

# Terms of use of the electrolysis studio services

## § 1. Introduction

These Terms of Use (hereinafter: the “Terms”) set out the rules for persons purchasing or intending to purchase electrolysis services, or for whom such services are purchased by a third party (hereinafter: the “Client”).

Services are provided by STUDIO GŁADKOŚCI SP. Z O.O., with its registered office at Markowska 6 / 104, 03-742 Warsaw, Poland, entered in the Register of Entrepreneurs of the National Court Register maintained by the District Court for the Capital City of Warsaw, 14th Commercial Division of the National Court Register under KRS 0001219446, REGON 543804287, NIP 1133191181 (hereinafter: the “Company”).

Contact details:

- e-mail: [studiogladkosci@gmail.com](mailto:studiogladkosci@gmail.com)
- postal address: STUDIO GŁADKOŚCI SP. Z O.O., ul. Markowska 6 / 104, 03-742 Warsaw, Poland

All capitalized terms used herein have the meanings defined in the Terms of Service, unless stated otherwise.

The Company or its partners provide services and sell products in the electrolysis studio based on agreements entered via the Service or directly at the studio (“Service Agreement” or “Sales Agreement”).

Working hours of each studio are determined individually. Information is available via the Service, at the Company office, in the studio, or via the contact details provided above.

The studio offers comprehensive body and area electrolysis, consultations, and other non-medical aesthetic services (collectively: the “Services”), as well as the sale of products related to electrolysis.

The primary procedure is electrolysis — permanent hair removal using a fine probe inserted into the hair follicle with subsequent electrical current to destroy the hair bulb (“Electrolysis Procedure”). Other aesthetic procedures may also be offered (together: “Procedure”).

The studio may offer procedure packages for specific areas, which must be used within 12 months from the first procedure (“Package”).

Individual hourly Packages may also be purchased and must be used within the specified period. Orders are placed directly at the studio.

Services are available to adults and to persons with limited legal capacity only with written consent of a legal guardian provided prior to the Procedure.

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## **§ 2. Contract Conclusion and Payment**

Purchasing a Service or Product indicates that the Client has read, understood, and accepted these Terms, confirms no medical contraindications exist, and agrees to the Client Card provisions.

The Sales Agreement is concluded upon payment.

The Service Agreement is concluded upon receipt of payment. Confirmation may be sent by e-mail or SMS.

Payment is accepted in cash or by card.

Withdrawal from the Sales Agreement or Service Agreement is not permitted unless otherwise required by law.

The Client must use the Service within 6 months from payment, unless a different period is specified for a Package. Otherwise, the Service is considered used and non-refundable.

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## **§ 3. Client Obligations and Contraindications**

The Client must read the Terms, follow the studio rules, and comply with staff instructions. Undertaking a Procedure constitutes acceptance of the Terms.

The Client Card (containing a questionnaire, risk information, and consent) must be completed and signed before or after the Procedure. The document is available online.

A health consultation is conducted before the Procedure. The Client must provide accurate information about health conditions, medications, allergies, and other contraindications, including pregnancy.

Contraindications include, but are not limited to:

- HIV, hepatitis
- Active skin diseases, infections, inflammation
- Pregnancy (first trimester)
- Breastfeeding (first 6 months)
- Epilepsy
- Cancer
- Cardiovascular diseases
- Blood clotting disorders

- Uncontrolled diabetes
- Fever
- Photosensitizing drugs, isotretinoin, certain antibiotics
- Metal implants or pacemakers in the Procedure area
- Asthma, electrical current intolerance
- Menstruation (depending on the area)

If in doubt, the Client should consult a physician before undergoing the Procedure.

The Client must report any health issues before or during the Procedure and strictly follow post-procedure recommendations.

The Company reserves the right to refuse a Procedure if contraindications or safety concerns exist. Payments will be refunded if the Procedure is not performed.

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## **§ 4. Studio Offer and Pricing**

Prices displayed online, except for Procedure descriptions, are not an offer under the law.

Current prices for Services and Packages are listed in the price list available at the studio and on the website. Prices include VAT.

Services included in a Package are not eligible for additional discounts.

Package validity is defined at purchase and cannot exceed 12 months from the first Procedure unless otherwise agreed. After expiration, unused Procedures are considered performed and non-refundable.

Maximum number of Procedures per Package — 10, unless otherwise agreed.

Purchased Services and Products are non-refundable.

Procedure effectiveness depends on individual Client characteristics and is not guaranteed.

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## **§ 5. Liability**

The Company is not liable for consequences arising from the Client providing false information or violating the Terms.

The Company is not responsible for lack of expected results or side effects if the Client does not follow staff recommendations.

Information provided to the Client is for informational purposes only and does not constitute medical advice.

Procedures aim to remove specific hairs but do not guarantee no future hair growth.

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## **§ 6. Complaints**

Complaints must be submitted in writing to the Company's postal address or by e-mail.

Complaints should include the Client's name, contact details, studio, subject, and justification.

The Company responds to complaints within 14 days. Additional information may be requested if necessary.

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## **§ 7. Booking and Cancellations**

Bookings are made via the website or by contacting the Company.

Clients must arrive at the studio at least 5 minutes before the Procedure. Being more than 10 minutes late may result in a shortened Procedure or rescheduling without refund.

Cancellations must be made at least 48 hours in advance. Otherwise, the Procedure is considered performed.

Three consecutive no-shows may require prepayment for future bookings.

The studio may cancel or reschedule Procedures due to unforeseen circumstances, providing at least 24 hours notice. The Client may choose a new date or receive a refund.

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## **§ 8. Final Provisions**

Eating, drinking alcohol, and smoking are prohibited in the studio.

The Company is not responsible for unattended children.

The Client is responsible for damage to equipment or studio property.

The Company is not responsible for valuables left outside designated areas.

Matters not covered in these Terms are governed by the Polish Civil Code.

The Company may amend these Terms, with changes published at least 14 days prior to taking effect.

The Terms are available on the Company's website.

Polish law governs these Terms.

If any provision is found invalid, the remaining provisions remain in force.

These Terms enter into force on 23 January 2026.