Order terms

Version: 2026-10-08.1 | 08.10.2026 | SzukamKorzeni

1. Using the website - free of charge

SzukamKorzeni helps you find sources for your family history. You can use the search form, catalogue of databases and archives, filters and My list without paying or creating an account.

The website helps you choose sources and prepare links. It does not automatically search every external database or confirm that a person appears in its holdings. You check records and results in the selected source.

External websites have their own access rules. They may require registration, charge fees or make only some materials available. Collection statistics refer to the stated unit and date; they do not show how many documents relate to a particular person.

My list is stored in the browser you use. Clearing browser data may also remove the list. You can download a PDF list with links or a JSON backup. A source list is not a report of completed research.

2. Paid packages and scope of work

Paid services are one-off purchases. The final price and scope of work depend on the selected package. Every package includes a report.

First lead

49 zł

- Review of information about one person and research feasibility.
- Sources selected for your case.
- A short PDF with a practical plan for your next steps.

Assessment and plan; in-depth research is not included.

Search for me

99 zł

- Online research into one person or one specific question.
- Findings, sources checked, links and available scans.
- A PDF report with findings and suggestions for further research.

A good choice if you need help with your search.

An ancestor’s story

299 zł

- Review of your materials - assessment of the documents, family information and previous findings you provide.
- Online database and archive research - selecting sources relevant to your chosen ancestor's places, period and history.
- Searching for life records - birth, marriage and death records, as well as records of residence or other events.
- Immediate family connections - investigating parents, spouses and children mentioned in your ancestor's records.
- Document comparison - checking names, dates and places and explaining differences between records.
- A life timeline - organising the events, dates and places found and identifying gaps in your ancestor's story.
- Assessment of findings - clearly distinguishing documented information from assumptions and leads that need further checks.
- A detailed PDF report - the research carried out and its findings, sources checked, links, archive references and available scans.
- A plan for further research - suggested documents, archives and questions to explore as you continue your investigation.

For one chosen ancestor and immediate family connections relevant to their story. We define the scope based on the information available.

You pay for work within the agreed scope and its documentation. We do not guarantee finding a particular record, a set number of ancestors or confirmation of a family hypothesis. The report may describe sources checked without results and suggest further steps.

Research into several family branches, archive visits and other work beyond the package require a separate quote. Fees for copies, paid collections and travel must be agreed in advance; we do not add them without your consent.

3. Ordering and payment

In the form, choose a package, describe the person or research goal, and provide your name and contact email address. Give information to the best of your knowledge and identify any assumptions.

Check the scope and price before paying. The contract for the chosen package is concluded once the order has been submitted and successfully paid. Submitting a form or opening the payment page does not mean payment has been made.

Advance payment is processed by Stripe. Available methods are shown on the payment page. An acknowledgement of your request may arrive before payment is completed and does not confirm that payment has been received.

Email us about sales documents, incorrect payments or changes to an order. An individual quote requires agreement on the scope, price and deadline before ordering.

Contact us to arrange an upgrade for the same case. Once the previous payment is confirmed, we credit it towards the agreed price of the higher package. This credit is not applied automatically when purchasing again.

4. Completing the work and delivering the report

We start work after confirming payment and receiving the information needed for research, subject to the early-start rules in section 5. If information needs clarification, we contact you by email.

We normally prepare the report within 7 working days of starting work. If the case requires longer, we agree a deadline with you; in special cases this may be up to 14 working days. Longer deadlines for individually quoted work are agreed before ordering.

We send the PDF report to the email address provided in your order. It describes the work and findings appropriate to your package. The availability of document copies depends on the archive's rights and rules; the report may contain links instead of scans.

5. Withdrawal from the contract

If you order as a consumer, you may withdraw from the online contract without giving a reason within 14 days of its conclusion, subject to the full-performance exception below. These rights also cover individuals granted statutory protection for business-related purchases that are not professional in nature.

Starting work earlier requires your express request, which you can select when ordering or send by email. Payment alone is not such a request. Without it, work starts after the withdrawal period has ended.

If work started early at your express request and you then withdraw, a payment proportionate to the work completed may be due, provided the statutory conditions are met. Starting work alone does not remove the right to withdraw.

The right to withdraw ends upon full performance of the paid service only if you expressly consented in advance, were informed beforehand that this would end your right to withdraw, and acknowledged that information.

Send your withdrawal notice to: kontakt@szukamkorzeni.pl. A clear message identifying the order is enough. You may use the example below, but it is not mandatory.

> I hereby withdraw from the contract for package […], concluded on […]. Name: […]. Address: […]. Email or order reference: […]. Date: […].

Any refund due is made without undue delay and no later than 14 days after receipt of the withdrawal notice, taking account of any lawful settlement. We use the original payment method unless you expressly agree to another method that incurs no costs for you.

6. Complaints and dispute assistance

You can send a complaint about the website or a paid service to: kontakt@szukamkorzeni.pl.

Describe the problem and provide a reply address and information identifying the case, such as the email used for the order or the order reference. No particular subject line or form is required.

We respond to a consumer complaint within 14 days of receipt, by email or another durable medium. The remedy depends on the complaint and your legal rights; it may include an explanation, a correction or addition to the report, or a refund where due.

Not finding a document does not by itself mean the research was carried out incorrectly. You may still complain about how the service was performed, a failure to meet the agreed scope or errors in the report.

Information on consumer assistance and out-of-court dispute resolution is available from UOKiK. You may also contact a municipal or district consumer ombudsman.

7. Responsible use and materials

Do not submit unlawful content or materials you are not entitled to share. Do not disrupt the website or attempt to access someone else’s data. For living people, provide only information necessary for the agreed purpose.

Genealogical findings are based on available materials. Gaps, contradictions and uncertainty must be distinguished from confirmed facts. The report does not replace an official document copy or a decision by a competent authority.

You may keep, print and share the report with family for personal use. Please agree publication or commercial use of the report with us, without prejudice to statutory rights. Rights to scans, photographs and other source materials may belong to other people or institutions.

These terms do not exclude or limit liability or rights that apply under mandatory law.

8. Technical requirements and privacy

You need internet access and an up-to-date browser. JavaScript and browser storage are needed to save My list and use some interactive features. A working email address is needed to receive the report and PDF-compatible software to read it.

You can stop using the free tools at any time. You can remove your locally saved list using the clear-list button or your browser settings.

Data processing and browser storage are explained in the Privacy Policy.

9. Changes to these terms

These terms may be updated when website features, offers, legal requirements or security needs change. The document shows its update date.

An order is governed by the terms applicable when the contract was concluded. A later update does not automatically change its price, scope or your rights. Polish law applies to matters not covered here, without depriving consumers of protection under mandatory law.

Have a question about these terms?

kontakt@szukamkorzeni.pl