

# Uslovi korišćenja



## 1. Online store service

- 1.1. As part of the Webshop service, any Customer can purchase the product offered for sale by the Operator in the Webshop. The user of the service provided by the Webshop acknowledges that the provisions of these regulations are binding on him.
- 1.2. In the case of the Webshop service, the sales contract is established based on the Customer's order with the Operator's e-mail confirmation. The operator retains ownership of the product until the purchase price is settled. These General Terms and Conditions form the basis of the contractual relationship between the Customer and the Operator.
- 1.3. To place an order, the Buyer must provide contact information (email, name, phone number) and invoicing and delivery data (name, country, postal code, settlement, street, house number, and tax number in the case of a company). A password is also required for registration.
- 1.4. The Operator shall ensure that errors arising during electronic data recording are corrected by the Customer before making the contractual legal declaration („Sending the Order“).
- 1.5. Orders are processed on business days. Depending on whether the product is in stock and whether the goods can be delivered the same day, the Operator will send a confirmation to the Buyer. Orders can be placed outside of business days and will be processed the next business day.
- 1.6. Payment of the purchase price can be made on site, at the Company's headquarters, to the supplier, after receipt of the goods (cash on delivery), or by bank transfer. The purchase price is deemed to have been paid if the consideration has been credited in full to the Operator's bank account, or if the Buyer has paid it in full to the supplier or the representative of the Company (Operator).
- 1.7. Delivery takes place on working days. The customer undertakes to forward his contact and delivery data to the supplier. If the delivery is definitively unsuccessful, the Operator will charge the Customer all costs incurred in connection with the delivery.
- 1.8. The Operator delivers the product to the delivery address specified by the customer at the time of the order. The shipping and billing address may differ.
- 1.9. Online bank card payment is also possible in our Webshop.

## 2. Terms of Service

- 2.1. To place an order in the Webshop, the Buyer must provide contact, billing and shipping information. When registering, the Buyer must enter the email address and password required for entry.
- 2.2. By checking the box next to the text, the Buyer must accept the General Terms and Conditions (hereinafter: GTC) and the Data Management Information.
- 2.3. The Operator sends the registration confirmation to the customer by electronic mail (email) to the e-mail address provided by the customer.
- 2.4. The data provided by the customer during registration are recorded in the so-called "customer account". In case of changes in the customer's data, the customer is obliged to transfer these changes to his account. In case of non-compliance, the buyer is responsible.
- 2.5. The Operator is entitled to verify the authenticity of the data provided by registered customers and, in this context, may request the attachment of the relevant documents if there are circumstances indicating that the data is incorrect.
- 2.6. The operator excludes customers who enter incorrect data from using the Webshop.
- 2.7. The Operator reserves the right to exclude the Customer from using the service (cancellation of registration) if the Customer violates these General Terms and Conditions or behaves in a way that, in the opinion of the Operator, endangers the rights or legitimate interests of others, or influences or damages the feeling of well-being.
- 2.8. The Operator assumes no responsibility for the untruthfulness of the data provided by the Customer or for the resulting damages to third parties.

## 3. Rights and obligations

- 3.1. The operator reserves the right to change the prices displayed in the Webshop. The price change takes effect when it is published on the website. The Operator guarantees that any price changes that may occur after placing the order will not affect the purchase price of the products already ordered.
- 3.2. The operator does not accept responsibility for an incorrectly indicated price despite its care, thus for data recording errors that can be attributed to the technical service provider operating the website or the IT system, or for an incorrect, unrealistic price that differs significantly from the generally known one.
- 3.3. In such cases, the Operator is not obliged to deliver the product at the wrongly displayed price in the Webshop, but offers delivery at the real price in the confirmation of the order, knowing that the Customer can order the product or the real price or cancel the purchase without any consequences.
- 3.4. When receiving the product, the buyer is obliged to check the integrity of the packaging and the presence of the product and its accessories. The Buyer is obliged to indicate the defects in the packaging and the lack of contents of the package when receiving the product.
- 3.5. If the Buyer (Company) does not wish to purchase the ordered product for any reason, the order may be canceled, except for products marketed, imported or manufactured (products not in stock) specifically for the Buyer. The Buyer has the right to cancel the order until the product is handed over to the supplier but must send the cancellation of the order to the Operator in writing.  
If a Buyer is a Consumer, the cancellation right is regulated by the Directive 2011/83/EU of the European Parliament and the Council on consumer rights and the corresponding Directive of the Hungarian Government 45/2014 (II. 26) on the detailed rules of consumer protection. (14 days cancellation right). According to the content of the above-mentioned documents, this right, however, does not apply to the products that are specially produced or imported for the Consumer.

## 4. Contact

- 4.1. Contact regarding the Contract is always made in writing. Electronic correspondence (email) is also considered written contact.

## **5. Warranty and Guarantee**

5.1. The operator undertakes a warranty period for the individual products at least under the applicable legislation, but if the manufacturer undertakes a warranty for the products under more favorable conditions compared to the legal provisions, the Customer may assert his warranty rights on these conditions. The specific warranty period is indicated individually for each product.

5.2. A warranty claim cannot be asserted due to improper use, conversion, unprofessional or unprofessional handling, improper storage, elemental damage or other non-manufacturing defects, maintenance and cleaning work performed by the Buyer, as well as any kind of intervention. In addition, a warranty claim cannot be asserted in the event of wear and tear of wearable parts.

## **6. Miscellaneous Provisions**

6.1. The Operator assumes no responsibility for errors, damages and their consequences that arise from reasons beyond its control (e.g. technical failure or failure of the internet network).

6.2. The operator reserves the right to unilaterally change these GTC.

6.3. The product images displayed in the Webshop are illustrations and may differ from reality.

6.4. The issued invoice is delivered to the customer by the operator or the operator's representative upon receipt of the product, in some cases the invoice is sent to the customer's postal address or forwarded as an e-mail attachment.

6.5. The Operator declares that he handles the Client's data - if it is classified as a Consumer - by Hungarian Act CXII of 2011 on the right to self-determination of information and freedom of information and with the GDPR regarding the provisions on the contractual relationship.

6.6. If a provision or a part of the provision of the contract is invalid, this does not affect the validity of the other provisions.

6.7. The operator and the customer are obliged to cooperate during the duration of the contract and also after it. If any question or dispute should arise between the parties and these GTC do not contain guidelines, they are obliged to resolve the dispute or question, taking into account the spirit of these GTC and the operator's purpose.

6.8. All questions arising from the legal relationship between the parties must be decided according to the rules of Hungarian law.

6.9. The operator and the customer will do their best to resolve any disputes through negotiations. In the event of a dispute between the parties, the Hungarian court is competent.