



## **PAYMENT POLICY**

### **UNITY LINE LIMITED SP. Z O.O.**

### **BRANCH IN POLAND**

#### **Introduction**

This Payment Policy [**"Payment Policy"**] is issued by Unity Line Limited spółka z ograniczoną odpowiedzialnością, Branch in Poland, based in Szczecin, Pl. Rodła 8, postal code: 70-419, NIP: 3020001748, REGON: 321457024, registered in the Register of Entrepreneurs of the National Court Register (KRS) 13th Commercial Department of KRS under the number KRS 0000487684, registration court: District Court Szczecin-Centrum in Szczecin, phone 91 3595695, e-mail: [unity@unityline.pl](mailto:unity@unityline.pl) [**"Unity Line"**] and supplements the Terms and Conditions for the Provision of Services by Electronic Means [**"Terms and Conditions"**].

If it is not otherwise stated in this document, words beginning with a capital letter shall have the same meaning as defined in the Terms and Conditions.

The Payment Policy defines the rules for making payments by the User to Unity Line and refunds of receivables from these payments, if applicable.

#### **Payment for the Ticket**

Payment for the Ticket can be made:

1. in the Unity Line travel office in Szczecin, located in Szczecin, Pl. Rodła 8 – in cash or by payment card;
2. by transfer to bank account with BNP Paribas Bank Polska S.A. number 34 1750 1077 0000 0000 2287 7647 (payments in Polish zloty)

The reservation number should be quoted in the transfer name;

3. at one of the selected Unity Line partners;
4. via the On-line System on the website [unityline.pl](http://unityline.pl).

#### **Payment currency**

On the Polish side, payments in cash in Polish zloty are accepted. On the Swedish side, Swedish krona is the primary currency. Also currencies other than Swedish krona are accepted at the checkout, but after the collection of an additional handling fee for the conversion.

#### **How to make payments in the On-line System**

Payment of the Ticket in the On-line System can be made by bank transfer via the eCard payment operator.

Payment cards supported in the On-line System are as follows: VISA, MasterCard, EuroCard.

Supported bank transfers: mTransfer (mBank), mPay, Płacę z Interligo, MultiTransfer (MultiBank), Przelew24 (BZWBK), ING Bank Śląski, Płać z Nordea, Przelew z BPH, Pekao24



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(Bank Peak S.A.), iPKO (Bank PKO BP), Moneybookers, SEZAM (Bank BPH SA), MilleNet (Millennium Bank), Deutsche Bank PBC S.A., KB24 (Kredyt Bank S.A.), Lukas Bank, InvestBank, Fortis Bank, Bank Ochrony Środowiska, Volkswagen Bank Polska.

### **Request to receive a VAT invoice**

If you purchase the Ticket in the Unity Line Travel Agency, at the terminal in Świnoujście/Ystad, or one of the Unity Line representatives, before making payment please inform us if you wish to receive a VAT invoice and provide the details required for its issue. If the User or Passenger does not follow this procedure, the VAT invoice will not be issued.

In accordance with the provisions in force, in the case of sales that has been recorded using a cash register, confirmed with a receipt, an invoice shall be issued to a payer of tax or value added tax only if the receipt confirming that the sale has been made contains the taxpayer identification number (NIP), by which the buyer of the goods or services is identified for purposes of tax or value added tax. This means that from January 1, 2020, it is only possible to issue an invoice based on a receipt if the buyer's NIP is provided on the receipt.

For reservations paid by bank transfer or via [unityline.pl](http://unityline.pl), send the request for an invoice to: [fakturyprom@unityline.pl](mailto:fakturyprom@unityline.pl).

### **Refund**

The refund for the Ticket is possible under the conditions set out in the Terms and Conditions of Carriage.

In order to receive a due refund for your Ticket, please send your request to the e-mail: [reklamacje@unityline.pl](mailto:reklamacje@unityline.pl).

The request should include:

- a) first name and last name of the User;
- b) phone number;
- c) e-mail,
- d) reservation number - if it has been given to the User.

The refund due shall be made within 30 days of receipt of the request in the form in which the payment was made. In the event when the payment has been made by bank transfer to a bank account, the refund shall be made to the bank account indicated by the User.

### **Complaints regarding payments made via the On-line System on the website [unityline.pl](http://unityline.pl).**

The User may submit complaints relating to Payments made via the On-line System on the website [unityline.pl](http://unityline.pl) to Unity Line to the email address [reklamacje@unityline.pl](mailto:reklamacje@unityline.pl) immediately after the event they relate to takes place. The application should include the following details and information: reason for the complaint, description of grievances, e-mail address, transaction ID, Payment amount, bank account holder name, Payment date, and name of the bank to which the payment was made. Upon receipt of the complaint, Unity Line shall immediately forward it to the eCard payment operator for review;

### **Policy changes**

Please note that this Privacy Policy may be revised or updated.



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