

PAYMENT, COMPLAINT AND REFUND POLICY

To book an interpreter, a prepayment of 100 PLN is required via the website (bank card or transfer). This amount is included in the payment for the first hour. The remaining amount and payment for subsequent hours are to be made on site in cash or via BLIK.

In case of cancellation less than 24 hours before the start of the service, the prepayment is non-refundable.

To cancel a booking, please contact the Administrator by email at: maria@najdienowa.com. Refunds will be made to the same account from which the payment was made within three working days.

COMPLAINTS AND CLAIMS

Claims may only be made in the event of non-performance or improper performance of the translation service. Claims regarding other services offered on this website (legal advice, tax advice, accounting, etc.) should be submitted directly to the entity that provides such services and accepts the corresponding payment.

Claims regarding translation services should be submitted in writing to the following email address: maria@najdienowa.com. The response time for complaints is 30 days.

In the event of any discrepancies in the interpretation of the above rules, the Polish-language version shall prevail.