

# Terms and Conditions for Purchasing and Using Vouchers Issued by INVICTA

## § 1 General Provisions

1. These Terms and Conditions define the rules for purchasing and using Vouchers issued by companies belonging to the Invicta Group (hereinafter referred to as "**INVICTA**") – Invicta sp. z o.o., ul. Polna 64, 81-740 Sopot, REGON [National Business Registry Number]: 192766523, NIP [Tax Identification Number]: 5851391084, KRS [National Court Register Number]: 0000126605, and Medyczne Laboratoria Diagnostyczne Invicta sp. z o.o., ul. Polna 64, 81-740 Sopot, REGON [National Business Registry Number]: 367195781, NIP [Tax Identification Number]: 5851478359, KRS [National Court Register Number]: 0000675674.
2. INVICTA only offers value-based Vouchers, which may be redeemed for services provided by:
  - **Invicta Medical Clinics and Laboratories;**
  - **INVICTA Medical Diagnostic Laboratories;**
  - **Invicta AntiAging Clinic;**
  - **NAMI Medical Clinic and Resort.**
3. These Terms and Conditions constitute an integral part of the Voucher. Using the Voucher implies that the user has read and accepts its content.

## § 2 Purchase of Vouchers

1. Depending on the area of services for which they are intended, Vouchers may be purchased in person at all INVICTA facilities or by contacting the INVICTA Contact Center ([cc@invicta.pl](mailto:cc@invicta.pl); tel. +48 58 58 58 800).
2. When purchased in person, the Voucher is issued in paper form and/or sent electronically to the e-mail address provided.
3. When purchased via the Contact Center, the Voucher is sent to the e-mail address provided after payment has been made by bank transfer.
4. If a value-based Voucher is received as compensation granted by INVICTA, it authorizes the holder to receive a discount on medical services (according to the current INVICTA price list) or NAMI Restaurant services (according to the current NAMI price list). The maximum discount equals the face value of the Voucher but may not exceed the value of the provided services reduced by 1 PLN.

## § 3 Rules for Redeeming Vouchers

1. Vouchers may be issued either to a named individual or to the bearer. Bearer Vouchers may be transferred to another person. All Vouchers are numbered.
2. Each Voucher specifies its validity date. After the expiry date, the Voucher loses its value and cannot be redeemed. It is not possible to extend the validity of a Voucher or exchange it for another Voucher.

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### INVICTA Medical Clinics and Laboratories

Sopot, Gdańsk, Warsaw, Wrocław, Bydgoszcz, Gdynia, Słupsk

+48 (58) 58 58 800, [invicta@invicta.pl](mailto:invicta@invicta.pl)

[invicta.pl](http://invicta.pl), [medipoint.pl](http://medipoint.pl)

3. In order to redeem a Voucher, it is necessary to book the service in advance within the validity period of the Voucher.
4. The service for which the Voucher will be redeemed is scheduled based on appointment availability.
5. The appointment date for the reserved service cannot exceed the Voucher's validity period.
6. INVICTA must be informed of any cancellation or rescheduling of an appointment at least 24 hours before the scheduled time, either by phone or in person. If the service is not cancelled, or cancelled later than within the specified time frame, the value of the Voucher allocated for the scheduled service may be deducted from the Voucher's balance.
7. If the Voucher Holder is more than 15 minutes late for the scheduled service, the value of the Voucher allocated for that service may be deducted from the Voucher's balance.
8. The Voucher must be presented at the registration/reception desk before using the service.
9. INVICTA reserves the right to reschedule the service in the event of unforeseen circumstances, in which case the Voucher Holder will be informed in advance.
10. A value-based Voucher may be used either in full or partially, depending on the service chosen by the Voucher Holder. For some Vouchers, partial use may not be possible.
11. Payment with a Voucher cannot be combined with other promotions or discounts.
12. If the Voucher Holder loses the Voucher before they use it, a duplicate Voucher cannot be issued and no new/additional Vouchers will be granted.

#### **§ 4 Final Provisions**

1. Any comments regarding the Voucher and any complaints concerning its redemption should be submitted by e-mail to: [invicta@invicta.pl](mailto:invicta@invicta.pl).
2. Using a Voucher requires the processing of the Voucher Holder's personal data by INVICTA for the purpose of providing the service.
3. Information on personal data processing by the Data Controller is available at <https://nami.invicta.pl/polityka-rodo/>, <https://klinikaiinvicta.pl/polityka-rodo/> and <https://laboratoria.invicta.pl/polityka-rodo/>.
4. INVICTA reserves the right to amend these Terms and Conditions at any time, without providing a reason.
5. Any matters not regulated by these Terms and Conditions are governed by the provisions of the Polish Civil Code and other applicable legal acts.