Sylius Addons Marketplace Customer Terms

Last updated: 23/03/2026

These Customer Terms (the "Terms") govern access to and use of the Sylius Addons Marketplace available at https://addons.sylius.com/ (the "Marketplace").

The Marketplace is operated by Sylius sp. z o.o., with its registered seat in Poland ("Sylius").

By accessing or using the Marketplace, you agree to be bound by these Terms.

1. Definitions

For the purposes of these Terms:

"Marketplace" means the Sylius Addons Marketplace operated by Sylius.
"Sylius" means Sylius sp. z o.o., with its registered seat in Poland, operating the Marketplace.
"Vendor" means any third party publishing Products in the Marketplace.
"Product" means any plugin, extension, integration, theme, course, certification, or other digital asset made available through the Marketplace.
"Vendor Product" means a Product published and offered by a Vendor.
"Sylius Product" means a Product published and offered directly by Sylius.
"User" means any individual or legal entity accessing or using the Marketplace.
"Customer" means any User obtaining access to or purchasing a Product.
"Sylius Connect" means the authentication and identity system used to access the Marketplace.

2. Scope of the Marketplace

The Marketplace is a platform enabling Users to discover, access and obtain Products related to the Sylius ecosystem.

Products available in the Marketplace may be offered either by:

- Sylius, or
- independent Vendors.

For Vendor Products, any access or supply arrangement is concluded directly between the User and the Vendor.

Sylius acts solely as the operator of the Marketplace and provider of its infrastructure and, unless explicitly stated otherwise, does not act as the seller, distributor, reseller or party to the contract for Vendor Products.

3. Purpose of the Marketplace

The purpose of the Marketplace is to support the development and growth of the Sylius ecosystem by enabling the discovery and distribution of Products and related resources.

4. Accounts and Access

Access to certain functionalities of the Marketplace requires a Sylius Connect account.

Users are responsible for:

- maintaining the confidentiality of their account credentials,
- ensuring that information provided by them is accurate and up to date, and
- all activities performed under their account.

Users must not:

- attempt to gain unauthorized access to the Marketplace,
- interfere with the operation or security of the Marketplace, or
- use the Marketplace in violation of applicable law.

5. Product Availability and Delivery

Products may be made available through:

- public repositories,
- package distribution systems,
- external websites or services, or

- educational platforms.

Sylius does not guarantee the continuous availability of any Product.

Access to Products may depend on:

- external systems,
- Vendor infrastructure, or
- third-party services.

6. Transactions

Sylius Products may be offered on a paid basis.

Vendor Products are made available through the Marketplace as free of charge plugins distributed through public repositories and installable via Composer.

The Marketplace does not provide integrated payment processing for Vendor Products, unless expressly stated otherwise in additional terms, policies or annexes applicable to a specific Marketplace feature or model.

A. Sylius Products – Sale and Contract Formation

For Sylius Products:

- Sylius acts as the seller of record.
- The purchase agreement is concluded directly between the Customer and Sylius.

The agreement is concluded at the moment of successful completion of the checkout process, and confirmation of payment.

Sylius Products may include digital content or digital services, such as: courses, certifications, educational materials.

Access to Sylius Products is typically granted immediately after purchase.

The Customer expressly consents to the immediate performance of the contract and acknowledges the loss of the right of withdrawal by actively selecting the relevant checkbox during the checkout process.

B. Delivery of Digital Products

Sylius Products are digital in nature and are delivered by providing access to:

- online platforms,
- digital resources,
- certification systems.

Delivery is considered completed when access is granted to the Customer.

C. Right of Withdrawal

The right of withdrawal and its limitations for digital content are further described in the Annex C: Refund & Dispute Policy.

D. Invoicing and Taxes

Sylius is responsible for:

- issuing invoices or other required tax documents for Sylius Products,
- determining and applying applicable taxes, including VAT,
- complying with applicable tax regulations.

Invoices may be issued electronically and made available to the Customer.

E. Pre-Contract Information

Before placing an order, the Customer is provided with clear and comprehensible information regarding:

- the main characteristics of the Product,
- the total price including applicable taxes,
- the identity and contact details of Sylius,
- the available payment methods,
- the method of delivery of the Product,
- the conditions, time limits and procedures for exercising the right of withdrawal.

F. Complaints and Conformity

Sylius is responsible for ensuring that Sylius Products are in conformity with the contract.

In the event of a lack of conformity of a Sylius Product, the Customer may exercise rights provided under applicable law, including:

- requesting restoration of conformity,
- requesting a price reduction, or
- terminating the contract,

where such remedies are available under applicable law.

Complaints may be submitted to addons@sylius.com.

Sylius will respond to complaints within 14 days, unless a different period is required under applicable law.

G. VAT and Business Customers

Where applicable, Customers providing a valid VAT identification number may be subject to reverse charge mechanisms or other tax treatments in accordance with applicable tax regulations.

7. Vendor Products

Vendor Products are provided by independent Vendors.

Each Vendor is solely responsible for:

- the content of its Vendor Products,
- their functionality and performance,
- compatibility information,
- applicable licensing terms, and
- any support provided in relation to such Vendor Products.

Sylius does not guarantee:

- the quality of Vendor Products,
- their compatibility with any particular environment,
- their maintenance, or

- any support relating to them.

8.Intellectual Property

All intellectual property rights in Products belong to their respective owners.

Users may use Products only in accordance with the license terms applicable to the relevant Product.

Users must not:

- use any Product beyond the scope permitted under the applicable license, or
- infringe any intellectual property rights relating to a Product.

9.Security

Users remain responsible for evaluating and testing Products before using them in production or other live environments.

Sylius does not guarantee that Products are free from:

- defects,
- vulnerabilities, or
- compatibility issues.

Sylius may take security-related actions in accordance with the applicable Marketplace policies.

10. Third-Party Services

The Marketplace may rely on or integrate with third-party services, including:

- repository platforms,
- hosting or distribution services,
- educational platforms, and
- payment providers used for Sylius Products.

Sylius is not responsible for the operation, availability or security of such third-party services.

11.   Disclaimer and Limitation of Liability

To the maximum extent permitted by applicable law:

- the Marketplace is provided on an "as is" and "as available" basis,
- Sylius makes no warranties, express or implied, with respect to the Marketplace or Vendor Products, including any implied warranties of merchantability, fitness for a particular purpose, non-infringement, availability or uninterrupted operation, and
- Sylius shall not be liable for any indirect, incidental, consequential or special damages, including loss of data, loss of profits, business interruption or losses resulting from the use of Vendor Products.

Nothing in these Terms excludes or limits liability where such exclusion or limitation is not permitted by applicable law.

12.   Suspension and Termination

Sylius may suspend or terminate access to the Marketplace if a User:

- violates these Terms,
- engages in fraudulent, abusive or unlawful behaviour, or
- compromises or threatens the security of the Marketplace.

Users may stop using the Marketplace at any time.

13.   Changes to the Terms

Sylius reserves the right to amend these Terms from time to time.

Any updated version of these Terms will be published on the Marketplace.

Where an amendment materially affects Users, Sylius may provide additional notice.

Continued use of the Marketplace following the effective date of the amended Terms constitutes acceptance of such amended Terms.

14. Governing Law and Jurisdiction

These Terms shall be governed by and construed in accordance with the laws of Poland.

Any disputes arising out of or in connection with these Terms shall be subject to the exclusive jurisdiction of the courts competent for the registered seat of Sylius sp. z o.o.

15. Contact

For questions regarding these Terms: addons@sylius.com

Sylius Addons Marketplace Vendor Terms

Last updated: 23/03/2026

These Vendor Terms (the "Terms") govern participation in the Sylius Addons Marketplace available at https://addons.sylius.com/ (the "Marketplace") by Vendors making available free of charge plugins through the Marketplace.

The Marketplace is operated by Sylius sp. z o.o., with its registered seat in Poland ("Sylius").

By registering as a Vendor or publishing Products in the Marketplace, you agree to be bound by these Terms.

1. Definitions

For the purposes of these Terms:

"Marketplace" means the Sylius Addons Marketplace operated by Sylius.
"Sylius" means Sylius sp. z o.o., with its registered seat in Poland, operating the Marketplace.
"Vendor" means any individual or legal entity publishing Products in the Marketplace.
"Product" means, for the purposes of these Terms, a plugin published by a Vendor in the Marketplace.
"Vendor Product" means a Product published by a Vendor.
"Customer" means any person accessing or obtaining a Vendor Product through the Marketplace.
"Sylius Connect" means the authentication and identity system used to access the Marketplace.

2. Purpose of the Marketplace

The Marketplace is designed to support the development and growth of the Sylius ecosystem by enabling Vendors to publish and distribute free of charge plugins relevant to the Sylius ecosystem.

3. Role of Sylius

Sylius operates the Marketplace as a platform facilitating the discovery and distribution of Vendor Products.

Unless explicitly stated otherwise:

- Sylius does not act as the seller of Vendor Products,
- Sylius does not become a party to any arrangement between Vendors and Customers concerning Vendor Products, and
- Sylius does not assume responsibility for the content, functionality, maintenance or support of Vendor Products.

Furthermore, Sylius does not guarantee that it will not change, expand, develop, or modify the core Sylius software at any time, with or without prior notice to the Vendor. Sylius shall not be liable for any lack of proper functioning, loss of revenue, or temporary or permanent incompatibility of any Vendor Product resulting from such updates or modifications to the Sylius platform.

4. Vendor Registration

To become a Vendor, you must:

- create or log in using a Sylius Connect account, and
- provide accurate and complete information requested by Sylius.
- represent and warrant that you are not subject to any international economic sanctions (including those administered by the EU, UN, or US) and are not located in, resident in, or organized under the laws of a comprehensively sanctioned territory.

Sylius may:

- approve or reject any Vendor registration,
- request additional information or clarification, and
- suspend or remove a Vendor account where justified under these Terms.

You are responsible for maintaining accurate and up-to-date account information.

5.Product Submission and Repository Model

Vendor Products made available through the Marketplace must be distributed through public version control repositories, including but not limited to:

- GitHub,
- GitLab, or
- Bitbucket.

Source code must not be uploaded directly to the Marketplace.

For each Vendor Product:

- a public repository URL must be provided, and
- the Vendor Product must be installable via Composer.

Sylius will not modify Vendor repositories.

6.Product Responsibilities

You are solely responsible for:

- the content of your Vendor Products,
- their functionality and performance,
- documentation,
- compatibility information,
- compliance with applicable law, including privacy and data protection regulations (such as providing relevant privacy notices and obtaining user consents where necessary or required by law) and
- ensuring that you have all rights necessary to publish and distribute the Vendor Product.

Vendor Products must not:

- contain malicious code,
- infringe third-party rights,
- violate software license terms, or
- contain false, misleading or deceptive information.

7. Distribution Model

Vendor Products may be made available only as free of charge plugins distributed through public repositories and installable via Composer.

Additional rules applicable to publication, quality, security, refunds or disputes may be set out in the applicable annexes to these Terms.

8. Intellectual Property

You retain ownership of your Vendor Products and all related intellectual property rights, except for third-party elements included in them subject to their applicable licenses.

By publishing a Vendor Product in the Marketplace, you grant Sylius a non-exclusive, worldwide, royalty-free license for the duration of the Vendor Product's availability in the Marketplace to:

- display the Vendor Product and its related materials in the Marketplace,
- use its name, description, logo, screenshots and other related materials for Marketplace presentation and promotion, and
- enable discovery and access to the Vendor Product through the Marketplace.

9. Security

You must ensure that your Vendor Products:

- follow responsible development practices,
- do not introduce known security risks,
- do not contain malicious code, and
- do not include hidden or undisclosed functionality.

10. Product Review and Quality Control

Sylius may review Vendor Products and related Product listings at any time.

Such review may include:

- verification of Product information,
- compatibility checks,
- basic quality validation, and
- basic security-related checks.

Sylius may:

- request changes to a Vendor Product or Product listing,
- temporarily limit the visibility of a Vendor Product,
- mark a Vendor Product with informational notices, or
- remove a Vendor Product from the Marketplace where it does not meet reasonable Marketplace requirements.

Any such review does not constitute certification, endorsement or approval of the Vendor Product.

11. Liability and Indemnity

You are solely responsible for:

- your Vendor Products,
- any damages, claims or losses arising out of or in connection with your Vendor Products, and
- your compliance with applicable law and third-party rights.

You agree to indemnify and hold harmless Sylius, its officers, employees and affiliates against claims, damages, liabilities, costs and expenses arising out of or in connection with:

- your Vendor Products,
- your breach of these Terms, or
- your infringement of any third-party rights.

If Sylius is obliged under applicable law or by a decision of any competent authority to pay any compensation, contractual penalty, administrative fine, or regulatory sanction in connection with your Vendor Products, your breach of these Terms, or your infringement of third-party rights, you are obligated to promptly reimburse Sylius for the full equivalent of such compensation, penalty, or fine.

Nothing in these Terms limits either party's liability where such limitation is not permitted by applicable law.

12. Suspension and Termination

Sylius may suspend or terminate your participation in the Marketplace if you:

- violate these Terms,
- publish harmful, misleading or infringing Vendor Products,
- fail to maintain minimum required information for a Vendor Product,
- pose a security, legal or reputational risk to the Marketplace or its users, or
- infringe or misappropriate any third-party intellectual property rights, incorporate misappropriated code, or violate any applicable law through your Vendor Product,

Upon suspension or termination, Sylius may remove or disable visibility of your Vendor Products.

In the event of termination of your participation in the Marketplace or the closure of your account, you agree to first offer Sylius the opportunity to acquire all rights to, or obtain a license for, your Vendor Products on commercially reasonable market terms. Sylius may elect to exercise this option within three (3) months from the date of termination. This three-month period shall be appropriately extended by the duration of any delay caused by the Vendor obstructing, withholding necessary information, or failing to present a bona fide market offer.

Separately, if you intend to sell or transfer the intellectual property rights to your Vendor Product to a third party, Sylius shall have a right of first refusal. You must promptly notify Sylius in writing of the material terms of any proposed sale, and Sylius may exercise its right of first refusal within thirty (30) days of receiving such notice.

13. Changes to the Terms

Sylius reserves the right to amend these Terms from time to time.

Any updated version of these Terms will be published on the Marketplace.

Where an amendment materially affects Vendors, Sylius may provide additional notice.

Continued participation in the Marketplace following the effective date of the amended Terms constitutes acceptance of such amended Terms.

14. Annexes

The following annexes form an integral part of these Terms, where applicable:

- Annex A – Plugin Submission & Quality Guidelines
- Annex B – Security Policy
- Annex C – Refund & Dispute Policy
- any additional annexes published by Sylius from time to time in relation to specific Marketplace features, Product models or Vendor participation models

15. Governing Law and Jurisdiction

These Terms shall be governed by and construed in accordance with the laws of Poland.

Any disputes arising out of or in connection with these Terms shall be subject to the exclusive jurisdiction of the courts competent for the registered seat of Sylius sp. z o.o.

16. Contact

For questions regarding these Terms:
addons@sylius.com

Annex A
Plugin Submission
& Quality Guidelines
Sylius Addons Marketplace

Last updated: 23/03/2026

This Annex defines the minimum requirements and guidelines for submitting and maintaining Vendor Products in the Sylius Addons Marketplace (the "Marketplace").

This Annex forms an integral part of the Vendor Terms and should be read together with them.

1. Purpose

The purpose of the Marketplace is to support the Sylius ecosystem by enabling the discovery and distribution of useful, relevant, and reliable free-of-charge plugins.

Vendor Products published in the Marketplace should:

- provide real value to Sylius users,
- be relevant to the Sylius ecosystem, and
- meet reasonable quality, usability and maintenance standards.

2. Required Product Information

Each Vendor Product must include accurate and complete information, including:

- Product name,
- clear and concise description,
- compatibility information, including supported Sylius versions where applicable,
- installation instructions or documentation,
- license information,

- public repository URL, and
- if the Vendor Product affects, modifies, or generates any part of the user interface (storefront), information regarding the Product's compliance with digital accessibility standards (such as WCAG guidelines and the European Accessibility Act requirements), enabling Customers to assess its compliance prior to use,

Product descriptions and metadata must not be false, misleading or incomplete in any material respect.

3. Repository and Distribution

Vendor Products must be distributed through a public version control repository, such as: GitHub, GitLab, or Bitbucket.

Source code must not be uploaded directly to the Marketplace.

For each Vendor Product:

- a public repository URL must be provided, and
- the Vendor Product must be installable via Composer.

The Vendor remains responsible for maintaining repository availability, structure and accessibility.

4. Documentation

Each Vendor Product must include documentation sufficient to:

- install the Vendor Product,
- configure the Vendor Product, and
- use the Vendor Product.

Documentation may be provided through:

- the repository, for example in a README file,
- an external documentation website, or
- the Vendor's website.

5.Compatibility

Vendors must clearly indicate:

- supported Sylius versions, where relevant,
- material technical requirements, and
- any known limitations, incompatibilities or constraints.

Compatibility information must be kept reasonably up to date.

6.Quality Expectations

Vendor Products should:

- install correctly,
- be installable via Composer,
- not break a standard Sylius installation under normal expected use, and
- follow generally accepted development practices.

Vendor Products should not:

- introduce unnecessary breaking changes without notice,
- materially degrade system stability, or
- materially misrepresent their capabilities.

7. Licensing

Each Vendor Product must clearly specify the license applicable to it.

Vendors must ensure that:

- they have the right to distribute the Vendor Product,
- all included code and assets are used lawfully, and
- dependencies comply with their respective license terms.

8. Vendor Information

Vendor profiles should include accurate information, including:

- Vendor name or company name,
- contact email, and
- any other information requested by the Marketplace for Vendor identification purposes.

Optional information, such as website address or descriptive profile content, should also be accurate and up to date.

9. Maintenance

Vendors are expected to:

- maintain their Vendor Products,
- keep Product information reasonably up to date, and
- address significant issues where reasonably possible.

Vendor Products that are no longer maintained or no longer meet Marketplace requirements may be marked as inactive, have reduced visibility or be removed from the Marketplace.

10. Review and Moderation

Sylius may review Vendor Products and related Product listings at any time.

This review may include:

- verification of Product information,
- basic quality checks,
- compatibility validation, and
- review of whether the Vendor Product complies with the applicable Terms and annexes.

Sylius may:

- request changes to Product listings,
- request clarification or corrections,

- temporarily limit visibility, or
- remove Vendor Products that do not meet Marketplace requirements.

Review does not constitute certification, endorsement or approval of any Vendor Product.

11. Changes to this Annex

Sylius reserves the right to amend this Annex from time to time.

Any updated version of this Annex will be published on the Marketplace.

Continued participation in the Marketplace following the effective date of the amended Annex constitutes acceptance of such amended Annex.

12. Contact

For questions related to Product submission or quality requirements:
addons@sylius.com

Annex B
Security Policy
Sylius Addons Marketplace

Last updated: 23/03/2026

This Security Policy (the "Policy") defines the minimum security expectations for Vendor Products published in the Sylius Addons Marketplace (the "Marketplace").

This Annex forms an integral part of the Vendor Terms and should be read together with them.

1. Purpose

The purpose of this Policy is to help protect the security and integrity of the Sylius ecosystem and users of Vendor Products distributed through the Marketplace.

Vendors are responsible for ensuring that their Vendor Products do not introduce security risks to users or systems.

2. Vendor Responsibility

Vendors are solely responsible for the security of their Vendor Products.

Vendors must ensure that their Vendor Products:

- follow generally accepted secure development practices,
- do not introduce known vulnerabilities,
- do not compromise the integrity of Sylius installations, and
- comply with applicable data protection and security laws.

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3. Secure Development Practices

Vendors should implement reasonable security measures, including where applicable:

- validation and sanitization of input,
- protection against common vulnerabilities, including injection attacks and cross-site scripting,
- proper authentication and authorization controls,
- secure handling of sensitive data, and
- safe use, monitoring and updating of external dependencies.

Where relevant, Vendors should follow established Symfony and Sylius security practices.

4. Prohibited Practices

Vendor Products must not:

- contain malware, malicious code or backdoors,
- include hidden, undisclosed or deceptive functionality,
- collect, process or transmit data without appropriate disclosure,
- perform unauthorized actions or obtain unauthorized access, or
- intentionally weaken system security.

5. External Services and Data Transfer

If a Vendor Product communicates with external services, the Vendor must:

- clearly disclose this behaviour in the documentation, and
- describe what data is transmitted and for what purpose, where relevant.

Vendors are responsible for ensuring that such integrations do not introduce security or privacy risks.

6. Repository Security

Vendors are responsible for securing the repositories through which their Vendor Products are distributed.

Sylius

This includes maintaining appropriate repository controls and protecting accounts and credentials used to manage the repository.

7. Vulnerability Handling

If a Vendor becomes aware of a security vulnerability affecting a Vendor Product, the Vendor must:

- investigate the issue without undue delay,
- assess its impact, and
- prepare and release a fix or mitigation where reasonably possible.

Where appropriate, the Vendor should provide users with guidance on mitigation, upgrades or safe usage.

8. Reporting Security Issues

Security issues relating to Vendor Products may be reported to: addons@sylius.com

Reports should include, where possible:

- Product name,
- description of the issue, and
- steps to reproduce.

Sylius may forward such reports to the Vendor responsible for the relevant Vendor Product.

9. Marketplace Security Actions

If a Vendor Product is found, or reasonably suspected, to pose a security risk, Sylius may take actions including:

- temporarily disabling or hiding the Vendor Product,
- limiting its visibility,
- displaying warnings or notices,
- requesting corrective action, or
- removing the Vendor Product from the Marketplace.

Sylius

Such actions may be taken without prior notice where necessary to protect users, the Marketplace or the Sylius ecosystem.

10. Vendor Cooperation

Vendors are expected to cooperate with Sylius in addressing security issues affecting their Vendor Products.

Failure to cooperate in relation to significant security risks may result in:

- reduced visibility,
- removal of the Vendor Product, or
- suspension of Vendor participation in the Marketplace.

11. No Security Certification

Unless explicitly stated otherwise, review or listing of a Vendor Product in the Marketplace does not constitute:

- a security audit,
- certification,
- endorsement, or
- a guarantee of security.

Users remain responsible for evaluating Vendor Products before using them.

12. Changes to this Policy

Sylius reserves the right to amend this Policy from time to time.

Any updated version of this Policy will be published on the Marketplace.

Continued participation in the Marketplace following the effective date of the amended Policy constitutes acceptance of such amended Policy.

Sylius

13. Contact

For security-related inquiries: addons@sylius.com

Sylius

Annex C
Refund & Dispute Policy
Sylius Addons Marketplace

Last updated: 23/03/2026

This Refund & Dispute Policy (the "Policy") forms part of the Marketplace framework and applies to Products made available through the Sylius Addons Marketplace (the "Marketplace").

This Policy should be read together with the Customer Terms and, where relevant, the Vendor Terms.

1. Scope

This Policy defines the rules applicable to:

- refund requests,
- payment disputes,
- chargebacks, and
- transaction corrections

relating to Products obtained through the Marketplace.

2. Current Marketplace Model

Sylius Products may be offered on a paid basis.

Vendor Products made available through the Marketplace are free of charge plugins distributed through public repositories and installable via Composer.

Accordingly, this Policy applies primarily to paid Sylius Products and to general dispute-handling principles relating to Marketplace activity.

Sylius

3. Vendor Products

Vendor Products made available through the Marketplace are free of charge.

As a result, the refund-related provisions of this Policy do not generally apply to Vendor Products unless expressly stated otherwise in relation to a specific Vendor Product or Marketplace feature.

Any concerns, complaints or disputes relating to a Vendor Product may nevertheless be reported to:

- the relevant Vendor, or
- addons@sylius.com

Sylius may, at its discretion:

- facilitate communication between a Customer and a Vendor,
- review whether a Vendor Product complies with Marketplace requirements, or
- take action under the Vendor Terms or applicable annexes.

For the avoidance of doubt, Sylius is not responsible for refunds, complaints or dispute resolution relating to Vendor Products. Sylius does not act as the seller of Vendor Products.

4. Sylius Products

For paid Sylius Products, including courses, certifications and other digital content:

- Sylius acts as the seller of record,
- refund requests should be directed to Sylius.

Refunds may be granted:

- where required under applicable law,
- in cases of technical issues preventing access attributable to Sylius,
- where the Product materially differs from its description.

Due to the nature of digital Products:

- access may be granted immediately after purchase,
- performance may be considered to have begun at the moment access is provided.

Sylius

5. Nature of Digital Products

This section applies to Sylius Products unless expressly stated otherwise. Products made available through the Marketplace may include digital goods or digital services, including:

- software-related assets,
- educational content, and
- certifications.

Due to the nature of digital products, access may in some cases be considered delivered upon granting access, including access to:

- download links,
- external services,
- educational platforms, or
- other digital resources.

Where permitted by applicable law, refunds may therefore be limited once access has been granted or performance has begun.

Accordingly:

- refunds may not be available once access has been granted,
- unless required under applicable law.

This does not affect mandatory consumer rights under applicable law.

A. Right of Withdrawal for Digital Content

Where the Customer is a consumer, the Customer has the right to withdraw from a distance contract within 14 days.

However, for digital content not supplied on a tangible medium:

- the right of withdrawal is lost once performance has begun,
- provided that the Customer has:
  - expressly consented to immediate performance, and
  - acknowledged that they lose the right of withdrawal.

Sylius

The loss of the right of withdrawal applies only where the Customer has provided explicit consent to immediate performance and acknowledged such loss prior to the conclusion of the contract. Such consent is provided by the Customer through an explicit action during the checkout process.

6. Refund Conditions

Refunds for Sylius Products may be granted in particular where:

- the Customer is unable to access the Product due to a technical issue attributable to Sylius,
- the Product is materially defective,
- the Product is not delivered.

Refunds will generally not be granted where:

- access to the Product has been successfully provided,
- the Customer has used the Product,
- the Customer has consented to immediate performance and acknowledged the loss of the right of withdrawal.

This does not affect mandatory consumer rights under applicable law.

7. Disputes and Chargebacks

Customers may initiate disputes or chargebacks through their payment provider where applicable.

In such cases:

- the dispute will be handled in accordance with the relevant payment provider's procedures, and
- Sylius may be required to provide supporting evidence or information.

Sylius

8. Third-Party Payment Providers

Where payments for Sylius Products are processed through third-party providers, refund processing, dispute handling and chargeback procedures may be subject to the rules and timelines of the relevant payment provider.

Processing times and outcomes may depend on such third-party systems.

9. Fraud and Abuse

Sylius reserves the right to:

- refuse refund-related assistance,
- restrict access to the Marketplace, or
- suspend accounts

in cases of suspected:

- fraudulent activity,
- abuse of refund or dispute mechanisms, or
- repeated unjustified claims or disputes.

10. Transaction Corrections

Sylius may, where necessary, correct, reverse or adjust transactions relating to Sylius Products in order to address:

- technical errors,
- duplicate transactions, or
- incorrect access provisioning.

11. Changes to this Policy

Sylius reserves the right to amend this Policy from time to time.

Any updated version of this Policy will be published on the Marketplace.

Sylius

Where an amendment materially affects Users or Vendors, Sylius may provide additional notice.

Continued use of the Marketplace following the effective date of the amended Policy constitutes acceptance of such amended Policy.

12. Contact

For refund or dispute-related inquiries:
addons@sylius.com

Sylius