

SHOP TERMS AND CONDITIONS

Shop Terms and Conditions

Effective from 25 September 2026

Service Provider	Jakub Zawadzki, PVPSMURF
Address and identifiers	Mrowla 14A, 36-054 Mrowla NIP 5170475667 REGON 545733060
Contact	bezrobocie.kontakt@gmail.com
Website / Discord	bezrobocie.gg https://discord.gg/X3prSZMVCd

The bezrobocie.gg Website is an independent venture and is not affiliated with, sponsored by or approved by Mojang Studios or Microsoft Corporation.

§1. General provisions

1. These Terms and Conditions set out the rules for using the bezrobocie.gg Shop, placing orders, making payments, fulfilling Top-ups and submitting complaints, as well as the rights and obligations of Users and the Service Provider.
2. These Terms and Conditions are made available free of charge before purchase in a manner that allows them to be saved, reproduced and stored.
3. The Shop Terms and Conditions are separate from the gameplay rules applicable to the bezrobocie.gg Minecraft server.
4. The primary contact channel for formal matters, complaints and withdrawal from the contract is bezrobocie.kontakt@gmail.com. Discord is an additional contact channel.

§2. Definitions

1. Website / Shop - the website available at bezrobocie.gg.
2. User - a person using the Website or making a purchase.
3. Consumer - a natural person performing a legal act that is not directly related to their business or professional activity.
4. Sole Trader with Consumer Rights - a natural person entering into a contract directly related to their business activity where the contract is not of a professional nature for that person.
5. Player Account - the User's account or identifier on the server, in particular the player's nickname.
6. Balance - a digital value recorded in the server system that may be used exclusively for Features available on the Website.
7. Feature - a digital function, rank, item, service or other benefit available on the Server in exchange for the Balance.
8. Distance Contract - a contract concluded without the simultaneous physical presence of the parties through an organised online sales system.

§3. Conditions for the provision of services

1. The Shop provides services by electronic means. Using the Shop requires a device with Internet access, an up-to-date browser, JavaScript, cookies necessary for the operation of the Website, an active email address and the correct nickname or identifier of the Player Account.

2. The User bears the costs of Internet access and data transmission in accordance with their provider's tariff.
3. The Service Provider may carry out technical work and does not guarantee uninterrupted operation of the Website 24 hours a day.
4. A minor may make purchases only to the extent permitted by applicable law. Where the consent of a statutory representative is required, it must be obtained before purchase.

§4. Subject of sale and nature of the Balance

1. The subject of sale is a Top-up of the Balance assigned to the specified Player Account, unless the offer description expressly states otherwise.
 2. The Balance is not a bank account, electronic money, cryptocurrency or a generally accepted means of payment. It does not bear interest and is used exclusively to access Features on the Server.
 3. The Balance and Features may not be sold, bought, transferred, donated, resold or exchanged between Users for Polish zlotys, foreign currencies, cryptocurrencies, items with monetary value or any other real or virtual means of payment outside the Website.
 4. Exchanging the Balance or Features for real money, withdrawing the Balance in cash or demanding its redemption or conversion is prohibited, unless an obligation to refund arises from mandatory provisions of law.
 5. The Balance is assigned to a specific Player Account and may not be transferred outside the Website. Promotional bonuses are intended exclusively for use in the game and do not constitute a monetary benefit.
6. The Wallet, meaning the Balance assigned to a Player Account, may be used exclusively on the Minecraft server at the domain bezrobocie.gg.

§5. Prices, promotions and orders

1. Prices are stated in Polish zlotys (PLN) as gross prices, unless the law requires a different method of presentation.
2. Before purchase, the User receives information about the subject of the supply and the total amount payable. Where an offer includes a price reduction, information about the promotional price and the previous price is displayed in accordance with applicable law.
3. Placing an order requires selecting an offer, providing the required information, including the Player Account nickname and email address, reading these Terms and Conditions and making the required declarations.
4. The button finalising the purchase is clearly labelled, for example, "Buy and pay" or "Order with obligation to pay". The User is responsible for the accuracy of the information provided.

§6. Payments and fulfilment

1. Payments are handled by CashBill S.A. Available payment methods are displayed during the ordering process.
2. The Service Provider does not store online banking login credentials or full payment card details where these are processed directly by the payment operator.
3. The contract is concluded once the order has been correctly placed and payment has been successfully made.
4. A Top-up is fulfilled after confirmation of successful payment has been received. Under normal technical conditions, it is credited to the Player Account without delay, usually automatically.

5. After the contract has been concluded, the User receives confirmation at the email address provided or on another durable medium. The confirmation should contain the basic order details, the price, nickname, order identifier and the Service Provider's details.
6. In the event of a successful chargeback or payment cancellation, the Service Provider may adjust the Balance associated with the transaction to the extent legally and technically justified.

§7. Conformity with the contract

1. The Service Provider is responsible for the conformity of Top-ups and Features with the contract under the applicable provisions concerning goods, digital content or digital services.
2. In the event of a lack of conformity, the User may submit a complaint and exercise the rights provided by law, in particular request that the supply be brought into conformity, request a price reduction or withdraw from the contract where the statutory conditions are met.
3. These Terms and Conditions do not restrict any rights of Consumers or Sole Traders with Consumer Rights that cannot validly be excluded by contract.

§8. Complaints

1. Complaints may be sent to bezrobocie.kontakt@gmail.com. It is advisable to include "Complaint" in the subject line.
2. It is advisable to provide the player's nickname, email address, order or transaction number, payment date and amount, a description of the problem and the desired resolution.
3. The absence of some information does not automatically result in rejection of a complaint if it can be assessed on the basis of the remaining information.
4. Complaints are handled without undue delay, within the time limit required by applicable law. The response is sent to the email address specified in the complaint.

§9. Withdrawal from the contract

1. Consumers and Sole Traders with Consumer Rights generally have the right to withdraw from a Distance Contract within 14 days, unless the law provides for an exception.
2. If the User requests that fulfilment begin before the withdrawal period expires, they must make an express declaration to that effect before purchase and acknowledge the legal consequences of the commencement or full performance of the supply.
3. For digital content or digital services not supplied on a tangible medium, the right of withdrawal may be lost only when all statutory conditions have been met, including obtaining prior express consent and providing the required confirmation.
4. A provision in these Terms and Conditions alone does not deprive a Consumer of the statutory right of withdrawal if the required conditions have not been met. A withdrawal declaration may be sent to bezrobocie.kontakt@gmail.com.

§10. Liability, security and sanctions

1. The User must not obtain Top-ups fraudulently, manipulate the payment system, use another person's payment methods without consent or knowingly exploit Shop errors to obtain undue benefits.
2. Gameplay rules and sanctions on the Server are set out in separate Server rules. Blocking a Player Account may restrict access to Features but does not exclude a Consumer's statutory rights.
3. In the event of a breach of these Terms and Conditions or a security risk, the Service Provider may temporarily restrict access to the Balance or Account until the matter has been clarified. Such measures do not limit the obligation to settle amounts due in accordance with the law.

§11. Closure of the Server

1. The Service Provider may discontinue operation of the Server for important legal, technical, organisational or economic reasons.
2. Where possible, Users will be informed of any planned permanent closure of the Server with appropriate advance notice.
3. The method of settling any unused paid Balance will be determined in accordance with the nature of the supply, the contract concluded and mandatory provisions of law.

§12. Personal data, documents and invoices

1. The rules governing the processing of personal data and cookies are set out in the separate bezrobocie.gg Privacy and Cookies Policy available on the Website.
2. Sales documents are issued in accordance with applicable tax regulations if the User provides the information required for their issue.
3. The Service Provider retains the order confirmation, transaction identifier and the version of the Terms and Conditions applicable when the contract was concluded to the extent required by law and necessary for handling complaints.

§13. Out-of-court dispute resolution

1. A Consumer may seek assistance from a municipal or district consumer ombudsman, consumer organisations or the competent Regional Inspectorate of the Trade Inspection.
2. Information about available procedures is published by UOKiK, the Polish Office of Competition and Consumer Protection, at prawakonsumenta.uokik.gov.pl. Using out-of-court dispute resolution methods is voluntary, unless the law provides otherwise.

§14. Intellectual property and amendments to the Terms and Conditions

1. The content, graphics, layout and identifiers of the Website may be legally protected. The Minecraft name and Mojang/Microsoft assets remain the property of their respective owners; the Website does not imply an official partnership.
2. The Service Provider may amend these Terms and Conditions for important reasons, in particular changes in the law, the Shop's operating model, payment operator, range of features or security requirements. Amendments do not prejudice acquired rights.
3. Contracts concluded before an amendment are generally governed by the Terms and Conditions in force at the time the contract was concluded, unless the law provides otherwise.

§15. Final provisions

1. Matters not covered by these Terms and Conditions are governed by Polish law, in particular the Civil Code and the Consumer Rights Act.
2. If any provision is found to be invalid or unenforceable, the remaining provisions remain in effect to the extent permitted by law.
3. These Terms and Conditions take effect on 25 September 2026 and replace the previous version of the Shop Terms and Conditions.

ANNEX 1

Model withdrawal form

To: Jakub Zawadzki, Mrowla 14A, 36-054 Mrowla, email: bezrobocie.kontakt@gmail.com

I hereby give notice of my withdrawal from the contract relating to the following order:

Order number

Date the contract was concluded

Consumer's full name

Email address used for purchase

Minecraft nickname

Date

Signature (paper version only)

This document should be retained in electronic or paper form.