

Terms and conditions of purchase on the website of the Adam Mickiewicz University Press

I. Definitions

Portal – a functioning website under the domains www.press.amu.edu.pl and <https://press.amu.edu.pl>.

User – a consumer, a natural person or an entity acting as an entrepreneur (including a company, a legal person or an organizational unit) using the Portal or ordering Goods offered through it.

Publisher, Seller – Adam Mickiewicz University in Poznań, Wieniawskiego Street 1, 61-712 Poznań – Adam Mickiewicz University Press.

Goods – books and magazines published in printed (material) form and offered on the Portal.

Order – a proposal to conclude a Contract submitted remotely by the Publisher with the User via a form, e-mail, ~~fax~~ or post.

E-book – digital content – electronic versions of books and magazines available in whole or in part in the form of electronic files downloaded from the Portal's pages.

Regulations – regulations of the Portal.

Business Days – working days of the Publisher's Sales Department indicated in the Regulations, excluding Saturdays, Sundays and public holidays, inventory, renovations and other breaks in the work of the Sales Department, about which the Publisher/Seller informed on the main page of the Portal.

Data – User data provided to the Publisher/Seller during the execution of the Order, necessary for its execution.

II. Address details of the Publisher/Seller

1. **Seller's details** : Adam Mickiewicz University in Poznań, ul. Wieniawskiego 1, 61-712 Poznań, NIP: 777-00-06-350, REGON: 000001293 – Adam Mickiewicz University Press, ul. A. Fredry 10, 61-701 Poznań.
2. **Contact details for placing Orders** : Adam Mickiewicz University Press, ul. A. Fredry 10, 61-701 Poznań, Sales Department: tel. +48 61 829 46 40, press@amu.edu.pl and tel. +48 61 829 46 39, bookstore@amu.edu.pl.

3. **Address details for submitting complaints** : Adam Mickiewicz Univeristy Press, ul. A. Fredy 10, 61-701 Poznań, Sales Department: tel. +48 61 829 46 40, press@amu.edu.pl.

III. Types of services and goods ordered via the Portal

1. Goods - Books and magazines (print) available in the Publisher's warehouse. Orders can be placed: electronically via the website, by email, or by post.
2. E-books. Electronic files published in PDF format (and epub and mobi – as described on the product page). Orders can only be placed via the Portal.
3. The Publisher is obligated to deliver Goods free of defects. Should any issues arise, please report them in accordance with the complaints procedure.
4. The contract lasts until the order is completed.

IV. Methods and deadlines for order fulfillment

1. Orders for Goods in stock are delivered to the address indicated by the User via a courier company within 14 days.
2. The Publisher endeavors to ship books and/or magazines held in stock for individual Users within 24 hours (on Business Days) from the date of Order confirmation. This means that the shipment will likely be delivered by courier within approximately 1-2 Business Days from the date of Order confirmation. The final delivery deadline should not be longer than the deadline specified in the regulations in Section 1.
3. Orders are processed on business days, Monday through Friday, excluding holidays and breaks in the Publisher's Sales Department's operation. Information about additional breaks in the Sales Department's operation is provided on the Portal's home page. In the event of holidays or breaks, the order fulfillment time is extended by the break time specified on the Portal's home page.

V. Methods and deadlines for payment for the Order

1. Payment by online transfer to the Adam Mickiewicz Univeristy Press bank account via Przelewy24, by payment cards (via Przelewy24) – payment deadline: before shipment (prepayment) of the Order.
2. Payment by cash on delivery (cash on delivery) is not possible.
3. Payment in cash upon pickup is not possible.

4. Shipping costs outside the country are determined individually.

VI. Order placement procedure

1. Depending on the type of Product, you can choose from various ordering methods. When placing an Order, the User specifies the titles and quantity of the Products being ordered, the payment method, and shipping method, and provides the Publisher with the information necessary to process the Order.
2. Each book and magazine has its own title, which serves as the basis for selecting a specific Product. To view detailed information about the Products offered, click on the Product or e-book title.
3. You can search for items by: a) book title and description, b) author/editor, c) ISBN or ISSN, d) category, e) year of publication, e) price range, f) binding type. You can start shopping on any page of the Portal. Clicking the shopping cart banner places the book in your shopping cart. You can check its contents at any time by selecting the "Basket" option. Editing your shopping cart allows you to change the number of titles ordered or remove them from your cart. After completing your purchase, click the "ORDER AND PAY" button.
4. Please provide all required information in the address form (complete the fields marked with an asterisk). If you require a VAT invoice, please enter your Tax Identification Number (NIP) in the appropriate field.
5. The publisher ships books with a receipt. If the Tax Identification Number (NIP) box is checked, the user will receive an electronic VAT invoice (on the KSeF portal).
6. After placing an Order, the User will receive confirmation of its submission along with a copy of the information provided during the purchase process. If the Product is unavailable, the item's cover will be marked "out of stock."
7. Before executing the Order, the Publisher reserves the right to contact the User in order to clarify any ambiguities related to the Order, and in justified cases, especially in the event of doubts as to the veracity of the data provided by the User, the Seller reserves the right to refuse to execute the Order.

VII. Purchase of e-books (PDF/ epub / mobi files) – additional information)

1. The e-books offered by the Seller are available in PDF and epub / mobi formats (depending on the description provided with each product). The files are

compatible with standard reading software, regardless of the operating system used.

2. To purchase e-books—electronic publications—please add your selected items to your cart, then finalize your order and pay. Files are available in PDF format (as well as epub and mobi —as indicated in the product description on the website).
3. The User must consent to the performance of the service before the withdrawal period expires. The decision to purchase an electronic publication (digital content) means that the User is not entitled to withdraw from the contract.
4. The order is processed after the payment is confirmed by the payment processing system.
5. An active "Download" link to download the publication will be sent in the "Order Confirmation" email.
6. The "Download" link can be found in the "Order Confirmation" email and also in the Products to Download tab (after logging in to your account).
7. The User declares that in the case of purchasing electronic versions of publications, he/she consents to the provision of digital content, is aware of the features of the service provision, its price and duration of the contract, and agrees to start performing the service before the deadline for withdrawal from the contract expires and has been informed about the impossibility of withdrawing from the contract after its execution.
8. The purchaser of an e-book has the right to store it on their computer's hard drive and other electronic media, but is not permitted to reproduce it. The e-book may only be used for permitted personal use. Purchased e-books may be printed solely for personal use. All electronic publications available on the website www.press.amu.edu.pl are protected by copyright. The purchaser does not have the right to copy or distribute the purchased file or post it on a network such as the internet.

VIII. Complaints handling procedure

1. The Portal User has the right to file a complaint or report non-conformity of the Goods with the contract based on the provisions on non-conformity of goods with the contract (for consumers).
2. A complaint regarding the Goods should be submitted in writing and include:
 - a) the name and surname of the person filing the complaint, b) contact details, including postal address and e-mail address, c) information indicating the type of defect (e.g. type of damage, missing pages, etc.),

- d) the Order number or other confirmation of the Order placed via the Portal,
- e) if possible, an attached defective copy of the Goods.

3. Complaints should be sent to the following address: Adam Mickiewicz University Press, ul. A. Fredry 10, 61-701 Poznań, Sales Department, with the note: complaint, or by e-mail to press@amu.edu.pl.
4. General contact regarding complaints – e-mail: press@amu.edu.pl and telephone: 61 61 829 46 40.
5. The Publisher hereby informs that it does not accept returns sent cash on delivery or at the Publisher's expense.
6. Complaints are reviewed within 14 days from the date of receipt of the complete complaint. The Publisher will notify the User of the outcome of the complaint via email, unless the User requests another form of contact.
7. If the information provided in the complaint requires supplementation, the Publisher will ask the User to supplement it before considering it.

IX. The method and deadline for exercising the right to withdraw from the contract and the sample withdrawal form

A. General Rules

All Users who are consumers have the right to withdraw from the contract within 14 days without giving any reason, except for contracts in which there is no right of withdrawal and which are described in point B.

B. No right of withdrawal under Article 38 and the circumstances in which the consumer loses the right of withdrawal

1. Periodicals and magazines. We hereby inform you that pursuant to Article 38, point 10 of the Act of 30 May 2014 on consumer rights, the User does not have the right to withdraw from the contract in relation to contracts for the supply of periodicals or magazines, with the exception of subscription contracts.

2. E-books. We hereby inform you that pursuant to Article 38, point 13 of the Act of 30 May 2014 on Consumer Rights – in the case of digital content (E-books), if the performance of the service has begun with the express consent of the User before the expiry of the withdrawal period and the User has consented to the performance of the service before the expiry of the withdrawal period, the User has no right to withdraw from the contract.

3. Books with single-use access codes to multimedia content made available online, provided that the security of the single-use code has been breached.

WE HEREBY INFORM YOU THAT USERS ORDERING THE DELIVERY OF ARTICLES, ISSUE, ANNUALS, PERIODICALS AND MAGAZINES (EXCEPT SUBSCRIPTIONS) DO NOT HAVE THE RIGHT TO WITHDRAW FROM THE CONTRACT IF THE USER HAS CONSENTED TO THE COMMENCEMENT OF THE SERVICE BEFORE THE WITHDRAWAL PERIOD EXPIRES.

C. Instructions on withdrawal from the contract

Right to withdraw from the contract

1. The user has the right to withdraw from the contract within 14 days without giving any reason.
2. The deadline for withdrawal from the contract expires after 14 days from the day on which the User came into possession of the Goods or on which a third party, other than the carrier and indicated by the User, came into possession of the Goods.
3. In order to exercise the right of withdrawal, the User must inform the Seller (Adam Mickiewicz University Press, ul. A. Fredry 10, 61-701 Poznań, Sales Department: tel. 61 829 46 40, press@amu.edu.pl) of his/her decision to withdraw from this contract by means of an unequivocal statement (e.g. a letter sent by post or e-mail).
4. The User may use the attached model withdrawal form, but this is not obligatory.
5. To meet the withdrawal deadline, it is sufficient to send information regarding the User's exercise of the right to withdraw from the contract before the withdrawal deadline expires.

Consequences of withdrawal from the contract

1. In the event of withdrawal from the contract, the Seller shall refund to the User all payments received, including the costs of delivery of the Goods (with the exception of additional costs resulting from the User's choice of a method of delivery other than the cheapest standard delivery method offered by the Seller), immediately and in any case no later than 14 days from the day on which the Seller was informed of the User's decision to exercise the right of withdrawal.
2. Refunds will be made using the same method of payment used for the purchase transaction, unless you expressly agree otherwise; in any case, you will not incur any fees as a result of this refund.
3. The Seller may withhold reimbursement until receipt of the Goods or until proof of their return is provided, whichever occurs first.

4. The Goods must be returned or handed over immediately, and in any event no later than 14 days from the date on which the User notified the Customer of withdrawal from the contract. The deadline is met if the User returns the Goods before the expiry of the 14-day period.
5. The User bears the direct costs of returning the Goods.
6. The User is only liable for any reduction in the value of the Goods resulting from their use in a manner other than necessary to establish the nature, characteristics and functioning of the Goods.

X. Prices

1. All prices for Goods are quoted in Polish zloty (PLN) and include VAT. The price quoted for a specific Good at the time of placing the Order is binding on the User.
2. All discounts are calculated from gross prices.
3. Information about domestic shipping costs is available on the "How to Order" subpage of the Portal and during the order process. For international shipping rates, please contact the WH UAM Sales Department before placing your order.

XI. Personal data protection

1. The controller of your personal data is Adam Mickiewicz University in Poznań, with its registered office at 1 Wieniawskiego Street, 61-712 Poznań.
2. The data controller has appointed a Data Protection Officer – email contact: iod@amu.edu.pl.
3. Your personal data will be processed for the purpose of concluding and performing the contract and to take the necessary actions before concluding the contract with Adam Mickiewicz University in Poznań.
4. The legal basis for the processing of your personal data is Article 6(1)(b) of the GDPR.
5. Providing personal data is voluntary, but is a condition for concluding and performing the contract.
6. Your personal data will be processed during the term of the contract and after its termination, for the period specified in generally applicable law or in accordance with the criteria set out therein, and for the time necessary to secure information in the event of a legal need to prove facts or to secure or pursue claims.
7. Your personal data may be shared with other entities processing personal data on behalf of the Controller, i.e., individuals and entities involved in the order

fulfillment process (distribution service providers). Access to your data will be granted to individuals authorized by the Controller to process it as part of their official duties, and it may be shared with entities authorized to receive it under applicable law.

8. You have the right to access your data and, subject to legal provisions, the right to rectify, erase, restrict processing, the right to data portability, and the right to object to processing. You have the right to lodge a complaint with the supervisory authority – the President of the Personal Data Protection Office, ul. Stawki 2, 00-193 Warsaw.
9. No decisions will be made in relation to your personal data in an automated manner, pursuant to Article 22 of the GDPR.

XII. Final Provisions

1. Placing an Order is tantamount to reading and accepting the Regulations.
2. In matters not regulated by the Regulations, the provisions of the Civil Code shall apply, and in the case of Consumers, also the provisions of the Act of 30 May 2014 on consumer rights (Journal of Laws 2014, item 827, as amended).
3. The Seller reserves the right to change the Terms and Conditions. In the event of a change to the Terms and Conditions, the Seller will announce this fact on the Store's website.
4. Changes to the Regulations in relation to each Ordering Party come into effect upon their acceptance of the changes to the Regulations.
5. Changes to the Regulations may occur in the event of:
 - changes in legal provisions relating to the Seller's activities;
 - the need to adapt the Regulations to orders, rulings, resolutions or other guidelines of public administration bodies;
 - changes in the method of providing services electronically due to technical reasons;
 - changes in the scope or principles of providing services offered by the Seller;
 - formal changes to the Seller's proper names, website address, etc.
6. The law applicable to all disputes arising from these Terms and Conditions is Polish law. Such disputes will be resolved by a common court, taking into account the provisions on consumer jurisdiction.
7. The Parties allow for the possibility of an amicable resolution of the dispute, in particular through negotiation or mediation, before referring the case to court.
8. These Regulations come into force on 18/05/2026.

Attachments:

[Sample withdrawal form](#) (PDF).

[Current Regulations effective from 18/05/2026 \(PDF\)](#)

[Archived regulations valid until May 18, 2026 \(PDF\)](#)