

# Guide to website elements

This guide has been published to help you through the process of verifying your website. In the guide you will find all the tips you need to help you implement the elements we require on your website.

## Table of Contents

1. Requirements in a nutshell.....	2
2. Offer - products and services .....	3
3. Terms & Conditions .....	4
3.1. Terms & Conditions elements .....	4
3.1.1. Registry information.....	5
3.1.2. Order processing method and time.....	5
3.1.3. Returns procedure/policy.....	5
3.1.4. Complaints.....	6
3.1.5. Contract fulfillment limitations.....	6
4. Data protection - Privacy policy .....	6

## 1. Requirements in a nutshell

Below you will find a table containing all the requirements that must be implemented on your website in order to enable PayU payments on it. The rest of the guide contains information that describes each element in detail. Links to each section can be found in the left column of the table.

Link	Requirements
2. Offer - products and services	<p>Products must include:</p> <ul style="list-style-type: none"><li>• an illustrative photo</li><li>• description</li><li>• price</li></ul> <p>The website must include:</p> <ul style="list-style-type: none"><li>• a purchase panel</li><li>• an 'order and pay' purchase confirmation button</li></ul> <p>The language of the website must correspond to currency available on the website.</p>
Terms & Conditions: 3.1.1. Registry information	<p>Registry details:</p> <ul style="list-style-type: none"><li>• your company full name</li><li>• registration numbers (Tax ID/Business registration number)</li><li>• your company registered address</li></ul>
Terms & Conditions: 3.1.2. Order processing method and time	<p>Order processing time information:</p> <ul style="list-style-type: none"><li>• expressed in working days</li></ul>
Terms & Conditions: 3.1.3. Returns procedure/policy	<p>Returns procedure/policy:</p> <ul style="list-style-type: none"><li>• address for returns</li><li>• 14 days to return the goods</li></ul>
Terms & Conditions: 3.1.4. Complaints	<p>Complaints policy:</p> <ul style="list-style-type: none"><li>• contact details (telephone number/address/e-mail)</li></ul>
4. Data protection - Privacy policy	<p>Details of the company that is the Personal Data Controller:</p> <ul style="list-style-type: none"><li>• name of the company</li><li>• registration numbers (Tax ID/Business number)</li><li>• company address</li></ul>

	<ul style="list-style-type: none"><li>• information on the law under which the company processes personal data of buyers</li><li>• purpose of collecting and processing personal data</li><li>• the protection of personal data</li><li>• how customers can access their data and how they can amend or delete it</li><li>• data on entities with which personal data is shared</li></ul>
--	---

## 2. Offer - products and services

Buyers need to know what goods they are buying, know the characteristics of the goods and be able to see a photograph (applicable to physical products) of the item for sale.

Offer items:

1. Must be your property or you must have the right to resell them.
2. Must not violate applicable laws.
3. Must be accurately described and presented.

The sale of digital goods additionally requires:

1. An indication of the duration of validity of the digital content.
2. An indication of the technical protection measures for digital content which are relevant to its compatibility with hardware and software.

Remember that your shop should include the following information:

1. A description of the essential features of the items for sale.
2. The price of each item for sale, shipping costs and other additional costs. In the case of a contract for an indefinite period or a contract involving a subscription, state the total price or remuneration including all payments for the billing period and, where the contract provides a fixed rate, also the total monthly payments.
3. When placing an order, the buyer must be aware that the order entails an obligation to pay (necessary button e.g. 'order and pay').

The language version of your website must correspond to countries and currencies in which you sell.

#### Examples:

If you sell goods that can be paid for in Polish zloty (PLN), Czech crowns (CZK) and Romanian lei (RON), your website must be available in three language versions: Polish, Czech and Romanian.

If you sell in an international currency (recognised as an official currency in more than one country), e.g. Euro (EUR) or US Dollar (USD), the language version of your website must correspond to the language of the country in which you are selling.

Mind the following exception:

If differences between the available language version and currency are dictated by the specifics of your business, you must provide details of these specifics during the verification process.

Exception example:

Your website is available in Polish, while the available currency is British pounds (GBP). This is a result of targeting Poles living in the UK - for example, this is the business rationale you need to explain to PayU.

## 3. Terms & Conditions

Terms & Conditions content is a very important part of the verification of your website. It contains important information that has a legally binding character.

Basic requirements for the Terms & Conditions:

1. It must be available in a visible and easily accessible place on the site where the sale is conducted.
2. Customers must be able to read the Terms & Conditions before making a purchase and must accept them in the purchase form.

### 3.1. Terms & Conditions elements

Remember that your Terms & Conditions must include the following:

1. Registry information about your company.
2. How and when orders are processed.
3. Returns procedure / policy.
4. Complaints procedure / policy.
5. Restrictions on order fulfilment (if applicable).
6. The contents of the guarantees and after-sales services and how they will be implemented.

Below you will find detailed guidance on each element of Terms & Conditions.

### 3.1.1. Registry information

Remember that your Terms & Conditions must include the following information:

1. Full name of your company according to the relevant registry office (the legal form may be abbreviated, e.g. Ltd, JSC etc.).
2. Tax ID and Business registration numbers from your local registry office.
3. Registered address from your local registry office.
4. Contact details (telephone number, e-mail address).

### 3.1.2. Order processing method and time

Remember that your Terms & Conditions must include the following information:

1. Available delivery methods.
2. Time it takes for you to prepare order.

This is the time it takes your company to complete placed order and forward it for shipping. The information should be expressed in working days. If the time needed to complete different goods varies, include the following information:

- a) the average order processing time,
- b) the maximum order processing time.

Below is the example:

*The average order processing time is 2-3 working days, and for products requiring longer processing time, the maximum processing time is up to 10 working days.*

### 3.1.3. Returns procedure/policy

Remember that your Terms & Conditions must include the following information:

1. Right to return the goods, irrespective of the chosen payment method.
2. Possible manner and circumstances of the return.
3. Returns instruction.
4. Return address (may differ from your company's registered address) and contact details for returns (telephone number, e-mail address).
5. Time to make the return - the customer has 14 days to return the goods, counting from the date of withdrawal from the contract.
6. When and how funds will be refunded.

7. Information about the impossibility of returns due to the nature of the goods sold or services provided (if applicable), with respective explanation.
8. Information on who will bear the direct costs of returning the goods.

### 3.1.4. Complaints

Remember that your Terms & Conditions must include the following information:

1. Obligation to deliver defect-free goods to the customer.
2. Time limits and rules for processing complaints.
3. Return address for goods.
4. Complaint handling method - e.g. refund, exchange for new goods, repair.

### 3.1.5. Contract fulfillment limitations

The sale of some goods involves certain restrictions, due to export regulations, your place of business or the specific nature of the goods themselves.

Remember that your Terms & Conditions must include the following information:

1. Any possible restrictions on the contract fulfillment and what they entail.
2. Additional requirements that the customer must meet for the sale to be finalised.
3. The territorial scope outside of which you do not process orders.

## 4. Data protection - Privacy policy

Data protection information should be included on your company's website in the form of a separate and easily accessible Privacy Policy.

Remember that your Privacy Policy must include the following information:

1. Details of the company that is the Personal Data Controller: Full name of the company according to the relevant registry office (the legal form may be abbreviated).
2. Law under which you process the Buyers' personal data.
3. Purpose of collecting and processing personal data.
4. How you protect personal data.
5. How Customers can have access to their data and how they can amend or delete it.
6. Details of the entities with whom you share personal data.

Please note that in order to process your payment, your data will be shared with PayU S.A., which is also the Personal Data Controller.