



# ANNEX TO THE REGULATIONS FOR THE PROVISION OF TELECOMMUNICATION SERVICES

BY INTERNET UNION S.A.

## WZÓR POUCZENIA O ODSZKADNIENIU OD UMOWY

### RIGHT OF WITHDRAWAL FROM THE AGREEMENT

You have the right to withdraw from this contract within 14 days without giving any reason. The deadline to withdraw from the contract expires after 14 days from the contract's signing date. To exercise your right of withdrawal, you must inform us of your decision to withdraw from this contract by an unequivocal statement (for example, a letter sent by post, fax or e-mail). You can use the model withdrawal form, but it is not mandatory. To meet the deadline to withdraw from the contract, it is enough for you to send information regarding the performance of your right to withdraw from the contract before the withdrawal period has expired.

### CONSEQUENCES OF WITHDRAWAL FROM THE AGREEMENT

If you withdraw from this contract, we will refund to you all payments received from you, including delivery costs (except for additional costs resulting from the method chosen by you other than the least expensive type of standard delivery offered by us), immediately, and in any case not later than 14 days from the day on which we are informed about your decision to exercise the right to withdraw from this contract. We will refund the payment using the same payment you used in the original transaction unless you have expressly agreed otherwise; in any case, you will not incur any fees with this return.

### FILLING INSTRUCTIONS

Please enter your name, full postal address and, if available, your telephone number and e-mail address. You can also complete and submit the withdrawal form or any other explicit form statement by e-mail to the following address: [enjoy@moico.pl](mailto:enjoy@moico.pl). If you use this option, we will immediately send you an acknowledgement of receipt of information about withdrawal from the contract on a durable medium (e.g. by e-mail).

If the customer has received a set-top box for receiving TV James or Polly in connection with the contract: please add the following:

"We will pick up the set-top box"; or - "Please send back or give us the decoder to the following address: Internet Union S.A. ul. Złotnicka 28, 54-029 Wrocław, immediately, and in any case not later than 14 days from the day on which you informed us about your withdrawal from this contract. The deadline is retained if you return the decoder before the 14-day period has expired.

A TEMPLATE OF THE DOCUMENT IS ON THE NEXT PAGE

**MOICO**

**WITHDRAWAL  
FROM THE AGREEMENT**

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NAME AND SURNAME OF THE CUSTOMER  
CUSTOMER'S ADDRESS

.....

.....

WROCŁAW, DATE

INTERNET UNION S.A.  
UL. ŻŁOTNICKA 28  
54 029 WROCŁAW

**DECLARATION OF WITHDRAWAL FROM THE AGREEMENT  
DISTANCE OR OFF-PREMISES**

The undersigned ..... hereby give notice of my withdrawal from the  
contract for the provision of telecommunications services no. .... concluded  
on day..... .

\_\_\_\_\_  
SIGNATURE