

TERMS AND CONDITIONS

§ 1. General Provisions

These Terms and Conditions define the rules, conditions, and scope of repair and renovation services provided by the FixyBag Service, operating at <https://fixybag.com> (hereinafter referred to as the "**Service**").

The owner of the Service and the entity providing the services is the company **Next Service Sp. z o. o.** with its registered office in Warsaw at Aleja Krakowska 264, 02-210 Warsaw, entered into the Register of Entrepreneurs of the National Court Register under KRS number: 0000584355, holding tax identification number NIP: 5223043546 (hereinafter referred to as the "**Service Provider**" or "**FixyBag**").

Service Contact Details:

- **E-mail address:** info@fixybag.com
- **Correspondence address:** Aleja Krakowska 264, 02-210 Warsaw

Definitions:

- **Customer** – a natural person (including a Consumer), legal person, or organizational unit placing an order in the Service.
- **Subject of the service** – items delivered by the Customer intended for repair (in particular: cabin and checked suitcases, travel bags, bicycle bags, cases, and backpacks).

§ 2. Type and Scope of Provided Services

FixyBag provides specialized repair and leathercraft services. The main service packages offered include:

- **Wheel repair and replacement:** replacement or servicing of damaged suitcase wheel systems using original parts,
- **Handle and frame repair:** replacement of telescopic side and frame handles (single and multi-stage) along with strength tests,
- **Zipper and slider repair:** servicing of sliders, replacement of sliders (pullers), stitching zipper tape, and repairing combination locks and TSA security systems,
- **Crack repair (shell servicing):** advanced mechanical repairs of plastic suitcase bodies, including crack welding, plastic welding, and sealing/patching holes,
- **Comprehensive renovation:** a full repair package aimed at restoring the technical functionality of the entire suitcase,
- **Other leathercraft repairs:** servicing and repair of bicycle bags, backpacks, and various types of cases.

Services are provided via a shipping system (door-to-door / parcel lockers) within the territory of the Republic of Poland, as well as at stationary points.

§ 3. Pricing, Conclusion of Contract, and Rates

1. Prices of services specified in the Service are baseline, indicative prices (gross prices in PLN).
2. The final cost of the repair depends on the extent of the damage, the design of the suitcase, and the cost of the necessary spare parts.
3. The Customer submits a request via the form or e-mail at **info@fixybag.com** along with a description of the defect and photos of the damaged element. FixyBag prepares an initial quote.
4. The conclusion of the contract occurs after the item is delivered to the workshop, the Customer approves the final cost estimate presented after inspection, and payment is made.

§ 4. Technical Conditions and Specifics of Repairs (Liability)

1. The Service Provider undertakes to perform the repair with the highest technological diligence. FixyBag grants a 12-month quality warranty on selected services (including wheel replacement).
2. The standard turnaround time is 7 to 21 business days, depending on the availability of specific frame components or wheels dedicated to the given suitcase model.
3. The Customer acknowledges and accepts the specifics of travel luggage servicing:
 - In the case of welding and fusing shell cracks (ABS plastic, polycarbonate, polypropylene), a visible, technological scar or slight discoloration of the plastic may remain at the repair site, which results from the specifics of thermal plastic bonding,
 - In the absence of identical, factory handles or wheels from the manufacturer of the given suitcase, FixyBag uses professional replacements with identical or higher strength parameters, after informing the Customer in advance.

§ 5. Delivery and Logistics

1. The Customer delivers the clean Subject of the service to the workshop address in Warsaw in person or via courier / parcel locker shipment.
2. The Customer is obliged to empty the interior of the suitcase, bag, or case before shipping. FixyBag is not responsible for personal belongings left inside the luggage.
3. The cost of transporting the item both ways is covered by the Customer, in accordance with the price list of the selected logistics operator.

§ 6. Payments

1. Payment for the service is made in advance after final verification of the damage by the service technician, based on a link sent for fast payments or a traditional bank transfer.
2. FixyBag reserves the right to suspend the commencement of repair work until the full amount is credited to the Service Provider's bank account.

§ 7. Right of Withdrawal

In accordance with Art. 38(1)(1) and (3) of the Act on Consumer Rights, the right to withdraw from a distance contract is not available to the Consumer in a situation where FixyBag, with the explicit consent of the Customer, has fully performed the service, or where the service involved deep modification/repair under an individual order (individual customization of parts for an unusual suitcase).

§ 8. Complaint Procedure

1. Complaints regarding performed services or mounted parts must be submitted by e-mail to: **info@fixybag.com** within 14 days from the moment of collecting the repaired item (or during the 12-month warranty period for wheels).
2. The submission must contain a description of the issue and a photo of the repaired element.
3. FixyBag considers complaints within 14 days. If the complaint is accepted, the defect is removed promptly and free of charge.

§ 9. Final Provisions

1. In matters not regulated by this document, the provisions of Polish law, in particular the Civil Code and the Act on Consumer Rights, shall apply.
2. Any disputes will be resolved amicably, including via the ODR platform (<http://ec.europa.eu/consumers/odr>).

Last update of the terms and conditions: June 12, 2026.