

# Longo Poland sp. z o.o. Reservation Terms

Longo provides the possibility to book a car online via the website [www.longo.pl](http://www.longo.pl), using card payment. The online booking is made in accordance with the following conditions:

1. Longo cars can be reserved by paying a deposit - from 199 PLN, depending on the location of the selected car.
2. In the event of cancellation or if you decide to purchase another Longo car, the reservation fee is non-refundable but can be transferred to another Longo car. Apply for cars located in the branch where the initial reservation was made. The transfer can be made once.
3. To give sufficient time for decision making, customer-made car reservations are valid for 7 calendar days (or for a time period agreed on with the Sales Manager) from the moment when the car is available in the chosen sales location.
4. At the same time one customer can reserve one car.
5. Longo sales specialist will contact the customer within 1 – 2 hours from the reservation moment. If the reservation is made outside the working hours, Longo will contact the customer on the next working day.
6. The customer can cancel the reservation at any time by calling Longo or via email.  
Contact numbers: Białystok Branch - (85) 87 65 100 | Lublin Branch - (81) 71 83 000  
E-mail address: [info@longo.pl](mailto:info@longo.pl)
7. Longo may cancel the reservation at any time if any unforeseen circumstances arise. In such a case, the reservation fee is returned to the customer.
8. The reservation is automatically canceled if Longo cannot contact the customer within 3 calendar days from the reservation date. In this case reservation payment is considered as a contract penalty and cannot be refunded or transferred to another Longo car.
9. If the car reservation is canceled without reason, the reservation fee will not be refunded
10. The customer may apply for a refund review in the case of Force Majeure by writing an email to [info@longo.pl](mailto:info@longo.pl).