

Terms and Conditions

MS Aesthetic Clinic sp. z o.o.

- ul. Gioldowa 4/u1, Warsaw, Poland
- KRS: 0001184673 | NIP: 5273173877 | REGON: 542270168
- kontakt@msaesthetic.pl | +48 537 918 875
- www.msaesthetic.pl

Effective date: January 1, 2026

1. General Provisions

1. These terms and conditions govern the use of the website msaesthetic.pl and the services provided by MS Aesthetic Clinic sp. z o.o., ul. Gioldowa 4/u1, Warsaw, Poland (hereinafter: the "Clinic").
2. Using the website and the Clinic's services constitutes acceptance of these terms and conditions.
3. These terms are available on msaesthetic.pl in PDF format.

2. Services

1. The Clinic provides aesthetic medicine and cosmetology services, including consultations, treatments, and the sale of gift vouchers.
2. The full treatment offering is available at msaesthetic.pl under "Offer."
3. Appointments can be booked by phone, email, or through the online booking system on the website.
4. The Clinic reserves the right to decline a treatment if, in the specialist's assessment, it may be contraindicated for the patient's health.

3. Gift Vouchers

Purchase

1. Gift vouchers can be purchased at msaesthetic.pl/vouchers.
2. Payment is processed through Stripe. After purchase, the Buyer receives the Voucher as a PDF at the provided email address.
3. The Buyer provides the recipient's name and an optional personal dedication, which are printed on the Voucher.
4. Each Voucher has a unique code, a face value, and an expiration date.

Redemption

1. A Voucher may be redeemed for any treatment available at the Clinic, unless the promotional conditions state otherwise.
2. To redeem a Voucher, book an appointment by contacting the Clinic by phone, email, or through the online booking system.
3. Present the Voucher (printed or digital) during your visit. The Clinic will verify the Voucher code.
4. If the treatment cost exceeds the Voucher value, the difference must be paid on site.
5. If the treatment cost is less than the Voucher value, the remaining balance stays on account for a future visit within the Voucher's validity period.

6. Vouchers cannot be exchanged for cash.

Validity

1. The Voucher is valid for the period stated on the Voucher, counted from the date of purchase.
2. After the expiration date, the Voucher becomes invalid and cannot be redeemed. Unused funds are forfeited.
3. The Clinic does not extend Voucher validity periods.

4. Promotions

1. The Clinic may run promotional offers under which vouchers or services are available on special terms.
2. Promotional offers may be subject to additional conditions, including but not limited to:
 - a. Restrictions on who may purchase (e.g., only persons meeting specific criteria).
 - b. Designation of the voucher exclusively as a gift for another person (the Voucher may not be used by the Buyer).
 - c. A limit on the number of vouchers per recipient.
 - d. Restrictions on who may redeem the voucher.
3. Specific conditions for each promotional offer are stated on the relevant promotion page and form part of these terms.
4. In the event of a conflict between promotional conditions and these terms, the promotional conditions take precedence.

5. Payments

1. Payments for services and vouchers are processed through Stripe (Stripe Payments Europe Ltd. / Stripe Inc.).
2. The Clinic accepts card payments, BLIK, and Przelewy24.
3. Prices listed on the website are gross prices (including VAT where applicable).
4. The Clinic reserves the right to change its price list. Price changes do not apply to vouchers already purchased or appointments already booked.

6. Withdrawal and Refunds

1. A Buyer who purchases a Voucher through the website has the right to withdraw from the purchase within 14 days of the purchase date, provided the Voucher has not been used (in whole or in part).
2. To exercise the right of withdrawal, send a statement to kontakt@msaesthetic.pl.
3. The refund will be issued within 14 days of receiving the withdrawal statement, using the same payment method used for the purchase.

7. Complaints

1. Complaints should be sent to kontakt@msaesthetic.pl.
2. A complaint should include: full name, email address, description of the issue, and the desired resolution.
3. The Clinic will process complaints within 14 business days of receipt.

8. Intellectual Property

1. All content on msaesthetic.pl (text, photos, graphics, logos, video materials) is the property of the Clinic or is used with the permission of its owners.
2. Copying, distributing, or using content from the website without the Clinic's written consent is prohibited.

9. Liability

1. The Clinic makes every effort to keep the information on its website current and accurate but is not liable for any errors or outdated content.
2. The Clinic is not liable for interruptions in website operation caused by technical issues.
3. The Clinic's liability to the Buyer in connection with a Voucher purchase is limited to the value of the Voucher.

10. Personal Data

1. The data controller is MS Aesthetic Clinic sp. z o.o.
2. Full details on personal data processing can be found in the Privacy Policy at msaesthetic.pl.

11. Final Provisions

1. The Clinic reserves the right to amend these terms. Changes do not apply to vouchers already purchased or contracts already entered into.
 2. Matters not covered by these terms are governed by Polish law, in particular the Civil Code and the Consumer Rights Act.
 3. Any disputes will be resolved by the court having jurisdiction over the Clinic's registered office, unless consumer protection law grants the consumer the right to bring an action before a court having jurisdiction over their place of residence.
 4. These terms are effective from January 1, 2026.
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