

TERMS OF SERVICE

SPOOLFINDER.COM

Version effective as of: 24 March 2026

Previous version: 2 December 2025

Scope of changes: addition of §1.1.15-16 (Data Controller, Tracking Tools), update of §2.1(d) (cookies/CMP), new §9 (personal data, Meta Pixel/CAPI, SCC transfer), new §11 (EU & UK consumer rights), new §12 (UK GDPR/ICO), new §13 (US/CCPA/CPRA), new §14 (Canada/PIPEDA), new §15 (dispute resolution), renumbering final provisions to §16.

These Terms of Service ("Terms") prescribe the terms and conditions of use of the SpoolFinder service available at spoolfinder.com and its regional versions (spoolfinder.co.uk, spoolfinder.de, spoolfinder.fr and others), ("SpoolFinder", "Service") and the services provided by the Service Provider. Irrespective of the domain used, all regional versions share the same Database and are subject to the same unified terms.

By registering or otherwise using the Service, you accept these Terms and our Privacy Policy, which forms part of these Terms and contains all information on how Users' personal data are processed. If you do not agree to these Terms, you may not use the Services.

The Services are delivered and performed by **Maciej Marczuk**, pursuing a business activity in Warsaw at ul. Krolewej Marysinki, nr 21, lok. 89, 02-954 Warsaw, Poland, NIP: 9512010408 ("Service Provider").

You can contact the Service Provider via e-mail at **contact@spoolfinder.com** or by phone at **+48 572 830 747**.

Some links to Partners' products are affiliate links, meaning the Service Provider may receive a commission on sales made by a Partner. This does not affect the ranking of Listings.

The Service operates solely as a search and price comparison engine for 3D printing filaments and related products. The Service Provider is neither an intermediary nor a party to transactions between Users and Partners. Agreements for the sale of Products are concluded exclusively between a Partner and the User.

1. DEFINITIONS

The following terms have the meanings set out below (references to singular include plural and vice versa):

1.1. **Database** -- an organised collection of data and information on filaments, prices, suppliers, rankings and metadata, owned by the Service Provider.

1.2. **Account** -- an electronic service individually assigned to registered Users, enabling them, among other things, to publish Content.

- 1.3. **Review** -- content provided by a User, expressing their opinion on a Product, including a description of their experience with it.
- 1.4. **Listing** -- information about a Product displayed within the Service, provided by a Partner and constituting an invitation to visit the Partner's Store.
- 1.5. **Partner** -- a natural or legal person or organisational unit cooperating with the Service Provider under a separate agreement for the purpose of presenting their Products in the Service.
- 1.6. **Privacy Policy** -- the document governing the security and processing of Users' personal data; available at <https://spoolfinder.com/docs/privacy-policy-en.pdf>
- 1.7. **Cookie Policy** -- the document governing the use of cookies and tracking technologies; available at <https://spoolfinder.com/docs/cookie-policy-en.pdf>
- 1.8. **GDPR** -- Regulation (EU) 2016/679 of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data.
- 1.9. **UK GDPR** -- the UK General Data Protection Regulation as it forms part of the law of England and Wales, Scotland and Northern Ireland by virtue of section 3 of the European Union (Withdrawal) Act 2018.
- 1.10. **Force Majeure** -- a sudden, external event beyond the control of the affected party that could not have been foreseen or prevented with due diligence, including cyber attacks, natural disasters and acts of public authority.
- 1.11. **Partner's Store** -- a website owned and administered by a Partner through which a sales agreement for a Product may be concluded.
- 1.12. **Products** -- filaments, 3D printing products or other products displayed within the Service and constituting the subject matter of Listings.
- 1.13. **Content** -- information, material, Reviews or other content published, created or uploaded by a User within an Account or in the course of using the Services.
- 1.14. **Agreement** -- the agreement concluded between the Service Provider and a User, the subject matter of which is the User's use of the Service and provision of Services.
- 1.15. **Services** -- the free-of-charge electronic services provided by the Service Provider, consisting in making the Service's functionalities available to Users, including Account management, publishing Content and browsing Listings.
- 1.16. **User** -- a natural or legal person or organisational unit with full legal capacity using the Service.
- 1.17. **Data Controller** -- Maciej Marczuk pursuing a business activity, ul. Krolewej Marysinki 21/89, 02-954 Warsaw, Poland, NIP: 9512010408, acting as controller of Users' personal data within the meaning of Art. 4(7) GDPR.
- 1.18. **Tracking Tools** -- third-party analytics and advertising tools deployed in the Service, including Meta Pixel and Meta Conversions API (CAPI), enabling recording of events and their transmission to Meta Platforms Ireland Ltd.

2. THE SERVICE

- 2.1. To access all Service functionalities, the following minimum requirements must be met: (a) an internet-connected device capable of displaying the Service interface; (b) an active e-mail account; (c) an up-to-date web browser; (d) JavaScript enabled. Analytical and marketing cookies are optional and subject to prior consent via the Consent Management Platform (CMP) available in the Service -- see the Cookie Policy for details.
- 2.2. The Service Provider may modify elements and functionalities of the Service or the Services without this constituting an amendment of the Agreement, provided such changes do not result in a deterioration of the quality of the Services.
- 2.3. The Service and its components, including design and trademarks, are protected by copyright and other intellectual property rights owned by the Service Provider (excluding Content and certain Listings). No element may be reproduced, distributed or published without the Service Provider's prior consent.
- 2.4. All rights to the Database are vested in the Service Provider. Extraction, downloading, copying or scraping of all or a substantial part of the Database -- including by automated means such as bots or crawlers -- is strictly prohibited.
- 2.5. Unauthorised access to, copying of, or interference with data processing in the Service may constitute a criminal offence under applicable law.
- 2.6. The Service Provider reserves the right to take all available legal measures, including filing a criminal complaint, in the event of a breach of this section.

3. ACCOUNT AND SERVICES

- 3.1. To use all Services, such as publishing Content, the User must have an active Account. Registration is completed following the instructions in the Service. Registration is not required to use the search and comparison features.
- 3.2. Upon registration, an Agreement of indefinite duration is concluded between the Service Provider and the User, subject to compliance with these Terms.
- 3.3. Each User may hold only one Account.
- 3.4. The Services are provided free of charge.
- 3.5. The User may delete their Account at any time without giving reasons by using the "Delete Account" button or equivalent. Requesting deletion constitutes termination of the Agreement.
- 3.6. Breach of these Terms may result in: (a) a warning; (b) suspension of Account access; (c) Account deletion and immediate termination of the Agreement; (d) a permanent ban on re-registration.
- 3.7. Upon Account deletion, all associated Content will be removed.
- 3.8. By posting Content, the User represents and warrants that: (a) they own or have the right to use the Content; (b) the Content does not infringe third-party rights; (c) they are entitled to grant the licence described below.
- 3.9. Users may not post Content that: infringes third-party rights or personal interests; promotes infringement of intellectual property rights; is of an erotic or age-inappropriate nature for persons under 18; contains threats or incites aggression; may be used for unlawful, misleading or

discriminatory purposes; promotes competing platforms; propagates hatred on racial, national, religious or ideological grounds.

3.10. By posting Content, the User grants the Service Provider a worldwide, royalty-free, sublicensable licence to use and distribute the Content to the extent necessary for providing the Services and for sharing on the Service Provider's social media channels.

4. SEARCH ENGINE AND LISTINGS. RANKING RULES

4.1. Users may independently select criteria for displaying Listings using the Service's search functionality.

4.2. Available search parameters include price, price per kg, material, brand, colour and other attributes indicated in the Service.

4.3. The Service Provider does not offer paid placement or sponsored results.

4.4. Some links may be affiliate links, but this does not affect the order in which Listings are displayed.

4.5. Users may change the order by selecting a different sorting criterion.

4.6. The Service Provider does not take any action to recommend particular Partners or their offers, and does not profile Users to tailor search results to their preferences.

4.7. Listings display gross prices. In the event of any discrepancy between the description or price in the Service and those on the Partner's Store, the Partner's Store shall prevail.

5. LIABILITY

5.1. The Service Provider is responsible to Users for the proper technical functioning of the Service and access to the Services.

5.2. The Service Provider accepts no liability for actions or omissions of Partners, in particular for non-performance or improper performance of purchase agreements.

5.3. The Service Provider bears full responsibility for the conformity of the Services with the Agreement.

5.4. The Service Provider shall not be liable for damage arising from: (a) breach of these Terms or false information provided by the User; (b) the User sharing login credentials with third parties; (c) Force Majeure or malware introduced by third parties; (d) Account deletion by the User; (e) termination due to the User's breach; (f) defects or errors in Content; (g) brief interruptions due to maintenance. The foregoing does not limit rights available to consumers under mandatory applicable law.

5.5. Users are responsible to the Service Provider, other Users and Partners for their actions and omissions in connection with use of the Service.

5.6. The Service Provider does not mediate between Users and Partners and has no influence over agreements concluded between them.

6. RATINGS AND REVIEWS

- 6.1. The Service provides a ratings system using a scale of 1 to 5 stars. Ratings are public and visible to all Users.
- 6.2. Ratings may be submitted after concluding a purchase agreement with a Partner, or where an order was not fulfilled due to the Partner's fault.
- 6.3. Actions designed to artificially inflate or deflate Partner or product ratings are prohibited.
- 6.4. By submitting a rating, the User represents that it is accurate and based on their actual experience.
- 6.5. Ratings are not pre-moderated. The Service Provider may investigate a rating following a Partner's report that it is false, misleading or in breach of the Service's rules.

7. REPORTING VIOLATIONS AND ILLEGAL CONTENT

- 7.1. The Service Provider does not actively monitor Content. If you become aware of activity that violates rights or applicable law, please notify the Service Provider.
- 7.2. Users should notify the Service Provider of content that is unlawful under EU law, UK law or any other applicable jurisdiction.
- 7.3. Notifications should be sent to **abuse@spoolfinder.com** and include: (a) your identifying information; (b) identification of the Content and the right(s) infringed; (c) its location in the Service.
- 7.4. The Service Provider will acknowledge receipt promptly, assess the notification within 30 days and notify the reporter of its decision. The User has 7 days to appeal.
- 7.5. Following a valid notification, access to the Content will be restricted. The affected User or Partner has 7 days to appeal with full reasoning; the appeal will be assessed within 7 days.
- 7.6. Where a complaint is upheld, the Service Provider will remove the Content or, for serious violations, delete the Account.

8. COMPLAINTS

- 8.1. Users may submit a complaint about the Service to **contact@spoolfinder.com** or to the Service Provider's postal address. Complaints should identify the User and describe their concerns.
- 8.2. The Service Provider will respond within 14 days of receipt, to the email address from which the complaint was sent.
- 8.3. The Service Provider does not handle complaints about Products. These should be directed to the relevant Partner. Complaints about Partners forwarded to the Service Provider will be passed on without delay.

9. PERSONAL DATA AND TRACKING TOOLS

- 9.1. The Data Controller is the Service Provider as identified in §1.17. Personal data is processed in accordance with the Privacy Policy at <https://spoolfinder.com/docs/privacy-policy-en.pdf>

9.2. **Meta Pixel and CAPI** -- where consent has been given via the CMP, the Service uses Meta Pixel and Meta Conversions API (CAPI) operated by Meta Platforms Ireland Ltd. (4 Grand Canal Square, Dublin 2, Ireland). Meta Pixel records browser-side events and transmits them to Meta with data such as IP address, cookie identifiers and device information. CAPI is a server-side interface transmitting hashed e-mail (SHA-256), IP address and external identifier (external_id).

9.3. The legal basis is the **User's consent** (Art. 6(1)(a) GDPR) given via the CMP before activation. Meta Pixel and CAPI are **not activated prior to consent**. Consent may be withdrawn at any time via the CMP.

9.4. **Transfer to the USA** -- Meta may transfer data to Meta Platforms Inc. (USA) under **Standard Contractual Clauses (SCC)**, EU Commission Decision 2021/914, Art. 46(2)(c) GDPR. Details: https://www.facebook.com/legal/EU_data_transfer_addendum

9.5. **Profiling** -- Meta may create advertising profiles and Lookalike Audiences based on transmitted data. This occurs on Meta's side and is subject to Meta's privacy policy. The Service Provider does not make automated decisions with legal effects on Users based on Tracking Tool data.

9.6. Users' rights: access (Art. 15), erasure (Art. 17), restriction (Art. 18), portability (Art. 20 GDPR) and the right to complain to the Polish Data Protection Authority (UODO), ul. Stawki 2, 00-193 Warsaw. Contact: contact@spoolfinder.com.

10. CHANGES TO TERMS

10.1. The Service Provider may amend these Terms for valid legal or technical reasons or upon extending the Services.

10.2. Registered Users will be notified by email at least 15 days before the new Terms take effect ("Notification Period"). Unregistered Users will be informed via a Service notice.

10.3. Users may terminate the Agreement during the Notification Period with 15 days' notice. Non-consumer Users who do not terminate are deemed to have accepted the amended Terms.

10.4. Immediate changes without a Notification Period are permitted where required by a legal obligation or to address an unforeseen threat to the Service or its users.

11. CONSUMER RIGHTS -- EU & UK

EU & UK CONSUMERS

11.1. If you are an EU or UK consumer, you have the right to withdraw from the Agreement without giving reasons within 14 days of conclusion. Send a clear written statement to contact@spoolfinder.com. A template withdrawal form will be sent upon conclusion of the Agreement.

11.2. The right of withdrawal does not apply where: (a) performance of a digital content contract began with your express consent before the withdrawal period expired; or (b) a service was fully performed with your express consent after you were informed of the loss of the withdrawal right.

11.3. EU consumers may use the EU ODR platform: <https://ec.europa.eu/consumers/odr>

11.4. UK consumers: nothing in these Terms affects your rights under the Consumer Rights Act 2015, the Consumer Contracts Regulations 2013 or other mandatory UK consumer protection legislation, which applies to the extent it grants you greater protection.

12. UK USERS -- UK GDPR & ICO

UK USERS

12.1. If you are in the United Kingdom, your personal data is processed in accordance with the UK GDPR in addition to the EU GDPR. The supervisory authority is the **Information Commissioner's Office (ICO)**, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF -- <https://ico.org.uk>. You may lodge a complaint with the ICO at any time.

12.2. Transfer of data from the UK to the Service Provider (Poland) is made on the basis of UK adequacy regulations. Onward transfers by Meta Platforms Ireland Ltd. to Meta Platforms Inc. (USA) are made under International Data Transfer Agreements (IDTAs) or equivalent UK-approved mechanisms.

12.3. UK consumers may refer disputes to an ADR provider approved under the Alternative Dispute Resolution for Consumer Disputes Regulations 2015.

13. US USERS -- CCPA / CPRA

US USERS -- CALIFORNIA & OTHER STATES

13.1. If you are a US resident, and in particular a California resident, you may have additional rights under the California Consumer Privacy Act (CCPA) as amended by the CPRA and other applicable state laws.

13.2. **California residents have the right to:** (a) know what personal information is collected and how it is used; (b) request deletion; (c) opt out of "sale" or "sharing" for cross-context behavioural advertising; (d) correct inaccurate information; (e) limit use of sensitive personal information; (f) non-discrimination for exercising these rights.

13.3. SpoolFinder does not sell personal information for money. However, use of Meta Pixel and CAPI may constitute "sharing" under CPRA. You may opt out by: (a) withdrawing consent via the CMP; (b) using the **Global Privacy Control (GPC)** signal -- the Service honours GPC.

13.4. To exercise CCPA/CPRA rights, email **contact@spoolfinder.com** with subject "California Privacy Request". We respond within 45 days. No discrimination for exercising rights.

13.5. Users in other US states with privacy laws (Virginia VCDPA, Colorado CPA, Connecticut CTDPA, Texas TDPSA etc.) may exercise equivalent rights at the same address.

13.6. **Informal dispute resolution (US)** -- before initiating any formal legal proceeding, US users agree to attempt to resolve any dispute informally by contacting us at contact@spoolfinder.com. We will make reasonable efforts to resolve the dispute within 30 days. If the dispute cannot be resolved informally, nothing in these Terms prevents you from pursuing any remedy available under applicable law, including litigation or voluntary arbitration. We do not impose mandatory binding arbitration or class action waivers.

14. CANADIAN USERS -- PIPEDA / QUEBEC LAW 25

CANADIAN USERS

14.1. If you are in Canada, personal data is processed under PIPEDA and, for Quebec residents, under Quebec Law 25 (Act respecting the protection of personal information in the private sector, as amended).

14.2. Canadian users have the right to: (a) access their personal information; (b) correct inaccurate information; (c) withdraw consent; (d) lodge a complaint with the OPC at <https://www.priv.gc.ca> or, for Quebec residents, the CAI at <https://www.cai.gouv.qc.ca>

14.3. Cross-border transfers from Canada to Poland and onward to the USA via Meta are made with appropriate contractual safeguards. You have the right to be informed about such transfers and the protections in place.

15. DISPUTE RESOLUTION

15.1. These Terms are governed by Polish law. Consumer Users may refer disputes to a consumer arbitration court or use ADR.

15.2. EU consumers: EU ODR platform at <https://ec.europa.eu/consumers/odr>

15.3. UK consumers: ADR under the Alternative Dispute Resolution for Consumer Disputes Regulations 2015.

15.4. US users: see binding arbitration clause in §13.6.

15.5. Disputes between the Service Provider and non-consumer Users shall be referred to the court having jurisdiction over the Service Provider's registered seat.

16. FINAL PROVISIONS

16.1. Polish law governs these Terms without prejudice to mandatory consumer protection provisions in your country of residence that grant you greater protection.

16.2. If any provision is found invalid or unenforceable, only that provision is affected; the remaining provisions remain in force.

16.3. These Terms entered into force on 24 March 2026.

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