

ROUTE2OPEN

Terms of Sale and Services

Version dated 8 September 2026

1. Who we are and what these Terms cover

ROUTE2OPEN sp. z o.o. ("R2O", "we") operates route2open.com. Our registered office and correspondence address is Austriacka 4, 64-100 Leszno, Poland. We are registered in the National Court Register under KRS 0000932849, with the District Court Poznań–Nowe Miasto and Wilda in Poznań, VIII Commercial Division; NIP 7831846387; REGON 520458535; share capital PLN 5,000.

Contact us at info@route2open.com or +48 536 103 718 for orders, support, complaints, and withdrawals. Normal support hours are 08:00–16:00 on business days in the Europe/Warsaw time zone, excluding Polish public holidays. Scheduled training may take place outside those hours.

The same email is our contact point for community users and competent authorities. We accept communications in English and Polish.

These Terms cover direct R2O purchases, accounts, recorded courses, live bootcamps, included labs, free materials, and community newsletter functions when made available. They do not offer separately paid packages of lab hours; the conditions for such a product will be presented before it goes on sale. Purchases from external sellers, such as books through Amazon, are governed by your agreement with that seller. The product description and individual arrangements agreed before purchase form part of your contract.

Order documents and priority. For a direct order, the contract consists of the applicable product description or written quotation, these Terms, R2O's order acceptance, and any product-specific terms expressly accepted before the contract is concluded. If an individually agreed written term conflicts with these Terms, that term prevails for the affected order only. Terms included only in a customer's purchase order or other document do not apply unless R2O expressly accepts them in a written agreement, including by email. Mandatory law always prevails. Any applicable data processing agreement prevails only in relation to the processing of personal data.

If you purchase through STORDIS as a reseller, the company named in your order is your seller and handles payments, sales refunds, and statutory withdrawal. R2O provides training, platform access, and support. Our platform-use rules apply where provided to you before the relevant agreement with R2O is concluded; they do not replace the reseller's sales contract or remove either company's legal responsibilities. The additional R2O refund promises below concern direct purchases, not wholesale resale orders.

Nothing here limits mandatory consumer rights. Statutory withdrawal and digital-content and digital-service conformity rights also apply to a natural person entering into a contract directly related to their business activity where the contract is not professional in nature for that person, as indicated in particular by the scope of their activity recorded in the Polish Central Register and Information on Economic Activity (CEIDG). Providing a tax identification number does not by itself remove those rights. We refer to such a person as an eligible sole trader protected under these Terms.

2. Accounts and technical requirements

Provide accurate registration and billing information and keep your email address current. Accounts are created upon registration and any required activation. For company or reseller purchases, we may prepare an account from the participant details supplied; we provide the platform-use rules and privacy information before use begins. Each place is for one learner; do not share credentials. Contact us for an agreed participant change, which we process after verifying the entitlement.

You must have the legal capacity or representation required to enter the contract. Anyone under 18 should contact us before enrolment to arrange the necessary involvement of a parent or guardian.

You need internet access, email, a current supported browser with JavaScript and necessary cookies enabled, and equipment for streamed video and audio. PDFs require a compatible reader. Bootcamps normally use Microsoft Teams and require audio participation. Additional lab or equipment requirements and available accessibility features are stated in the offer before enrolment. Training and materials are in English unless the offer says otherwise. Ask us before purchase about adjustments not described there.

The platform uses WordPress and Tutor LMS; Google sign-in is available. Once integration with the Discourse community is made available, one account may allow you to sign in to both parts of the service. Shared sign-in does not by itself grant access to every course or group. Our separate privacy notice explains the information exchanged during sign-in.

Protect your credentials, install security updates and report suspected unauthorised access. Do not send passwords in support messages. Marketing consent is not required for accounts, purchases, or free materials.

The free newsletter service starts when you subscribe and complete any confirmation requested. It provides R2O training news, educational content and offers within your choice, and continues until you unsubscribe or the service ends under section 10.

3. Ordering, prices, and payment

Before ordering, check the selected product, included services, access period or training dates, requirements, and total price. You can correct the order before using the final button clearly indicating an obligation to pay. Your order is accepted when we send an email confirming acceptance; an acknowledgement of receipt alone is not acceptance. We send the agreed order details, these Terms and applicable withdrawal information on a durable medium, normally as email attachments.

Prices are in EUR. The final amount payable, including any applicable VAT and other mandatory charges, is disclosed before you commit to the purchase. Tax treatment depends on the transaction; a business purchase is not automatically VAT-free. Your payment provider may charge its own currency-conversion fees under its terms. When announcing a price reduction, we display the lowest price in the preceding 30 days, or since the product first went on sale if that was less than 30 days ago.

Online payments use PayPal or Stripe, and the methods shown at checkout. Individual business orders may instead use an email quotation and invoice or pro-forma invoice, with the payment and activation

dates expressly agreed. An individually granted payment period is not a general entitlement to credit. We provide these Terms before an email order is accepted.

Unless R2O expressly approves deferred payment in a written quotation or order acceptance, payment is due in full in advance: at checkout for an online order or by the deadline stated in a pro-forma invoice for an email order. Payment is successful when the payment provider or R2O's bank confirms receipt. If payment is not confirmed, R2O may withhold activation or participation and ask you to retry or use another available method.

Deferred payment is available only to business customers and only if R2O approves it before accepting the order. Unless the quotation or order acceptance states another deadline, an approved invoice is payable within 30 calendar days after the business customer receives it. The agreed document states any payment, activation, or delivery conditions. A payment period applies only to that order and does not oblige R2O to offer credit for future orders.

If a business invoice is not paid when due, R2O may claim statutory interest for late payment in commercial transactions, statutory recovery compensation, and justified additional recovery costs, in each case only where applicable. R2O may give written notice requiring payment within at least seven calendar days. If a material amount remains overdue after that period, R2O may suspend performance or access only under the affected unpaid order and, where payment was due before a bootcamp, release the reserved place. If non-payment continues after a further written notice setting a reasonable final deadline and warning of that consequence, R2O may terminate the unperformed part of that order in accordance with applicable law. Separately purchased services that have been paid for will not be suspended solely because another order is overdue. Amounts due for services already performed and statutory remedies remain unaffected.

A business customer disputing all or part of an invoice in good faith should notify R2O promptly, explain the disputed amount, and pay the undisputed part when due. While promptly reviewing such a dispute, R2O will not exercise the contractual suspension or termination rights above solely because of the disputed amount.

If a payment provider reports a failed or reversed payment, chargeback, suspected fraud, or unauthorised use, R2O may place a temporary and proportionate hold on the affected transaction or related access while the matter is checked. We normally notify you and give you a reasonable opportunity to explain, unless legal, security, or payment-provider requirements prevent this. We restore affected access promptly if payment is confirmed or the dispute is resolved in your favour. If payment is finally reversed and no statutory or contractual right to the refund or reversal applies, the corresponding amount remains unpaid. We do not treat a valid withdrawal, complaint, or use of payment-service rights as fraud.

For available recorded courses, we activate access without undue delay after successful payment, unless a different start date is expressly agreed. We email your access details. Immediate access does not remove your statutory withdrawal right. Tell us if access does not arrive; your remedies for non-delivery remain available. For an approved deferred-payment business order, activation and delivery follow the accepted quotation or order acceptance and are not delayed solely because the invoice is not yet due.

4. Courses, certificates, and free access

New paid recorded-course purchases include **12 months of access from the date the course is made available to you**, not from your first login. The confirmation identifies the access period. There is no automatic renewal or further charge when it ends. A different period applies only if expressly stated in the agreed offer.

Video lessons are streamed, not downloadable. The offer identifies included quizzes, tests, certificates, downloadable slides or PDFs, community, and labs. Additional instructor time, labs, or future courses are not included unless expressly offered.

Certificate requirements, examination rules, and any certificate expiry are described for each course. They are not universally the same. Ending course access does not by itself change a certificate's stated validity. Certificates may be downloaded and their status checked through the available verification function, subject to our privacy rules. A certificate confirms the achievement described in the course; it does not promise employment or an external qualification unless expressly stated.

Courses advertised as free have no fee and no fixed access expiry unless stated before enrolment. They remain free for existing enrolments while offered. This is not a promise to operate the infrastructure forever; ending a free service is subject to section 10 and R2O's earlier commitments. A new individual free grant of an otherwise paid course lasts 12 months if that period is expressly stated in the grant; otherwise, the stated grant conditions apply. Previously granted access is not shortened by these Terms.

Free downloads and course access are independent of newsletter consent. For student offers, eligibility and any evidence required are explained before enrolment; use a school email where sufficient and do not send unnecessary identity-document details.

5. Live bootcamps and included labs

The offer identifies session dates, times, and time zone. We email joining and lab instructions. Bootcamps are live and not recorded by R2O. Participants must not record or redistribute sessions without permission from everyone whose rights are affected.

Where the offer includes bootcamp labs, the default access period ends seven days after the final session, unless the offer expressly provides a different period. At expiry, the environment is reset and learner files and configurations are deleted. Save permitted work before expiry. Labs are practice environments, not storage for personal, confidential or production data; use them only within the authorised exercise scope. R2O does not provide backup storage for lab environments. A reset performed according to the schedule disclosed before use is part of the agreed lab service. This does not limit your remedies if R2O fails to provide the agreed lab or any liability that cannot lawfully be excluded.

For direct bookings, the following additional cancellation benefits apply independently of statutory rights:

- At least 48 hours before the first scheduled session: cancel for a full refund or request a transfer to an available edition.

- Less than 48 hours before the start: before the first session begins, you may request one free transfer to an available edition or nominate a replacement participant. A no-show alone does not create an additional cash-refund entitlement.
- First-day satisfaction trial: after attending the first training day, you may request a full refund no later than 24 hours after that day's final scheduled session ends. This also covers a bootcamp lasting only one day.

Email your request and booking details. A substitute must meet the published prerequisites. Transfers depend on an available edition and your agreement to its dates. After the first-day trial, missed sessions do not create an additional voluntary refund; statutory rights and complaints remain unaffected.

Refunds under this section are made within 14 days of your cancellation or refund request, using the original payment method unless you agree to another method without additional cost.

If we cancel or change the dates, you may choose an acceptable alternative or a full refund instead of a credit. We notify you as soon as reasonably possible, normally at least 48 hours ahead for a decision based on insufficient enrolment; unexpected illness or disruption may require shorter notice. If only part cannot be delivered, we offer completion or reimbursement for the undelivered part, without limiting further statutory remedies.

6. Additional 14-day refund promise for recorded courses

For a recorded course bought directly from R2O, you may request a full refund within 14 days of purchase, **regardless of how much you have watched, including completing the course**. If access is agreed to start later, the period begins when the course becomes available to you.

Email info@route2open.com with enough information to identify the purchase; no explanation is required. We refund within 14 days of receiving the request using the original payment method unless you agree to another method without additional cost. Access to the refunded course then ends.

This promise covers ordinary consumer and business purchases. Individually negotiated business orders may have different additional refund arrangements only if expressly agreed before purchase. It does not cover wholesale resale orders or replace the bootcamp rules. It never limits statutory withdrawal or remedies for faulty or undelivered services.

7. Statutory withdrawal rights

If you are a consumer or an eligible sole trader entitled to statutory withdrawal, you may withdraw from a distance contract without giving a reason within 14 days after it is concluded, subject to the exceptions below. Notify us by an unambiguous statement sent to our email or postal address in section 1. You may use the form at the end, but do not have to. Sending the statement before the deadline is sufficient. We promptly acknowledge withdrawals received electronically on a durable medium. If we make an additional online withdrawal function available, you may also use it; it does not replace the methods above.

We refund payments due without undue delay and no later than 14 days of receiving your withdrawal, using the original payment method unless you expressly agree otherwise without a charge. Following withdrawal, stop using and sharing the affected content; we may disable the corresponding access.

Recorded courses: we do not ask you to waive the statutory withdrawal right in exchange for immediate access. Watching lessons, completing the course, or using the platform during the withdrawal period does not remove it or result in a deduction from your refund.

Live training: if you expressly request a service to start within the withdrawal period after receiving the required information, statutory withdrawal may require proportionate payment for service actually provided before withdrawal. The right can end before the 14-day period expires upon full performance of the agreed paid service, but only with the legally required prior express consent and acknowledgement. Without the required request or information, we cannot charge where the law excludes payment. Accepting these Terms or starting a bootcamp does not itself remove the right.

The recorded-course refund promise and bootcamp benefits above apply wherever they give you a better result. If required withdrawal information was not supplied, the statutory deadline may be extended; these Terms do not shorten that extension.

8. Complaints and delivery problems

Email or write to us using section 1, describing the issue and the product or account concerned. An order reference and the outcome you want help us resolve it, but no special form or physical signature is required. We reply on a durable medium within 14 days. Failure to answer a consumer complaint within the statutory period means that it is accepted where the law so provides.

We are responsible for delivering what was agreed. If digital content or a service is not supplied, an entitled customer may request delivery and, where the statutory conditions are met, withdraw; in the cases specified by law, no further request is required. For non-conforming digital content or services, you may require conformity at no cost within a reasonable time and without significant inconvenience. Statutory price reduction or withdrawal is available, in particular, where restoring conformity is impossible or disproportionately costly, R2O refuses or fails to restore it properly, the non-conformity persists despite an attempt, it is sufficiently serious to justify immediate use of those rights, or a statement or the circumstances show that conformity will not be restored within a reasonable time or without significant inconvenience. Withdrawal for paid digital content or services is not available for merely insignificant non-conformity; the statutory presumptions and burden of proof apply.

For continuous digital supply, conformity must be maintained throughout the agreed supply period. For one-off or separate deliveries, the statutory rules include liability for defects existing at delivery and revealed within two years. We provide necessary updates, including security updates, and information about them for the period required by law. Your 12-month access period is not a blanket limitation of all legal claims to 12 months. Refunds due under these remedies are made within the applicable statutory period, normally no later than 14 days after the relevant statement.

We may request reasonable, minimally intrusive diagnostic cooperation. Your equipment or connection may affect use but does not excuse our failure to provide the agreed service. The rules above do not limit liability for bootcamps and other services under the applicable provisions.

9. Materials, community, and acceptable use

Rights in course materials and software remain with R2O or the relevant rights holders; purchasing access does not transfer intellectual property. You receive a non-exclusive, non-transferable licence for your own education and permitted professional use within the agreed scope. Online access lasts for the period stated in the offer. You may retain authorised copies of materials made available for download for those purposes, unless the conditions for that material, presented before purchase, state otherwise. Do not resell, publish, or redistribute protected materials without permission. Statutory exceptions and separate open-source or third-party licences remain unaffected. Additional third-party conditions must be available before you accept the relevant offer.

Once made available, the free R2O community uses Discourse hosted on a server managed by R2O or its hosting provider, rather than Discourse's hosted community service. Course groups follow the access period of the associated course unless expressly stated otherwise. Members may discuss training, communicate and share permitted materials. Check the audience before posting; do not disclose confidential information or another person's data without a lawful basis. You retain rights to your own posts and grant R2O a non-exclusive, royalty-free permission to record, store, technically process and display them only as needed to operate the community for the audience you selected, subject to lawful moderation and retention. This does not permit advertising use of your posts or transfer your rights. Personal-data requests are handled under our privacy notice.

Do not post unlawful content, infringe intellectual property, harass others, impersonate someone, distribute malware, send spam, or attempt unauthorised access. We may remove offending content or proportionately restrict a feature or account. Where appropriate we warn you and allow correction; urgent threats may require immediate action. A community restriction does not automatically cancel unrelated paid-course rights.

Report suspected illegal content to info@route2open.com, without needing an account. Include its location, your reasons, your name, and email unless legally exempt, and confirmation that the report is made in good faith and is accurate to your knowledge. We acknowledge reports and communicate decisions without undue delay where contact details are available. Staff assess reports and review restrictions; we explain the reasons, affected content or service, duration, legal or contractual basis and available redress, including any relevant automated assistance. You may request a free human review by email for at least six months after you are notified of a decision. Access to courts and any applicable statutory dispute-resolution mechanisms remains available.

10. Ending services and changing these Terms

Unsubscribe from the free newsletter at any time using its unsubscribe link or by contacting us. Its content and sender are described at sign-up. You may request account closure by email; we explain its effect on active access first. Closure does not itself create a refund, extinguish legal claims, or delete records we must lawfully retain. Closing or blocking an account does not restrict your statutory right to retrieve content you supplied or created. Where required by law, we make it available on request, free of charge, within a reasonable time and in a commonly used machine-readable format.

We may end a free service of indefinite duration on at least 30 days' email notice if we permanently discontinue it, or if a change in law or technology prevents continued delivery. This does not permit us to remove an element promised within an active paid contract or override an earlier contractual commitment. Inactivity or a bounced email alone does not cancel an existing paid or lifetime entitlement.

This version of these Terms applies to new contracts for which it was provided before conclusion. Earlier purchases and grants retain their agreed access, refund, and other rights. Publishing or sending new Terms does not by itself replace an earlier agreement. For ongoing services, changes beyond those necessary to maintain digital conformity are allowed only for justified reasons arising from a change in law, addressing a security threat, or ensuring technical compatibility with supported systems. They cannot apply to digital content or services supplied on a one-off basis. They create no extra charge and are clearly explained, together with the reason. They do not authorise shortening paid access, removing essential features, or restricting earlier rights. Where a permitted change significantly and adversely affects access or use, we give advance notice on a durable medium of its nature, timing, and the right to terminate without notice within 30 days after the change or later notification. A statutory exception may apply where unchanged, conforming use remains available without extra cost. All other statutory conditions for changes and settlement remain applicable.

11. Privacy, applicable law, and disputes

Our separate Privacy and Cookie Notice explains how we use personal data. Accepting these Terms does not authorise marketing by R2O or STORDIS. Optional marketing choices can be withdrawn independently of your training access.

Polish law applies. Where mandatory law gives a consumer protection in their country of habitual residence, choosing Polish law does not remove it. Disputes may be brought before the courts competent under applicable law; we do not require consumers to use only a Polish court.

Language versions. Polish is the original drafting version of these Terms, and the English version is a translation. Before the contract is concluded, we provide the terms in the language used for the order and, to the extent required by law, also in Polish. Applicable law determines language precedence. Identifying Polish as the original text does not restrict consumer rights arising from the information supplied to the consumer or the rules requiring ambiguities to be interpreted in their favour. An individually negotiated business order may expressly specify the language that resolves discrepancies.

Consumers can obtain information about assistance and out-of-court dispute resolution from [UOKiK's consumer dispute-resolution website](https://polubowne.uokik.gov.pl/) at <https://polubowne.uokik.gov.pl/>. If a complaint remains unresolved, we provide the legally required information on whether we agree, refuse or are obliged to participate in the relevant procedure, together with the required information. This does not restrict court proceedings.

12. General provisions

Business-customer liability. The cap on liability and the exclusions of liability for business losses below apply only where the customer is neither a consumer nor an eligible sole trader protected under section 1.

Nothing in these Terms excludes or limits liability for loss caused intentionally or any liability that cannot lawfully be excluded or limited.

Subject to the preceding paragraph, R2O's aggregate liability to a business customer arising from or connected with a single order, regardless of legal basis, is limited to the fees paid or payable for that order. To the extent permitted by law, R2O is not liable to a business customer for loss of profit, revenue, business opportunities, or anticipated savings.

Events beyond reasonable control. R2O is not responsible for delay or failure to perform to the extent caused by an event beyond its reasonable control that could not reasonably have been prevented or overcome. Mandatory law remains unaffected. Only the affected obligations are suspended, and only while the event prevents performance. R2O will notify affected customers as soon as reasonably possible, take reasonable steps to reduce disruption, and resume performance when possible. This paragraph does not excuse payment already due and does not replace the cancellation, refund, or non-delivery remedies in sections 5 and 8.

Severability. If any provision is invalid or unenforceable, the remaining provisions remain effective so far as the contract can continue without it. The consequences of invalidity are determined by mandatory law; this paragraph does not permit an unfair consumer term to be rewritten or replaced to the customer's detriment.

Annex — optional statutory withdrawal form

Complete and send this form only if you wish to withdraw. You can instead send any clear statement of withdrawal.

To: ROUTE2OPEN sp. z o.o., Austriacka 4, 64-100 Leszno, Poland; info@route2open.com.

I/We hereby give notice that I/we withdraw from my/our contract for the supply of the following service or digital content:

Product/service: _____

Date of contract/order: _____

Consumer name(s): _____

Consumer address(es): _____

Order reference, if available: _____

Signature(s), only if sent on paper: _____

Date: _____

Delete wording that does not apply.