

StoneOnline Terms and Conditions

Effective from 20 October 2026

1. Seller and scope.

The seller is GlobeNET Łukasz Osiadły, ul. Brzozowa 8e, 55-040 Domasław, Poland, NIP 8821987922, REGON 020395885; info@stoneonline.eu, +48 502 334 223. These terms govern the purchase of goods from StoneOnline and optional customer accounts. Guest checkout is available if displayed. An internet connection, current browser and valid email address are required.

2. Goods and prices.

Product pages describe essential characteristics, available variants, gross price in the displayed currency and availability. The total price, delivery charge and any optional charges are displayed before the order is submitted. Applicable price-reduction reference information is shown for promotions. The price confirmed for an order does not change because the catalogue price changes later.

Photos and natural stone. The photos in the shop show real pieces of each model made by us, and the stone samples show the typical appearance of each stone type. Our products are made from natural stone, so every piece is unique: the shade, pattern, veining, specks and colour variations depend on the block of stone from which we make your order at the time. The product you order may therefore differ slightly from the piece shown in the photo. Such natural variations are a characteristic of the stone, not a defect, and do not affect the dimensions, shape or finish stated in the product description. How colours appear in photos also depends on your screen settings. This does not limit your statutory rights as a consumer if the goods do not conform to the contract.

3. Orders and contract.

Select the goods, delivery country, shipping and payment method, review the order summary and submit the order using a button that clearly indicates an obligation to pay, such as “**Order with obligation to pay**”. An automatic email confirms receipt of the order; the sales contract is formed when we send a separate acceptance of the order. We provide contractual information on a durable medium, such as email. If we cannot fulfil an order, we will contact you and refund payment received unless a lawful alternative is agreed.

4. Payment and delivery.

The methods, costs and time limits shown at checkout apply. Where payment in advance is required, processing starts after receipt of funds as indicated for that method. The available countries, delivery costs and estimated times are displayed before purchase. Changes to agreed delivery charges require your consent. For shipping arranged by us, we bear transport risk until delivery to the consumer under applicable law.

5. Withdrawal.

Consumers generally have 14 days from receipt of the goods to withdraw without giving a reason, with statutory rules applying to deliveries in parts. Send a clear statement to info@stoneonline.eu, write to our postal address, or use the online withdrawal function “[Withdraw from contract here](https://stoneonline.eu/module/stonewithdrawal/form)” (https://stoneonline.eu/module/stonewithdrawal/form) for orders placed through the shop interface. We will acknowledge receipt by email. Return the goods to GlobeNET Łukasz Osiadły, ul. Brzozowa 8e, 55-040 Domasław, Poland within 14 days after notifying us. You pay the direct cost of return if we informed you of this before purchase; for items that cannot normally be returned by post, a specific or estimated return cost must be provided before the contract is made. We refund your payments, including the price of the least expensive standard outbound delivery offered, within 14 days of receiving your withdrawal statement. We may withhold the refund until we receive the goods or proof that you sent them back. We use the original payment method unless another no-cost method is agreed. You are responsible only for loss of value caused by handling beyond what is necessary to establish the nature, characteristics and functioning of the goods. Withdrawal may be excluded for genuinely non-prefabricated goods made to your specifications or clearly personalised. Selecting a standard catalogue variant does not automatically remove the right; any applicable exception is specifically disclosed before purchase.

6. Faulty goods and guarantees.

We are responsible for goods not conforming to the contract under applicable consumer law. Statutory remedies include repair or replacement and, where the statutory conditions are met, a price reduction or termination. Contact info@stoneonline.eu with a description and information identifying the order. A receipt or carrier damage report is not a prerequisite to submitting a complaint. Any voluntary manufacturer guarantee does not limit statutory rights; its terms are stated on the product page if provided.

7. Accounts and privacy.

An optional customer account lets you manage orders and account details. Request account deletion by contacting us; information required for accounting or legal claims may be kept for the necessary period. The Privacy Policy explains the processing of personal data. Marketing and optional cookie consent are voluntary and separate from acceptance of these terms.

8. Rights in materials and protection of content.

Photographs, product descriptions, texts, graphics, technical materials, the selection and arrangement of content, and product designs presented in StoneOnline shops are protected to the extent that they qualify for protection under applicable law. Rights in individual materials belong to GlobeNET Łukasz Osiadły or other entitled parties.

Without the relevant rightsholder's permission, protected materials must not be used beyond what the law permits. Prohibited uses include, in particular, copying for republication, modification, translation, distribution, or placement in other shops, online marketplaces, catalogues, advertisements, and third-party offers. Making materials available in the shop does not itself grant a licence or permission for their use by others.

To the extent that it owns the relevant rights, GlobeNET Łukasz Osiadły expressly reserves the use of works and other protected materials for text and data mining, including automated extraction to train or develop artificial intelligence systems. This reservation is also expressed in machine-readable form. Mandatory statutory exceptions and other uses permitted by law remain unaffected.

Unauthorised use may, where legally permitted, be pursued without prior notice. Depending on the circumstances, the rightsholder may seek, in particular, cessation of the infringement, removal of its effects, compensation, surrender of benefits obtained, and preservation of evidence. Where justified, the matter may be reported to the competent authorities. Contact StoneOnline to request a licence or permission to use any material.

9. Disputes and applicable law.

Please contact us first so that we can address an issue directly. Information about suitable out-of-court consumer dispute resolution is available from consumer authorities; these terms do not promise participation in a specific procedure. The former EU ODR platform has closed. Polish law applies to the contract, without depriving consumers of mandatory protection under the law of their country of habitual residence where our activity is directed there. These terms apply from **20 October 2026**; existing contracts remain subject to the terms applicable when made.

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