

Requirements for your website

The table below summarizes the **key elements** that must be included on your website to enable **PayU payments**. Detailed descriptions of each point can be found later in this document.

Element / Link	Requirements and details
Offer – products and services	Description, price, and a preview photo (for products). The site must have a shopping panel and a button such as "Order and pay". The website language must correspond to the sales currency.
Terms and Conditions: registration info	Company registration details: registration numbers (tax identification code/company registration number), registered office address.
Terms and Conditions: order fulfillment	Order fulfillment time expressed in business days or 24-hour periods.
Terms and Conditions: returns and complaints	14 days to return goods, return address, and contact details for complaints.
Privacy Policy	Personal data controller details, purposes and legal bases of processing, and other information required under applicable data protection laws.

Detailed expansion of requirements

1. Offer – products and services

The payer must know exactly what they are buying – products and services must be accurately described and presented.

- **Ownership:** items must be your property, or you must have the right to resell them.
- **Compliance with the law:** the offer must not violate applicable laws.
- **Digital content:** requires information regarding validity periods, technical parameters, and compatibility necessary for their use.
- **Prices:** you must provide the price for every item, shipping costs, and other fees. In the case of a subscription, provide the total price for the billing period.
- **Language and currency:** the language version of the site must correspond to the countries and currencies of sale (e.g., payments in PLN, CZK, and RON require three language versions). Specific deviations from this rule require business justification during the verification process.

2. Terms and Conditions

The Terms and Conditions must be visible on the site and accepted by the customer before purchase. The legal conditions for the construction of the Terms and Conditions are described in the Act of 18 July 2002 on the provision of electronic services and the Act of 30 May 2014 on consumer rights.

The Terms and Conditions should include:

- **Registration information:** full name of the company as registered with the relevant registry office, registration numbers (tax identification number/company registration number) or registration numbers relevant for foreign companies (Tax ID, Registration number), company registration address and contact details (telephone number, email address).

- **Order fulfillment:** available delivery methods and the order preparation time. If the time for completing goods varies, provide the average and maximum fulfillment time.
- **Return policy:** the customer has 14 days to return goods from the date of withdrawal from the contract, regardless of the chosen payment method. You must provide instructions for reporting a return, the return address, and information on who bears the shipping costs. If, due to the nature of the goods sold or services provided, a return is not possible, such a provision should be added along with a justification.
- **Complaints:** rules for handling complaints, deadlines, and the address to which the goods should be sent.
- **Restrictions:** any territorial limits or additional requirements necessary to finalize the sale.
- **Warranty:** the content of the warranty and a description of after-sales services.

3. Personal data protection – Privacy Policy

Information on the processing of personal data must function as a separate, easily accessible section. It should include, in particular:

- Full company details as the Controller (registration numbers: tax identification code/company registration number, legal form may be abbreviated).
- The purposes and legal bases of data processing, and how long the data is kept.
- Information on customers' rights regarding their personal data, including how they can access their data, change it, or delete it.
- Information about recipients of personal data, including PayU S.A. where personal data is shared for payment processing.