordance with the guidelines available each time in the Catalogue and has paid the Remuneration in full.
5. The Client must provide data required for the creation of an Order that is accurate and true.
6. Upon the receipt of a correctly completed Request, the Service Provider will contact the Client by phone and confirm with the Client the date of the Consultation on the basis of the data provided by the Client via e-mail correspondence.
7. The Service Provider will send to the e-mail address provided by the Client the confirmation of registration together with the information required for the provision of the Medical Service.
8. The Services provided by electronic means are provided free of charge.
9. The Medical Services sold via the Platform are charged for in accordance with the Price List.
10. The Essential provisions of the health care services agreement are fixed, secured, and made available by sending the Client the agreement entered into electronically or

order confirmation within 14 days from the date of payment.

11. Notwithstanding any other provisions of the Regulations, an Order for a Medical Service will not be executed if:
 - a. the Client provided incorrect or false data upon placement of the Order,
 - b. it is not possible to contact the Client using the telephone number or e-mail address provided in the Order,
 - c. the Client placed the Order improperly,
 - d. the Service Provider finds that in the case the Order was placed by the Client with reasonable suspicion that the Client may act illegally or abuse the resulting rights, in particular hack, use another person's identification data on the Platform, impersonate another person.
12. The Cancellation of a Medical Service at least 24 hours in advance of the agreed-upon date of the Service will result in automatic refund of collected payment.
13. The Payment is made through a service provided by an external settlement service provider – the Client is automatically redirected to the external settlement service provider, or by bank transfer – the Client receives information containing the details of the Service Provider's bank account and payment guidelines.

Article 4. RIGHTS AND DUTIES OF THE PARTIES

1. The Service Provider reserves the right to:
 - a. temporarily suspend the provision of the Service, first and foremost due to maintenance activities or activities connected with the Platform system modifications,
 - b. send to the e-mail addresses provided by the Client communications relating to the functioning of the Platform and provision of the Service, including in particular information about amendments to the Regulations,
 - c. share data of Experts and Consultants,
 - d. immediately notify the unavailability of an Expert or Consultant resulting from circumstances arising after the Client selected the date.
2. The Client undertakes to comply with the provisions of these Regulations.

Article 5. COMPLAINTS

1. Requests containing questions, suggestions, information about problems relating to the Online Store may be submitted in any of the following ways:
 - by e-mail to the following address: biuro@longevity-center.eu,
 - by telephone: +48 22 400 22 77 or +48 884 084 040, Monday through Friday, 8.30 am – 6 pm,
 - in writing to the Service Provider's correspondence address: ul. Belwederska 9, 00-761 Warszawa.
2. Queries, comments and complaints relating to the functioning of the Platform and

related technical issues are handled as soon as possible in electronic, written or telephonic form, according to the form of submission of the complaint, but not later than within 14 (fourteen) days.

3. In the case of a complaint, the proposed contents of the complaint should include at least:
 - a. data allowing for identification of the Client: name and surname, e-mail address, postal address (in the case of complaints submitted by letter),
 - b. description of the subject matter of the complaint,
 - c. description of the Client's demands, if any,
 - d. description of the date of event,
 - e. bank account number – if a refund of the payment is requested.

Article 6. WITHDRAWAL FROM THE AGREEMENT

1. The Client may withdraw from the Agreement within 14 days from the date of the agreement. A withdrawal request should be sent by e-mail to: biuro@longevity-center.eu or by post to: LONGEVITY CENTER sp. z o.o. ul. Belwederska 9, 00-761 Warszawa. The withdrawal form is also available on the Platform.
2. The Service Provider warrants to refund the amount paid within 14 business days to the bank account from which the payment was made, without charging the Client.
3. In the event that the Client has started to use health care services, it is not possible to withdraw from the health care services agreement.

Article 7. FINAL PROVISIONS

1. Any amendments to the Regulations are made by publishing the amended text on the following website: www.longevity-center.eu. Information about the amendments to the Regulations is given by the Service Provider by publishing a communication on the Platform and by sending a notice of amendments to the Client's e-mail address.
2. Amended Regulations will take effect not earlier than 14 days from the date of the notice of amendments. Amendments to the Regulations will not affect any Orders placed before such amendments, which will be executed as before.
3. Information regarding the processing of personal data is contained within the Privacy Policy.
4. The Regulations take effect on April 29th, 2021.

Appendix No. 1**DESCRIPTION OF THE SERVICES PROVIDED BY ELECTRONIC MEANS****1) Description of the Medical Service together with the Price List**

The following is a set of information allowing the Client to familiarize himself or herself with the scope of health care services offered by the Service Provider or Consultants, together with the price of the particular services. The Service is available upon selection from the menu of the Offer page.

2) Placement of an electronic Order for the Medical Service

The functionality consisting of selecting an appropriate Medical Service, specifying the quantity of the Medical Services ordered, providing the personal data of the person ordering and sending the Order to the Service Provider via the Platform.

3) Online payment of the Remuneration

The functionality consisting of redirecting the Client to the website of an external payment service provider and making it possible to pay the Remuneration for the Medical Services ordered.

4) Placing an order online with an invoice

The functionality consisting in providing and sending the data to the Service Provider via the Platform for the purposes of issuing the invoice for the paid-for Medical Services.

5) Lifestyle Assessment Questionnaire

An electronic questionnaire prepared based on the experience of the Consultants, used for collecting information about the Client's lifestyle and sending feedback by e-mail.

Appendix No. 2

Agreement withdrawal form template

LONGEVITY CENTER sp. z o.o.

addressee:

ul. Belwederska 9, 00-761 Warszawa

biuro@longevity-center.eu

name and surname of the
Client:

address of the Client:

service ordered:

date of the Agreement
(Order placement):

I hereby declare my withdrawal from the Agreement – online order for medical services indicated above.

date, signature of the Client

only if the form is submitted in hard
copy