

Rules for collecting opinions

1. Customer opinions are collected by ONNINEN SPÓŁKA Z OGRANICZONĄ ODPOWIEDZIALNOŚCIĄ with its registered office in Teolin, registered office address: Teolin 18B, 92-701 Łódź, entered into the Register of Entrepreneurs of the National Court Register under KRS number 0000036846; NIP: 5261032852.
2. Customer reviews can relate to a purchased product or transaction. As part of the review, the customer can include text content or a photo of the product being evaluated.
3. Customer reviews are published on the website of the Onninen.pl Online Store.
4. Opinions can be given by customers who are consumers and entrepreneurs.
5. The identity of the Client providing the review will not be disclosed when it is published.
6. Onninen may publish responses to the Customer's feedback.
7. The customer can provide feedback regarding the products in a given transaction or about this transaction within 3 months of receiving the products from this transaction.
8. Opinions may be prepared in Polish or in other languages. If the review is in a foreign language, it will be published after it has been translated into Polish. At the same time, it will be possible to display the review left in the original language.
9. We care about the credibility of opinions. We obtain and use true and post-transaction opinions. We achieve this goal in such a way that:
 - 9.1. We make every effort to ensure that the customer can only rate a product or transaction if they have received the product.
 - 9.2. The customer receives individual information from us about the possibility of providing a review. We try to achieve this goal in the following way:
 - a) The Customer receives an individual e-mail from Onninen to the e-mail address provided when registering in the Online Shop Onninen.pl or when purchasing a product if the Customer purchased the product without registration. The email contains a unique link that allows you to provide feedback only on a specific product or transaction made by that customer.
 - b) A Customer logged in to the Online Store Onninen.pl can only rate products that they have purchased and that appear on their Account on Onninen.pl. As part of their Account, the Client has access to a tab with a list of products purchased by them on the Account, which can be evaluated. After entering the order visible on his Account, the Customer can also go to the "evaluate products and order" section and there he can evaluate both the product and the transaction.
10. The customer is responsible for the text content and photos placed in the reviews. By posting a photo in a review, the Client confirms and guarantees that he is the author of the photo or has the right to publish the photo.
11. Onninen is responsible for the content of the responses to customer reviews.
12. The customer should formulate opinions in a clear and understandable way. Customer reviews must not include:
 - a) Profanity
 - b) obscene or pornographic content or elements or other sexually explicit content, including content inappropriate for minors;
 - c) content or elements inciting hatred or discrimination, racism or xenophobia;
 - d) Content or items that are harassing or threatening to other people or entities;

- e) violent content or content;
 - f) Content or elements that represent, encourage or contain suicidal thoughts
 - g) Content or elements related to child exploitation;
 - h) other content or elements that violate applicable law, principles of social coexistence or good morals;
 - i) Content or elements that are unrelated to the product or transaction being reviewed.
 - j) website addresses, links to other websites or online stores, e-mail addresses or telephone numbers;
 - k) personal data (e.g. names, surnames, nicknames, address details, etc.).
13. Onninen reserves the right to verify and moderate the content (opinions and photos) posted by Customers in terms of compliance with the requirements indicated in points 12 above. The subject of moderation is the entire content of the opinion, i.e. text content and photos posted by the Client. Verification or moderation will be carried out by Onninen on its own, with the participation of website administrators or with the use of AI tools.
14. If Onninen detects that the Customer's review contains any of the prohibited content described in Section 12 b)-i), the Customer's review will not be published, and if it has already been published, it will be removed.
15. If Onninen detects that the Customer's rating contains any of the prohibited content described in section 12 a) or j)-k), the Customer's review will be published after the removal of the prohibited content (this content will be starred). However, if in Onninen's opinion, the display of prohibited content results in the Customer's review losing its meaning or the content of the review becoming incomprehensible, then the review will not be published or it will be deleted.
16. Onninen reserves the right to refuse to publish or remove a review also in other justified cases, in particular if it suspects that the review is spam, contains advertising content about third parties or infringes intellectual property rights.
17. We do not notify the Client that their review has not been published, or that it has been removed or that some of its content has been starred.
18. We care about the uniqueness of opinions and their consistency with the actual customer experience. Therefore, if the Client has made several transactions concerning the same product and has not rated them, then at the time of issuing the review, the customer can rate the product from several transactions only once until he buys it again. If the purchased product has been rated by the Customer, then in the next transaction involving this product, it may be re-evaluated. The right to leave a review for each transaction is maintained at all times.