

**Terms and Conditions
of
"3XReward" and "Guarantees" Loyalty Program**

§ 1

Information about the Organizer

The organizer of the "3XReward" and "Guarantees" loyalty program is Done Deliveries sp. z o.o., Stefana Batorego 35, 34-120 Andrychów, registered by the District Court for Krakow - Śródmieście in Krakow under the KRS number 0000992825, TAX ID: 5542945426, REGON: 366428409 (hereinafter also referred to as **the Organizer**).

§ 2

Definitions

1. **Program:**
 - i. the "3XReward" loyalty program as specified in paragraph 5.
 - ii. the "Guarantees" loyalty program as specified in paragraph 6.run by Done Deliveries sp. z o.o.
2. **Platform** - the Quote & Go website available at <https://www.donedeliveries.com/quoteandgo>, through which the customer can place orders for transport services.
3. **Participant** - a customer of Done Deliveries sp. z o.o., which is a legal entity that places an order for a service provided through the Platform.

§ 3

General provisions

1. These Terms and Conditions define the terms, scope and conditions of participation in the Program.
2. The Participant declares that he/she has read and accepts these Terms and Conditions.
3. Done Deliveries sp. z o.o. reserves the right to temporarily or permanently suspend the Program at any time, without giving any reason.

§ 4

Conditions for participation in the Program

1. The "3XReward" and the "Guarantees" loyalty programs are intended for existing and new customers of Done Deliveries sp. z o.o. using the Platform.
2. Only a legal entity that orders a transport service via the Platform can be a Participant in the Program.
3. The condition for participation in the "3XReward" loyalty program is an invitation to the Program received from Done Deliveries sp. z o.o. The invitation is made by sending an e-mail or by phone to the Participant with information about the Program.
4. The condition for participation in the "Guarantees" loyalty program is an invitation to the Program received from Done Deliveries sp. z o.o. The invitation is made by sending an e-mail to the Participant with information about the Program and is displayed on the Organizer's website landing page.
5. Receipt of the e-mail, phone call or any other form of communication used by the Organizer, in relation to points 3 and 4 above is:
 - i. equivalent to participation in the "3XReward" loyalty program,
 - ii. an invitation to participate in the "Guarantees" loyalty program in the event of the occurrence of the circumstances referred to in paragraph 6.
6. Ordering the service via the Platform after receiving the e-mail referred to in points 3 and 4 implies acceptance of the Program and these Terms and Conditions.
7. The Program applies to all transport services provided by Done Deliveries sp. z o.o. i.e. in Economy Plus, Economy, Premium, Premium Plus.

§ 5

Conditions of the „3XReward” Program

1. The Program provides an opportunity for the Participant to receive a discount on the transport service provided by Done Deliveries sp. z o.o. via the Platform.
2. If the Participant orders two transport services from Done Deliveries sp. z o.o. through the Platform during the Program period, he/she will receive a discount of EUR 333 for the third service, which can be used for one transport service during the Program period.
3. After ordering the third service through the Platform, at the e-mail address provided during ordering process, the Participant will receive a discount code for use on the Platform.
4. In order to receive and benefit from the discount, all three services (i.e., the two services that entitle to receive the discount and the third service that is completed with the discount) must be ordered within the duration of the Program, the specific date of which is determined and duly communicated by the Organizer. The date on which the order is placed on the Platform is decisive.
5. A discount may be granted more than once during the course of the Program. In order to receive another discount during the Program, the Participant must order two more transport services to be performed.
6. The program begins on June 1, 2025 and lasts until June 30, 2025.

§ 6

Conditions of the „Guarantees” Program

1. The Program provides the Participant with the possibility of receiving Compensation in connection with a transport service ordered through the Platform and performed by Done Deliveries sp. z o.o.
2. Compensation may be granted to the Participant in the following situations:
 - a. a delay in unloading the goods, caused solely by circumstances attributable to the Organizer, or
 - b. failure by the Organizer to provide a vehicle for loading, caused solely by circumstances attributable to the Organizer.
3. Definitions:
 - a) delay in unloading means:
 - i. for “Economy” or “Economy Plus” transport options – arrival at the unloading location 2 or more hours after the latest unloading time specified in the “Booking Confirmation” document,
 - ii. for “Premium” and “Premium Plus” transport options – arrival at the unloading location 1 or more hours after the latest unloading time specified in the “Booking Confirmation” document, provided that the order “Premium” or “Premium Plus” are not marked as “FIX”,
 - b) failure to provide a vehicle for loading means:
 - i. for “Economy” or “Economy Plus” transport options – failure by the Organizer to provide a vehicle at the loading location between 8:00 AM and 4:00 PM on the last loading day specified in the “Booking Confirmation” document; if the loading location is open later than 4:00 PM, failure to provide the vehicle between 5 PM and 6 PM on the last loading day specified in the “Booking Confirmation” document will be considered as failure to provide the vehicle,
 - ii. for “Premium” or “Premium Plus” transport options – failure by the Organizer to provide a vehicle at the loading location within 2 hours after the latest loading time specified in the “Booking Confirmation” document, provided that the order is not marked as “FIX”, because in that situation failure to provide a vehicle for loading means failure by the Organizer to provide a vehicle at the loading location within 1 hours after the latest loading time specified in the “Booking Confirmation” document,
 - c) *compensation* – means a monetary refund to the Participant in the amount of EUR 150 or EUR 500.
4. The Participant may be entitled to Compensation in the amount of:
 - a. EUR 150 in the event of a delay in unloading – as defined in point 4 a),
 - b. EUR 500 in the event of failure to provide a vehicle for loading – as defined in point 4 b).
5. In order to obtain Compensation due to the circumstances indicated in point 5, the Participant must submit a written complaint to the Organizer no later than the day after the scheduled unloading or

vehicle loading date, describing all relevant circumstances and providing any documents or explanations requested by the Organizer to the following email address: reklamacje@donedeliveries.com.

6. If the conditions for granting Compensation are met, the Compensation will be paid within 14 days from the date the complaint is submitted.
7. The Program does not entitle the Participant to receive Compensation if the delay in unloading or failure to provide the vehicle for loading was caused by circumstances attributable to the consignor, consignee, or the Participant.
8. The Program shall remain in effect until further notice. The Organizer reserves the right to terminate the Program at any time prior to such notice; however, any decision to terminate the Program will be announced on the website www.donedeliveries.com no less than 3 days in advance.

§ 7

Complaints

1. The Participant may submit a complaint, if:
 - a. a discount code is not received despite the conditions of the Program being met or if the received discount code does not work,
 - b. despite meeting the conditions specified in paragraph 6, she/he did not receive compensation.
2. The complaint should be submitted electronically and sent to the e-mail address reklamacje@donedeliveries.com. In the complaint application the Participant must include a description of the problem. The complaint will be considered within 30 days of its receipt. A reply will be provided to the Participant's e-mail address from which the complaint was sent.

§ 8

Final provisions

1. Done Deliveries sp. z o.o. reserves the right to amend these Terms and Conditions at any time in order to improve or extend the operation of the Program. In the event that the Terms and Conditions are amended, the Participant will receive the new Terms and Conditions.
2. Any disputes arising between Done Deliveries sp. z o.o. and the Participant shall be settled in accordance with Polish law. The competent court for any disputes shall be the court with jurisdiction over the registered office of Done Deliveries sp. z o.o.
3. Done Deliveries sp. z o.o. reserves the right to suspend the Program or terminate it at any time.
4. Participants will be informed of the suspension or termination of the Program via e-mail correspondence.