

General Terms and Conditions

General Terms and Conditions (GTC)



Please read this document carefully before finalizing your order. By completing your purchase, you agree to the terms and conditions outlined herein.

If you have any questions regarding these General Terms and Conditions, the use of the website, specific products, the purchasing process, or if you wish to discuss your individual needs, please contact our staff using the provided contact details.

1. COMPANY INFORMATION

Service Provider (Seller, Company) Information:

- **Name:** Török Levente EV
- **Headquarters:** 1114 Budapest, Ulászló utca 27.
- **Location:** 1114 Budapest, Ulászló utca 27.
- **Registering Authority:** Company Court of the Capital City Court
- **Tax Number:** 91367358-1-43
- **Bank Account Number:** 11600006-0000002-05383494 (Erste Bank)
- **Representative:** Török Levente
- **Central Telephone Number:** +36 20 459 7722
- **E-mail:** hello@togetherhands.hu
- **Website:** <http://www.enszobrom.hu> | www.togetherhands.hu

Hosting Provider Information:

- **Company Name:** UNAS Online Kft.
- **Headquarters:** 9400 Sopron, Major köz 2.1/15
- **E-mail:** unas@unas.hu
- **Phone:** +36 99 200-200

The purpose of the Levente Török (Sole Proprietor) website is to display the products of its contracted partners and to forward received orders to them. Levente Török (Sole Proprietor) and its partners maintain a long-term contractual relationship, allowing Levente Török (Sole Proprietor) to enter into contracts and receive payments on behalf of the partners. The operation of Levente Török (Sole Proprietor) services complies with the provisions of Act CVIII of 2001 on Electronic Commerce Services (Ektv.) and qualifies as an intermediary service.

2. DEFINITIONS

- **Goods:** Movable items, including water, gas, and electricity when contained in a tank, bottle, or other limited quantity or specified capacity, as well as goods containing digital elements.
- **Goods Containing Digital Elements:** Movable items that include or are linked to digital content or digital services in such a way that the goods would not be able to perform their functions without the relevant digital content or digital service.
- **Parties:** The Seller and the Buyer collectively.
- **Consumer:** A natural person acting outside the scope of their profession, independent occupation, or business activity.
- **Consumer Contract:** A contract where one of the parties is a consumer.
- **Functionality:** The ability of goods containing digital elements, digital content, or a digital service to perform functions appropriate to their purpose.
- **Manufacturer:** The producer of the product. In the case of an imported product, this includes the importer who brings the product into the European Union, as well as any person who identifies themselves as a manufacturer by placing their name, trademark, or other distinguishing mark on the product.
- **Interoperability:** The ability of goods, digital content, or digital services containing digital elements to work with hardware and software different from that with which the same type of goods, digital content, or digital services are normally used.
- **Compatibility:** The ability of goods, digital content, or digital services containing digital elements to work with hardware or software with which goods, digital content, or digital services of the same type are normally used, without the need for conversion.
- **Website:** This website, which serves to conclude the contract.
- **Contract:** A sales contract concluded between the Seller and the Buyer through the use of the Website and electronic correspondence.
- **Durable Medium:** Any device that enables the consumer or the business to store information addressed personally to them in a way accessible for future reference for a period adequate to the purpose of the information and which allows the unchanged reproduction of the stored information.
- **Means of Distance Communication:** Any means that can be used for making a contractual statement for the purpose of concluding a contract between parties without their simultaneous physical presence. Such means include addressed or unaddressed printed matter, standard letters, advertisements in the press with order forms, catalogues, telephone, fax, and devices providing internet access.
- **Distance Contract:** A consumer contract for the provision of goods or services concluded under an organized distance sales system without the simultaneous physical presence of the parties, where the contract is concluded exclusively through the use of one or more means of distance communication.
- **Product:** Goods offered on the Website, including goods containing digital elements.
- **Business:** Any person acting within the scope of their profession, independent occupation, or business activity.
- **Buyer/You:** The person making a purchase offer and concluding a contract through the Website.
- **Warranty:** In the case of contracts between the consumer and the business (hereinafter: consumer contract), this refers to:
 1. The warranty for performance of the contract as stipulated by the Civil Code, undertaken by the business for proper performance of the contract beyond or in the absence of a statutory obligation, as well as
 2. The mandatory warranty based on law.
- **Purchase Price:** The consideration to be paid for the goods and the provision of digital content services.

3. APPLICABLE LAWS

The Contract is governed by Hungarian law, with particular reference to the following legislation:

- Act CLV of 1997 on Consumer Protection
- Act CVIII of 2001 on Certain Issues of Electronic Commerce Services and Information Society Services
- Act V of 2013 on the Civil Code
- Government Decree 151/2003 (IX.22.) on Mandatory Warranty for Certain Consumer Goods
- Government Decree 45/2014 (II.26.) on the Detailed Rules of Contracts Between Consumers and Businesses
- NGM Decree 19/2014 (IV.29.) on the Procedural Rules for Handling Warranty and Guarantee Claims in Contracts Between Consumers and Businesses
- Act LXXVI of 1999 on Copyright
- Act CXX of 2011 on the Right of Informational Self-Determination and Freedom of Information
- Regulation (EU) 2018/302 of the European Parliament and of the Council of 28 February 2018 on addressing unjustified geo-blocking and other forms of discrimination based on customers' nationality, place of residence or place of establishment within the internal market and amending Regulations (EC) No 2006/2004 and (EU) 2017/2394 and Directive 2009/22/EC
- Regulation (EU) 2016/679 of the European Parliament and of the Council 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, and repealing Directive 95/46/EC (General Data Protection Regulation)
- Government Decree 373/2021 (VI.30.) on the Detailed Rules of Contracts Between Consumers and Businesses for the Sale of Goods and the Provision of Digital Content and Digital Services

4. SCOPE, ACCEPTANCE, AND MODIFICATION OF THE GTC

The content of the contract between us, in addition to the provisions of the relevant mandatory laws, is determined by these General Terms and Conditions (hereinafter: GTC) and the additional information available on the website. Accordingly, these GTC outline the rights and obligations of you and us, the conditions for the formation of the contract, delivery deadlines, shipping and payment terms, liability rules, and the conditions for exercising the right of withdrawal.

You are required to familiarize yourself with the provisions of these GTC before finalizing your order. By making a purchase through our online store, you accept the provisions of these GTC, and the GTC becomes an integral part of the contract between you and the Seller.

The Seller reserves the right to modify the provisions of these GTC within the framework of applicable laws. Please read the GTC before each purchase! Any changes to the GTC are effective upon their publication on the website. Changes do not affect contracts already concluded (confirmed orders).

Contract Language and Form:

- The language of the contracts covered by these GTC is Hungarian.
- Contracts covered by these GTC are not considered written contracts and are not filed by the Seller.

Prices and Billing:

Prices are in Hungarian Forints and include 27% VAT. The Seller reserves the right to adjust prices for business policy reasons. Price changes do not apply to already concluded contracts. If the Seller lists a price incorrectly and an order is placed for the product, but a contract has not yet been concluded between the parties, the Seller will act in accordance with the "Procedure for Incorrect Price" section of the GTC. Prices are indicative, and we reserve the right to change prices and correct errors. Our company uses electronic invoices as per Section 175 of Act CXXVII of 2007. By accepting these GTC, you consent to the use of electronic invoices.

Some of our intermediary products may include 0% VAT. It is the responsibility of the respective partner to issue and send the invoice to the customer for the sale of intermediary products.

5. HANDLING COMPLAINTS AND LEGAL REMEDIES

Consumers can submit their complaints about the product or the Seller's activities through the following contact details:

- Customer Service Office: 1117 Budapest, Biró László József körút 15/A

- Customer Service Hours: Monday to Friday: 9:00 AM - 4:00 PM
- Phone: +36 20 459 7722
- Website: <http://www.enszobrom.hu> | www.togetherhands.hu
- Email: hello@togetherhands.hu

A consumer may communicate to the business, orally or in writing, a complaint about the conduct, activity or omission of the business or of a person acting in the business's interest or on the business's behalf directly related to the marketing or sale of goods to consumers.

The business must immediately investigate and resolve the verbal complaint if possible. If the consumer disagrees with the handling of the complaint or if immediate investigation is not possible, the business must promptly record the complaint and its position on it in a written report, a copy of which must be given to the consumer in the case of an in-person verbal complaint. For complaints made by phone or other electronic communication services, the business must send the consumer a substantive response within 30 days, complying with the requirements for written complaints. Additionally, the business must follow the procedures for written complaints detailed below.

The business must respond in writing to a written complaint within 30 days of receipt, unless otherwise provided by directly applicable legal acts of the European Union. The business must justify its position if it rejects the complaint. Complaints made by phone or other electronic communication services must be given a unique identification number.

The report on the complaint must include:

1. The consumer's name and address,
2. The place, time, and method of the complaint submission,
3. A detailed description of the consumer's complaint and the documents, records, and other evidence presented by the consumer,
4. The business's statement on the consumer's complaint, if an immediate investigation is possible,
5. The name and signature of the person recording the report and, except for complaints made by phone or electronic communication services, the consumer's signature,
6. The place and time of the report,
7. A unique identification number for complaints made by phone or electronic communication services.

The business must keep the report on the complaint and a copy of the response for three years and present them to the supervisory authorities upon request.

If the complaint is rejected, the business must inform the consumer in writing of the authority or conciliation body to which the consumer can submit the complaint, depending on its nature. The information must include the contact details and mailing address of the relevant authority or conciliation body based on the consumer's place of residence or stay. The information must also state whether the business agrees to use the conciliation procedure.

If a consumer dispute is not resolved through negotiations, the consumer can pursue the following legal remedies:

Consumer Protection Procedure

Consumers can file complaints with consumer protection authorities if they notice a violation of their consumer rights. The authority will decide on the conduct of the consumer protection procedure based on the assessment of the complaint. Consumer protection tasks are handled by the relevant district offices of the capital and county government offices based on the consumer's residence. A list is available here: <http://www.kormanyhivatal.hu>.

Judicial Procedure

Consumers are entitled to enforce their claims arising from consumer disputes in civil court according to Act V of 2013 on the Civil Code and Act CXXX of 2016 on the Code of Civil Procedure.

Conciliation Body Procedure

Consumers can submit complaints against us. If we reject your consumer complaint, you may also contact the Conciliation Body competent for your place of residence or stay. The conciliation procedure requires that the consumer attempt to resolve the dispute directly with the business. At the consumer's request, the procedure may also be conducted by a different competent body.

The business is obliged to cooperate in the conciliation procedure, including sending a written response to the Conciliation Body's request and ensuring the presence of a person authorized to settle the dispute at the hearing.

If the business's registered office is not in the county of the competent Conciliation Body, the business's cooperation obligation includes offering the possibility of a written settlement proposal to the consumer.

Failure to cooperate with the Conciliation Body may result in a mandatory fine by the consumer protection authority, with no option for leniency. Amendments to the relevant laws mandate fines for non-compliance by businesses, including small and medium-sized enterprises.

Fines for small and medium-sized enterprises range from HUF 15,000 to HUF 500,000, and for larger businesses (annual net revenue exceeding HUF 100 million), fines can range from HUF 15,000 to 5% of the annual net revenue, up to HUF 500 million. The mandatory fines aim to ensure active participation in the conciliation process by businesses.

The Conciliation Body aims to settle consumer disputes out of court, facilitating the establishment of an agreement between the parties. If unsuccessful, the Body will make a decision to ensure the simple, quick, effective, and cost-efficient enforcement of consumer rights. The Body can also advise consumers and businesses on their rights and obligations.

Consumers initiate the procedure by submitting a written request to the chairperson of the Conciliation Body. The requirement of written form can be fulfilled by letter, telegram, teleprinter, fax, or any other means that allows the recipient to store the data addressed to them in a manner consistent with its purpose and reproduce the stored data in unchanged form and content.

The application must include:

1. The consumer's name, address, or place of residence,
2. The name, address, or business location of the business involved in the consumer dispute,
3. The name of the Conciliation Body selected by the consumer if different from the one competent by residence,
4. A brief description of the consumer's position and the supporting facts and evidence,
5. The consumer's statement that they attempted to resolve the dispute directly with the business,
6. A declaration that no other Conciliation Body procedure has been initiated, no mediation is in progress, and no legal action or request for payment order has been submitted,
7. A request for the Body's decision,
8. The consumer's signature.

The application should include the document (or its copy or extract) referenced as evidence, particularly the business's written statement rejecting the complaint, or if unavailable, any other written proof of the attempted resolution.

If the consumer is represented, the application must include the authorization.

- Further information on Conciliation Bodies is available here: <http://www.bekeltetes.hu>
- Information on territorial Conciliation Bodies can be found here: <https://bekeltetes.hu/index.php?id=testuletek>

Contact details for the respective Conciliation Bodies:

Baranya County Arbitration Board

- **Address:** 7625 Pécs, Majorossy I. u. 36.
- **Phone:** +36-72-507-154
- **Fax:** +36-72-507-152
- **Email:** abeck@pbkik.hu, mbonyar@pbkik.hu

Bács-Kiskun County Arbitration Board

- **Address:** 6000 Kecskemét, Árpád krt. 4.
- **Phone:** +36-76-501-500, +36-76-501-525, +36-76-501-523
- **Fax:** +36-76-501-538
- **Email:** bekeltetes@bacsbekeltetes.hu
- **Website:** www.bacsbekeltetes.hu

Békés County Arbitration Board

- **Address:** 5600 Békéscsaba, Penza ltp. 5.
- **Phone/Fax:** +36-66-324-976
- **Email:** eva.toth@bmkik.hu

Borsod-Abaúj-Zemplén County Arbitration Board

- **Address:** 3525 Miskolc, Szentpáli u. 1.
- **Phone:** +36-46-501-091, +36-46-501-870
- **Fax:** +36-46-501-099
- **Email:** bekeltetes@bokik.hu

Budapest Arbitration Board

- **Address:** 1016 Budapest, Krisztina krt. 99. I. em. 111.
- **Phone:** +36-1-488-2131
- **Email:** bekelteto.testulet@bkik.hu
- **Website:** bekeltet.bkik.hu

Csongrád-Csanád County Arbitration Board

- **Address:** 6721 Szeged, Párizsi krt. 8-12.
- **Phone:** +36-62-554-250/118
- **Fax:** +36-62-426-149
- **Email:** bekelteto.testulet@csmkik.hu

Fejér County Arbitration Board

- **Address:** 8000 Székesfehérvár, Hosszúsétatér 4-6.
- **Phone:** +36-22-510-310
- **Fax:** +36-22-510-312
- **Email:** fmkik@fmkik.hu

Győr-Moson-Sopron County Arbitration Board

- **Address:** 9021 Győr, Szent István út 10/a.
- **Phone:** +36-96-520-217
- **Fax:** +36-96-520-218
- **Email:** bekeltetotestulet@gymkik.hu

Hajdú-Bihar County Arbitration Board

- **Address:** 4025 Debrecen, Vörösmarty u. 13-15.
- **Phone:** +36-52-500-710
- **Fax:** +36-52-500-720
- **Email:** korosi.vanda@hbkik.hu

Heves County Arbitration Board

- **Address:** 3300 Eger, Faiskola út 15.
- **Phone:** +36-36-429-612
- **Fax:** +36-36-323-615
- **Email:** hkik@hkik.hu

Jász-Nagykun-Szolnok County Arbitration Board

- **Address:** 5000 Szolnok, Verseggy park 8. III. emelet 305-306.
- **Phone:** +36-56-510-621, +36-20-373-2570
- **Fax:** +36-56-510-628
- **Email:** bekeltetotestulet@inszmik.hu

Komárom-Esztergom County Arbitration Board

- **Address:** 2800 Tatabánya, Fő tér 36.
- **Phone:** +36-34-513-027
- **Fax:** +36-34-316-259
- **Email:** szilvi@kemkik.hu

Nógrád County Arbitration Board

- **Address:** 3100 Salgótarján, Alkotmány út 9/A.
- **Phone:** +36-32-520-860
- **Fax:** +36-32-520-862
- **Email:** nkik@nkik.hu

Pest County Arbitration Board

- **Address:** 1055 Budapest, Balassi Bálint u. 25. IV/2.
- **Mailing Address:** 1364 Budapest, Pf.: 81
- **Phone:** +36-1-792-7881
- **Email:** pmbekelteto@pmkik.hu
- **Website:** panaszrendezes.hu

Somogy County Arbitration Board

- **Address:** 7400 Kaposvár, Anna u. 6.
- **Phone:** +36-82-501-026
- **Fax:** +36-82-501-046
- **Email:** skik@skik.hu

Szabolcs-Szatmár-Bereg County Arbitration Board

- **Address:** 4400 Nyíregyháza, Széchenyi u. 2.
- **Phone:** +36-42-311-544
- **Fax:** +36-42-311-750
- **Email:** bekelteto@szabkam.hu

Tolna County Arbitration Board

- **Address:** 7100 Szekszárd, Arany J. u. 23-25. III. emelet
- **Phone:** +36-74-411-661
- **Fax:** +36-74-411-456
- **Email:** kamara@tmkik.hu

Vas County Arbitration Board

- **Address:** 9700 Szombathely, Honvéd tér 2.
- **Phone:** +36-94-312-356
- **Fax:** +36-94-316-936
- **Email:** vmkik@vmkik.hu

Veszprém County Arbitration Board

- **Address:** 8200 Veszprém, Radnóti tér 1. földszint 115-116.
- **Phone:** +36-88-814-121
- **Fax:** +36-88-412-150
- **Email:** info@bekeltetesveszprem.hu

Zala County Arbitration Board

- **Address:** 8900 Zalaegerszeg, Petőfi u. 24.
- **Phone:** +36-92-550-513
- **Fax:** +36-92-550-525
- **Email:** zmbekelteto@zmkik.hu

The European Commission has established a website where consumers can register to settle disputes related to online purchases without going to court. This platform allows consumers to submit a claim form online to resolve their disputes with merchants, thus overcoming geographical barriers that might otherwise hinder their access to justice.

If you wish to lodge a complaint regarding a product or service purchased online and prefer to avoid court proceedings, you can use the online dispute resolution tool. On this platform, you and the merchant you have a complaint against can jointly select the dispute resolution body to handle your case.

The online dispute resolution platform can be accessed here: [Online Dispute Resolution Platform](#)

6. COPYRIGHT

According to Section 1(1) of Act LXXVI of 1999 on Copyright (hereinafter referred to as the Copyright Act), the website qualifies as a copyrighted work, and therefore, every part of it is protected by copyright. Pursuant to Section 16(1) of the Copyright Act, unauthorized use of graphical and software solutions, computer program compositions found on the website, or any application allowing modification of the website or any of its parts is prohibited. Reproduction of any material from the website and its database, even with the consent of the rights holder, is permitted only with a reference to the website and acknowledgement of the source. The rights holder is Levente Török (Sole Proprietor)

6.1. If the customer submits an image of a product purchased from the online store to the webshop, they waive ownership rights, allowing the webshop to use it for any purpose at its discretion in the future.

6.2. Correspondence related to you and the related documentation constitute trade secrets and Levente Török (Sole Proprietor) does not consent to their disclosure or unauthorized transmission to third parties (excluding initiation of official procedures). Any breach of this provision or any other behavior capable of damaging the reputation of Levente Török (Sole Proprietor) (including possibly contacting the press) will result in our company taking necessary legal steps, including pursuing claims for damages.

6.3. Certain orders submitted by the User and certain finalized successful orders result solely in a contractual relationship for the purchase and sale of the Product between the Partner and the User. Levente Török (Sole Proprietor) is not a party to this contract; it merely acts as an intermediary in the transaction.

6.4. Videos submitted by customers for the creation of EmlékKapu stickers will not be shared with others or used for marketing or any other purposes. The videos will be stored on the enszobrom.hu server. The storage duration of the videos is unspecified; Levente Török (Sole Proprietor) endeavors to ensure access to them during the operation of the website. In the event of the website's cessation, the videos will be deleted without notice, and customers will not make claims due to resulting disadvantages.

7. PARTIAL INVALIDITY, CODE OF CONDUCT

If any provision of the General Terms and Conditions is legally deficient or invalid, the remaining provisions of the contract shall remain valid, and the applicable provisions shall apply in place of the invalid or faulty part.

The Seller does not have a Code of Conduct under the law prohibiting unfair commercial practices against consumers.

8. OPERATION OF DIGITAL CONTENT, TECHNICAL SECURITY MEASURES

The servers providing the data displayed on the website are accessible with an uptime exceeding 99.9% annually. Regular backups are performed of the entire data content, ensuring that the original data can be restored in case of any issues. The data displayed on the website is stored in MSSQL and MySQL databases. Sensitive data is encrypted with appropriate strength encryption methods utilizing hardware-based support integrated into processors.

9. INFORMATION ABOUT THE ESSENTIAL CHARACTERISTICS OF THE PRODUCT

On the website, we provide information about the essential characteristics of the products available for purchase in the descriptions provided for each item. Please note that the data on the product pages are for informational purposes only. The images may sometimes be illustrations, and the colors may not always correspond to reality. We do not provide warranty or assume responsibility for errors resulting from improper use, use contrary to the user manual, or incorrect preparation.

10. CORRECTION OF DATA INPUT ERRORS - LIABILITY FOR THE ACCURACY OF PROVIDED DATA

During the ordering process, you have the opportunity to continuously modify the data you enter before finalizing your order (by clicking the back button in your browser to return to the previous page, allowing you to correct entered data even if you have already moved to the next page). Please note that it is your responsibility to ensure that the data you enter is accurate, as billing and product delivery are based on the information you provide. Please be aware that providing incorrect phone numbers, email addresses, or mailbox storage capacity issues may result in failure to deliver the confirmation and prevent the formation of the contract. If the Buyer finalizes their order and discovers an error in the provided data, they must promptly initiate the modification of their order. The Buyer can notify the Seller of the need to correct the erroneous order by sending an email from the email address provided during ordering or by phone call. Clearly incorrect data entry or the existence of unpaid previous obligations authorizes Levente Török (Sole Proprietor) to automatically reject the offer or cancel the order. Only individuals who have reached the age of 18 can make purchases on our website. We are unable to verify this, and by submitting an order and accepting the General Terms and Conditions, the Buyer declares that they are over 18 years old. Levente Török (Sole Proprietor) does not assume responsibility for orders placed by minors.

11. PROCEDURE IN CASE OF INCORRECT PRICING

It is possible that, due to a technical error, incorrect prices may appear on the website. In the event of incorrect pricing, we reserve the right not to accept the order (your offer) at the incorrect price, and we are not obligated to sell the product at the incorrect price. No contract is formed between us in the case of an offer made at an incorrect price. If you submit an offer at an incorrect price, our system will automatically acknowledge it, but this does not constitute acceptance of the offer on our part. If you make an offer (place

an order) at an incorrect price, a representative of the Seller will notify you of the correct price and may offer to enter into a contract at the correct price. You are not obliged to submit an offer and enter into a contract at the correct price instead of the incorrect price communicated by the Seller. In this case, no contract is concluded between the parties.

12. USE OF THE WEBSITE

Registration is not required for purchasing. Our online store uses informal communication. If this is offensive to you, please refrain from using it.

The website provides product presentations and online ordering options for Users. Users can browse through the website using menu options. Products are categorized for easier navigation. The "Sale Items" category lists all discounted products available in the store. Each product includes the start and end dates of the promotion or indicates availability while stocks last.

The "New Arrivals" section features newly added products on the website. Clicking on a category name displays a list of products within that category. If all products in a category cannot fit on one page, navigation between pages is facilitated by numbers above and below the product list. Clicking on a product name in the list directs to a detailed product page where information about the desired product, including specifications and price, can be reviewed.

Users can search for products based on keywords. Search results matching the search criteria appear in a list format similar to the categories.

The selected product can be added to the cart using the "Add to Cart" button, with options to set the desired quantity. Users can review the contents of their cart under the "Cart" menu. Here, items can be modified in terms of quantity or removed entirely using the "Empty Cart" button.

By clicking the "Order" button, Users can proceed with the purchase process. In the second step, Users can choose to log in, register, or proceed with guest checkout. For both registered and guest checkouts, Users are required to provide the following information: email address, name, phone number, billing address, and optionally, a different shipping address. Registration also requires setting a password in addition to the aforementioned details. Users receive confirmation of successful registration via email and can manage their registration status by requesting deletion via email from the Service Provider, necessitating re-registration for future purchases.

Users are responsible for maintaining the confidentiality of their access credentials. Users are also responsible for updating their information and must promptly notify the Service Provider if they become aware of any misuse of their data by a third party. In case of forgotten passwords, Users can request a new password to be sent to their registered email address on the website. If a User has previously registered on the website, the ordering process continues by entering their email address and password.

In the next step of the ordering process (placing an offer):

Once Users are satisfied that the cart contents match their desired products and their data is accurate, they can finalize their order by clicking the "Order" button. Information displayed on the website does not constitute an offer for entering into a contract by the Seller. For orders falling under these General Terms and Conditions, Users are considered to be making an offer. By pressing the "Order" button, Users expressly acknowledge that their offer should be considered made and that their statement - subject to confirmation by the Seller in accordance with these Terms and Conditions - entails an obligation to pay. The validity of the offer is 48 hours. If the Seller does not confirm the offer within 48 hours according to these General Terms and Conditions, Users are released from the obligation to maintain the offer.

Processing Orders, Formation of Contract:

Users can place orders at any time. The Seller confirms receipt of the offer via email no later than the next business day following the submission of the offer by Users. The contract is concluded when the confirmation email sent by the Seller becomes accessible to Users in their email system.

13. PAYMENT METHODS

13.1. Credit Card Payment

For this payment method, Users are redirected to the myPOS system to settle their invoice using their credit card. Users must enter their credit card details on the bank's page, ensuring that these details do not reach the merchant under any circumstances. Accepted credit cards include: MasterCard products (MasterCard, MasterCard Electronic, Maestro), VISA products (VISA, VISA Electron, Visa V Pay), American Express, UnionPay, JCB, Bancontact, Apple Pay, Google Pay.

13.2. Bank Transfer

The price of the product and shipping costs can be paid into the following bank account based on the pro forma invoice:

- Török Levente EV (Erste Bank)
- 11600006-00000002-05383494

The order identification number must be indicated in the payment reference.

13.3. Cash on Delivery

If Users prefer to settle the order value upon receipt of the package, they can choose the "Cash on Delivery" payment method. Levente Török (Sole Proprietor) reserves the right to refuse cash on delivery without prior notice in certain cases, or may request an advance payment before dispatching the order.

Information on obligations related to unsuccessful cash on delivery:

- By placing an order, Users undertake to reimburse Levente Török (Sole Proprietor) as liquidated damages for any shipping/handling and other costs incurred due to accepting or rejecting delivery in accordance with mutually agreed shipping terms.
- The electronic sales contract between the online shop and the consumer (buyer) is concluded following the order placed on the website. Based on this contract, the consumer (buyer) is obligated to pay the purchase price, take delivery of the goods, cooperate with the online shop, and provide information on any essential circumstances related to contract performance (Civil Code Section 6:215 and Section 6:62 (1)).
- Failure to fulfill the obligation to provide such information under the contract is considered a breach, which may incur liability for damages.
- If the consumer (buyer) submits a statement of withdrawal after the performance (dispatch of the package) has occurred but delivery was unsuccessful, liquidated damages are payable since the breach of contract and resulting damages have occurred.
- Items subject to liquidated damages: full, undiscounted courier fee (1990 HUF), return delivery fee (1990 HUF), cash on delivery handling fee (990 HUF), packaging fee (750 HUF), total 5720 HUF.
- In case of non-payment, the debt will be promptly handed over to the MOKK system, and enforcement (FMH) will be initiated through public bailiff proceedings, with an administrative fee of 50,000 HUF. In such case, or if the matter needs to be handed over to the competent Court, Users are liable for all additional costs and expenses incurred.
- For purposes of interpreting this contract, failure by the buyer to take delivery of the ordered Product is considered a breach. The Company and the Consumer (Buyer) entered into an electronic contract following the order placed on the website. Pursuant to this contract, the Consumer (Buyer) is obligated to pay the purchase price, take delivery of the goods, cooperate with the Company, and provide information on any essential circumstances related to contract performance (Civil Code Section 6:215 and Section 6:62 (1)).
- If the Consumer fails to take delivery of the ordered Product, the Company reserves the right, at its discretion, to:
- terminate the contract with immediate effect, or attempt delivery for a third or fourth time if the second delivery attempt was unsuccessful and/or the Consumer did not cooperate.
- The Company reserves the right to enforce the unsuccessful delivery and return costs as liquidated damages against the Consumer.
- If the Consumer has previously failed to take delivery of the ordered Product (excluding exercising the right of withdrawal) at least twice, or if the Product has returned to the Company marked with a refusal, the Company may require prepayment of the purchase price and shipping costs. The Company reserves the right to withhold delivery of the Product(s) until it is satisfied that the Consumer has successfully paid the purchase price using electronic payment solutions (including cases where payment by transfer is made in the currency of the Consumer's Member State and due to currency conversion and bank charges, the amount received by the Company does not correspond to the purchase price and shipping fee specified in this agreement). The Company may contact the Consumer to supplement the purchase price if the full amount of the Product has not been paid.

Information on obligations related to unsuccessful pre-paid parcels: By placing an order, Users undertake to reimburse Levente Török (Sole Proprietor) as liquidated damages for any shipping/handling and other costs incurred due to accepting or rejecting delivery in accordance with mutually agreed shipping terms and within the time and manner specified by law. The reimbursable items: full, undiscounted courier fee (1990 HUF), return delivery fee (1990 HUF), packaging fee (750 HUF), total 4730 HUF. If the Consumer requests redelivery of an uncollected shipment, he is also required to pay the fee for it. If the payment is not made, the debt will be transferred to our debt management partner or the competent court, and any additional costs and all costs will be incurred by You.

14. DELIVERY METHODS, DELIVERY FEES

Current shipping fees are detailed under the "Information" menu of the webshop, specifically under the "Delivery" section.

International Sales:

- The service provider offers delivery to the following countries: Poland, Romania, Slovakia, Czech Republic. The Seller does not differentiate between buyers using the website within Hungary and those outside the European Union in terms of the website's use.
- For purchases outside Hungary, the provisions of these General Terms and Conditions (GTC) apply, under which the customer is considered a consumer if they are a citizen of a member state, have a residence in a member state, or are a business established in a member state, and purchases goods or services within the European Union solely for end-use purposes, or acts with such intent. A consumer is a natural person acting for purposes that are outside his commercial, industrial, craft, or professional activity.
- Communication and the language of purchase are primarily in Hungarian. The Seller is not obliged to communicate with the buyer in the official language of the buyer's member state.
- In the absence of differing provisions, the Seller applies Hungarian VAT to all Products.
- The Buyer may exercise their rights under these GTC.
- In the case of electronic payment solutions, payment is made in the currency determined by the Seller. The Seller may withhold delivery of the Product until satisfied that payment of the Product price and shipping costs has been successfully and fully made using the electronic payment solution (including cases where the payment by transfer is made in the currency of the Buyer's member state, and due to exchange and bank fees, the Seller does not receive the full amount of the purchase price and shipping fee).
- If the price of the Product has not been fully paid, the Seller may request the Buyer to supplement the purchase price.
- The Seller provides delivery options specified in the "Delivery" section for non-Hungarian buyers to facilitate the transfer of the Product.
- If the Buyer requests according to the GTC, the delivery of the Product to the territory of Hungary, or any other European Union member state, this can be requested by the non-Hungarian buyer through any of the delivery methods specified in the GTC.
- Otherwise, the Buyer may request that the Product be shipped at their own expense abroad. This right does not apply to Hungarian buyers.
- Upon payment of the shipping fee, the Seller fulfills the order. If the Buyer does not pay the shipping fee to the Seller, or does

not arrange their own shipment by the agreed-upon date, the Seller terminates the contract and refunds the pre-paid purchase price to the Buyer.

15. PERFORMANCE DEADLINE

The general performance and delivery deadline for orders is a maximum of 30 days from the confirmation of the order. This delivery deadline is indicative, and any deviations from this will be communicated via email in all cases. The delivery time indicated in the shipping method is also indicative; Levente Török (Sole Proprietor) undertakes to deliver within 30 days. By accepting these general terms and conditions, you acknowledge that the Seller expressly excludes liability for damages due to exceeding the specified delivery time. Please note that the average delivery time from order confirmation to Hungary is approximately 1-2 business days, while international delivery performance time is 2-5 business days.

16. RESERVED RIGHTS, PROPERTY RIGHTS PROVISION

It is possible that certain products listed on our website have been discontinued, are not available due to discrepancies in inventory management, or the stock available is damaged. Therefore, we reserve the right to reject confirmed orders partially or entirely. Partial fulfillment will only occur after consultation with you. In the event of advance payment of the product purchase price, the amount will be refunded to you within 5 business days.

If you have previously ordered a product but did not accept delivery (excluding cases where you exercised your right of withdrawal), or if the product returned to the seller without notification, the fulfillment of the order is subject to advance payment of the purchase price and shipping costs.

The seller may withhold delivery of the product until ensuring that the payment of the product price has been successfully completed using an electronic payment method (including cases where payment by bank transfer is made in the buyer's national currency, and due to exchange and bank fees, the seller does not receive the full amount of the purchase price and shipping costs). If the full amount of the product price has not been paid, the seller may request the buyer to supplement the payment.

17. RIGHT OF WITHDRAWAL

In all cases, the consumer is financially liable for the depreciation resulting from use beyond what is necessary to determine the nature, characteristics, and operation of the product, as well as for any damages.

When exercising the right of withdrawal, in the case of a product that has been used beyond what is necessary to determine its nature, characteristics, and operation, the depreciation can be up to 100%. Please note that the buyer is financially liable for any depreciation in all cases.

The product must be returned in its original packaging, with all accessories, documents, and the completed withdrawal form to the address of our package handler within 14 days from the notification, so that we can arrange for the refund of the purchase price within 14 days.

If you explicitly chose a shipping method other than the least costly standard shipping method at the time of ordering, we are not obligated to refund any additional costs arising from this. In such cases, our obligation to refund is limited to the general shipping charges listed.

Returns are handled via courier service, and personal handling is possible only by appointment.



ATTENTION! IMPORTANT RETURN INSTRUCTIONS!

When sending the package, please provide the company's email address (hello@togetherhands.hu) as we are notified of the shipment from there!

Unfortunately, we cannot arrange for the return shipment.

Packages sent with cash on delivery, via Hungarian Post, or to post offices or pickup points cannot be accepted according to current regulations. We are not responsible for incorrect, erroneous, or incomplete addresses!

PLEASE ADDRESS THE PACKAGE EXACTLY AS FOLLOWS:

- **Name:** Levente Török (Sole Proprietor)
- **Address:** HU-1114 Budapest, Ulászló utca 27.
- **Email:** hello@togetherhands.hu
- **Phone number:** +36204597722

*** DECLARATION FOR WITHDRAWAL OR CANCELLATION RIGHTS OF THE CONSUMER ***

The consumer may exercise their right guaranteed in Section 20 of Government Decree 45/2014 (II. 26.) through a clear statement of withdrawal or by using the attached declaration form, which can also be downloaded from the website, and sending it to the address below.

SAMPLE DECLARATION FOR WITHDRAWAL

Recipient: Török Levente EV - ÉNSZOBROM

Address: 1114 Budapest, Ulászló utca 27.

E-mail: hello@togetherhands.hu

Phone: +36 20 459 7722

I/we undersigned hereby declare that I/we exercise my/our right of withdrawal/cancellation regarding the sale of the following product(s) or the provision of the following service(s):

Date of contract/agreement:

Date of receipt:

Name(s) of the consumer(s):

Address of the consumer(s):

I request the refund to be transferred to the following bank account

(please fill out if you prefer the refund to be made via bank transfer):

Consumer(s)' signature (only in case of paper-based declaration):

Date:

INFORMATION REGARDING THE CONSUMER'S RIGHT OF WITHDRAWAL

According to Section 8:1 (1) paragraph 3 of the Civil Code, only a natural person acting outside their profession, independent occupation or business activity is considered a consumer; therefore, legal entities cannot exercise the right of withdrawal without justification!

Pursuant to Section 20 of Government Decree 45/2014 (II. 26.), consumers are entitled to a right of withdrawal without justification. The consumer may exercise the right of withdrawal:

a) In the case of a contract for the sale of goods

aa) For goods,

ab) In the case of multiple goods ordered in a single order but delivered separately, the last delivery of goods, from the date of receipt by the consumer or a third party other than the carrier designated by them, within a period of 14 days, which period begins on the day following the receipt of the goods.

The provisions of this section do not affect the consumer's right to exercise their right of withdrawal during the period between the conclusion of the contract and the receipt of the goods.

If the consumer made an offer for the conclusion of the contract, the consumer has the right to withdraw the offer before the conclusion of the contract, which terminates the binding force of the offer for the conclusion of the contract.

VALIDITY OF THE CONSUMER'S DECLARATION OF WITHDRAWAL

The right of withdrawal shall be deemed to have been exercised within the deadline if the consumer sends their declaration within the deadline. The deadline is 14 days.

The consumer bears the burden of proving that they have exercised their right of withdrawal in accordance with this provision.

After receiving the consumer's declaration of withdrawal, the Seller is obliged to confirm it in writing on electronic media.

OBLIGATIONS OF THE SELLER IN CASE OF CONSUMER WITHDRAWAL

Refund obligation of the Seller:

If the consumer withdraws from the contract in accordance with Section 22 of Government Decree 45/2014 (II. 26.), the Seller shall refund the full amount paid by the consumer as consideration within fourteen days of becoming aware of the withdrawal, including the costs incurred in connection with the performance, such as the shipping cost. Please note that this provision does not apply to additional costs incurred due to the selection of a delivery method other than the least costly standard delivery method.

Method of refund obligation of the Seller:

In case of withdrawal or cancellation in accordance with Section 22 of Government Decree 45/2014 (II. 26.), the Seller shall refund the amount due to the consumer using the same payment method that the consumer used for the initial transaction, unless the consumer explicitly agrees to another method of refund; in any case, the consumer shall not incur any fees as a result of such refund. The Seller shall not be liable for any delay caused by incorrect or inaccurate bank account information provided by the consumer.

Additional costs:

If the consumer explicitly chooses a delivery method other than the least costly standard delivery method, the Seller is not obliged to refund the additional costs incurred from this choice. In such cases, our refund obligation is limited to the listed general shipping charges.

Right of retention:

The Seller may withhold the amount to be refunded to the consumer until the consumer has returned the goods or has indisputably demonstrated that they have returned the goods; the earlier date shall be taken into account. We are unable to accept shipments sent with cash on delivery or postage due.

CONSUMER'S OBLIGATIONS IN CASE OF WITHDRAWAL OR CANCELLATION

Return of the product:

If the consumer withdraws from the contract in accordance with Section 22 of Government Decree 45/2014 (II. 26.), they are obliged to return the product without undue delay, but no later than 14 days from the notification of withdrawal, or hand it over to the Seller or a person authorized by the Seller to receive the product. The return is considered timely if the consumer sends back the product before the deadline expires.

Costs related to the return of the product:

The consumer bears the direct costs of returning the product. The product must be returned to the address of the Seller. If the consumer cancels a contract for the provision of a service outside the business premises or concluded within the framework of distance selling, they shall pay the entrepreneur a proportional fee for the services performed until the time of cancellation. The amount to be paid proportionally by the consumer shall be determined on the basis of the total amount of consideration including tax specified in the contract. If the consumer proves that the proportionate amount determined in this way is unreasonably high, the proportionate amount shall be calculated on the basis of the market value of the services performed until the time of termination of the contract. Please note that we are unable to accept products sent with cash on delivery or postage due.

Consumer responsibility for depreciation:

The consumer is responsible for any depreciation of the product resulting from the use of the product beyond what is necessary to determine its nature, characteristics, and functioning. When exercising the right of withdrawal, in the case of a product that has been used beyond what is necessary to determine its nature, characteristics, and functioning, the depreciation can be up to 100%.

Exceptions where the right of withdrawal cannot be exercised:

The Seller expressly informs you that you cannot exercise your right of withdrawal in the cases set out in Section 29 (1) of Government Decree 45/2014 (II. 26.):

1. In the case of a contract for the provision of services, after the complete provision of the service, if the business has commenced the performance with the express prior consent of the consumer, and the consumer has acknowledged that they lose their right of withdrawal after the complete performance of the service;
2. In the case of a product or service, the price or fee of which depends on fluctuations in the financial market beyond the control of the business, within the period of exercise of the right of withdrawal;
3. In the case of a non-pre-manufactured product made at the express request of the consumer or in accordance with their clear instructions, or in the case of a product that is clearly tailored to the consumer's personal needs;
4. In the case of perishable or rapidly deteriorating products;
5. In the case of sealed goods which are not suitable for return due to health protection or hygiene reasons after opening;
6. In the case of goods which, by their nature, are inseparably mixed with other items after delivery;
7. In the case of alcoholic beverages, the price of which was agreed upon at the conclusion of the purchase contract but the actual value of which depends on fluctuations in the market that cannot be controlled by the business, and which are to be delivered only after the thirtieth day from the conclusion of the contract;
8. In the case of a business contract where the business visits the consumer at the express request of the consumer for urgent repair or maintenance work;
9. In the case of sales of sealed audio or video recordings, as well as computer software, which have been unsealed after delivery;
10. In the case of contracts concluded at a public auction;
11. Except for contracts for accommodation, transportation, car rental, catering or services related to leisure activities, with regard to which a specific performance date or deadline has been stipulated in the contract;
12. In the case of digital content provided not on a tangible medium, if the business has commenced the performance with the express prior consent of the consumer and the consumer has simultaneously consented to the knowledge that they lose their right of withdrawal after the commencement of the performance.

REQUIREMENTS FOR CONTRACTUAL PERFORMANCE

The requirements for contractual performance generally apply to goods sold under a consumer contract and goods containing a digital element. At the time of delivery, the product must comply with the requirements specified in Government Decree 373/2021. (VI.30.).

For the performance to be considered contractual for the product under the contract:

- It must correspond to the description, quantity, quality, type specified in the contract, and must possess the functionality, compatibility, interoperability, and other characteristics specified in the contract.
- It must be suitable for any purpose specified by the consumer, which was communicated to the Seller no later than at the conclusion of the contract, and which the Seller accepted.
- It must include all accessories and user manuals specified in the contract, including installation instructions, and customer service support.
- It must provide the updates specified in the contract.

Additionally, for the performance to be considered contractual:

- It must be suitable for purposes prescribed for the same type of product by legislation, technical standards, or, in the absence of a technical standard, by industry codes of conduct.
- It must meet the quantity, quality, performance, and other characteristics that a consumer can reasonably expect, especially in terms of functionality, compatibility, accessibility, continuity, and safety, which are customary for the same type of product, considering any public statements made by the Seller, its representatives, or others in the sales chain.
- It must include accessories and instructions that a consumer can reasonably expect, including packaging and installation instructions.
- It must correspond to the characteristics and description of the product presented as a sample, model, or available as a trial version by the company before the contract was concluded.

The product does not need to comply with a public statement if the Seller proves that:

- They were unaware of the public statement and had no reason to be aware of it.
- The public statement was corrected properly before the contract was concluded.
- The public statement could not have influenced the consumer's decision to enter into the contract.

Requirements for Contractual Performance in the Sale of Goods under a Consumer Contract:

The Seller performs incorrectly if the defect in the goods results from improper installation, provided that:

- a) Installation is part of the sales contract and was carried out by the Seller or under the Seller's responsibility.
- b) If installation was to be carried out by the consumer, and improper installation occurred due to deficiencies in the installation instructions provided by the Seller—or in the case of goods containing digital elements—by the digital content or digital service provider.

If according to the sales contract, the Seller is responsible for installation, performance must be considered complete by the Seller upon completion of the installation.

If the sales contract involves goods containing digital elements and provides for continuous provision of digital content or services over a specified period, the Seller is liable for defects related to the digital content if the defect occurs within two years from delivery for continuous service lasting up to two years, or becomes apparent within that period.

Requirements for Contractual Performance in Goods Containing Digital Elements Sold under a Consumer Contract:

In the case of goods containing digital elements, the Seller must ensure that the consumer is notified of updates to the digital content of the goods or related digital services—including security updates—that are necessary to maintain conformity with the contract, and must ensure that the consumer receives them.

Availability of Updates in the Sales Contract

If the sales contract:

1. **Provides for a one-time service of the digital content or digital service**, then the seller must ensure that updates are reasonably expected by the consumer based on the type and purpose of the goods and digital elements, as well as the unique circumstances and the nature of the contract.
2. **Provides for continuous service of the digital content over a specified period**, then for continuous service lasting up to two years, updates must be provided over a period of two years from the delivery of the goods.

If the consumer fails to install provided updates within a reasonable timeframe, the seller is not liable for defects in the goods solely due to the lack of applying the relevant update, provided that:

- a) The seller informed the consumer about the availability of the update and the consequences of the consumer's failure to install it; and
- b) The consumer's failure to install the update or incorrect installation cannot be attributed to incomplete installation instructions provided by the seller.

Exception to Defective Performance:

Defective performance cannot be established if, at the time of concluding the contract, the consumer received specific information that a particular property of the goods differs from what is described here, and the consumer separately and expressly accepted this deviation when concluding the sales contract.

18. WARRANTY OF MERCHANTABILITY, PRODUCT WARRANTY, GARANTEE

The consumer information in this section has been prepared in accordance with Section 9 (3) of Government Decree 45/2014 (II.26.) using Annex 3 of Government Decree 45/2014 (II.26.), supplemented with provisions of laws adopted after the entry into force of the Government Decree.

WARRANTY OF MERCHANTABILITY

When can you exercise your warranty rights for defects?

You can enforce a warranty claim against the Seller in case of defective performance by the Seller according to the rules of the Civil Code and, in the case of a consumer contract, Government Decree 373/2021 (VI.30.).

What rights do you have under your warranty claim? General rules for warranty rights

You can choose from the following warranty claims:

You may request repair or replacement, unless the chosen remedy is impossible or would involve disproportionate additional costs for the Seller compared to other remedies. If you did not request or could not request repair or replacement, you may demand a proportionate reduction in the purchase price or repair the defect yourself at the Seller's expense, or have it repaired by someone else, or - as a last resort - terminate the contract.

You may switch from your chosen warranty right to another, but you will bear the cost of the switch unless it was justified or the Seller gave a reason for it.

In the case of a consumer contract, it must be presumed, until proven otherwise, that any defect recognized within one year from the date of performance of the goods or goods containing digital elements already existed at the time of performance, unless this presumption is incompatible with the nature of the goods or the nature of the defect.

For used products, warranty and guarantee rights generally differ from the standard rules. In the case of used products, defective

performance can also be discussed, but the circumstances that the Buyer could have expected certain defects to occur must be taken into account. Due to wear and tear, some defects become more frequent, and it cannot be assumed that a used product can have the same quality as a newly purchased one. Accordingly, the Buyer can only enforce warranty rights for deficiencies that exceed the defects resulting from usage and that arose independently of them. If the used product is defective and the Consumer Buyer was informed about it at the time of purchase, the Service Provider is not responsible for the known defect.

For buyers not considered consumers, the period for enforcing warranty rights is 1 year, starting from the day of performance (delivery).

Specific rules for warranty rights in the sale of goods and goods containing digital elements within the framework of a consumer contract

In the case of a contract between a consumer and a business for the sale of goods, digital content services, the "General rules for warranty rights" apply to the Consumer with the following deviations.

In the case of a contract between a consumer and a business for the sale of goods or digital content services, the Consumer cannot repair the defect himself or have it repaired by someone else at the Seller's expense when exercising warranty rights.

The Seller may refuse to bring the goods into conformity if repair or replacement is impossible or would involve disproportionate additional costs for the Seller, taking into account all circumstances, including the value of the goods in perfect condition and the significance of the breach.

The consumer is also entitled to demand a proportionate reduction in the purchase price or to terminate the sales contract, in line with the severity of the breach, if:

1. The Seller has not performed the repair or replacement, or has performed it but not completely in accordance with the following conditions:

- The Seller must take back the replaced goods at its own expense.
- If the repair or replacement necessitates the removal of goods installed in a manner consistent with their nature and purpose before the defect becomes apparent, the obligation to repair or replace includes the removal of the non-conforming goods and the installation of the replacement or repaired goods, or bearing the costs of removal and installation.

2. The Seller has refused to bring the goods into conformity.

3. Repeated performance failures occurred despite the Seller's attempt to bring the goods into conformity.

4. The defect is significant enough to justify immediate price reduction or immediate termination of the sales contract.

5. The Seller has not undertaken to bring the goods into conformity, or it is evident from the circumstances that the business will not bring the goods into conformity within a reasonable time or without significant inconvenience to the consumer.

If the consumer wishes to terminate the sales contract due to defective performance, the burden of proof is on the Seller to prove that the defect is minor.

The Consumer is entitled to withhold the remaining part of the purchase price - proportionate to the severity of the breach - until the Seller fulfills its obligations related to conformity and defective performance.

General rule:

- The Seller must take back the replaced goods at its own expense.
- If the repair or replacement necessitates the removal of goods installed in a manner consistent with their nature and purpose before the defect becomes apparent, the obligation to repair or replace includes the removal of the non-conforming goods and the installation of the replacement or repaired goods, or bearing the costs of removal and installation. The reasonable time for repair or replacement must be calculated from the time the Consumer reported the defect to the business.

The consumer must make the goods available to the business for repair or replacement.

A reduction in the purchase price is proportionate if its amount equals the difference between the value of the goods if there had been no lack of conformity and the value of the goods received by the consumer.

The Consumer's right to terminate the sales contract can be exercised by a statement addressed to the Seller expressing the decision to terminate.

If the defective performance affects only certain parts of the goods provided under the sales contract, and the conditions for exercising the right to terminate the contract are met, the Consumer can terminate the contract only for the defective goods, but can also terminate it for any other goods acquired together if it is not reasonable to expect the Consumer to keep only the conforming goods.

If the Consumer terminates the sales contract in whole or for certain goods provided under the sales contract:

- The Consumer must return the affected goods to the Seller at the Seller's expense.
- The Seller must promptly refund the purchase price of the affected goods to the Consumer as soon as it has received the goods or proof of their return.

What is the deadline for enforcing your warranty claim?

You must report the defect immediately after its discovery. A defect reported within two months of discovery must be considered reported without delay. However, please note that you cannot enforce your warranty rights beyond the two-year limitation period from the date of performance of the contract. If the contract between the consumer and the business concerns a used item, the parties may agree on a shorter limitation period; in this case, however, a limitation period shorter than one year cannot be validly stipulated.

Against whom can you enforce your warranty claim?

You can enforce your warranty claim against the Seller.

What other conditions are there for enforcing your warranty rights?

Within six months of the performance, the enforcement of the warranty claim has no conditions other than the reporting of the defect if you prove that the product or service was provided by the Seller. After six months from the performance, however, you must prove that the recognized defect existed at the time of performance.

For used products, warranty and guarantee rights generally differ from the standard rules. In the case of used products, defective performance can also be discussed, but the circumstances that the Buyer could have expected certain defects to occur must be taken into account. Due to wear and tear, some defects become more frequent, and it cannot be assumed that a used product can have the same quality as a newly purchased one. Accordingly, the Buyer can only enforce warranty rights for deficiencies that exceed the defects resulting from usage and that arose independently of them. If the used product is defective and the Consumer Buyer was informed about it at the time of purchase, the Service Provider is not responsible for the known defect.

PRODUCT WARRANTY

When can you exercise your product warranty rights?

In the case of a defect in a movable thing (product), you can choose to enforce a warranty claim or a product warranty claim.

What rights do you have under your product warranty claim?

You can only request the repair or replacement of the defective product under a product warranty claim.

When is the product considered defective?

The product is defective if it does not meet the quality requirements in force at the time of its marketing or does not have the characteristics specified by the manufacturer.

What is the deadline for enforcing your product warranty claim?

You can enforce your product warranty claim within two years from the time the product was marketed by the manufacturer. After this period, you lose this right.

Against whom and under what conditions can you enforce your product warranty claim?

You can only exercise your product warranty claim against the manufacturer or distributor of the movable thing. You must prove the defect of the product when enforcing the product warranty claim.

When is the manufacturer (distributor) exempt from product warranty obligations?

The manufacturer (distributor) is only exempt from product warranty obligations if it can prove that:

- It did not manufacture or market the product in the course of its business activities, or
- The defect was not recognizable at the time of marketing according to the state of scientific and technical knowledge, or
- The defect in the product results from the application of a law or a mandatory official regulation. The manufacturer (distributor) needs to prove only one reason for exemption.

Please note that you cannot enforce a warranty and a product warranty claim simultaneously for the same defect. However, if your product warranty claim is successfully enforced, you can enforce a warranty claim for the replaced product or repaired part against the manufacturer.

GUARANTEE

When can you exercise your guarantee rights?

The Seller is obliged to provide a guarantee for new durable consumer goods (e.g., technical items, tools, machines) and their accessories and components listed in Annex 1 of Government Decree 151/2003 (IX. 22.) upon their sale.

In addition, the Seller may voluntarily provide a guarantee, in which case it must comply with the guarantee conditions set out in the guarantee statement. The guarantee (warranty) period, if provided, and other guarantee conditions are always set out in the warranty card or the manufacturer's product documentation.

What are your rights and within what period can you exercise your guarantee rights?

The warranty period is one year. The warranty period begins when the consumer goods are handed over to the consumer or, if the commissioning is carried out by the company or its agent, it starts on the date of commissioning. If the consumer commissions the goods more than six months after delivery, the warranty period starts on the day of delivery.

For warranty claims related to consumer goods falling under Government Decree 151/2003 (IX. 22.), you can request:

- Primarily: repair or replacement, according to your choice, unless the chosen remedy is impossible or would involve disproportionate additional costs for the Seller compared to other remedies.
- If you did not request or could not request repair or replacement, you may demand a proportionate reduction in the purchase price or repair the defect yourself at the Seller's expense, or have it repaired by someone else, or - as a last resort - terminate the contract.

There is no room for the consumer's repair or the third-party repair reimbursement within the framework of a consumer contract if the chosen remedy is impossible or would involve disproportionate additional costs for the Seller compared to other remedies.

When is the Seller exempt from the guarantee obligation?

The Seller is only exempt from the guarantee obligation if it can prove that the defect arose after performance.

Please note that you cannot enforce a warranty and a guarantee claim simultaneously for the same defect, but otherwise, you have the rights arising from the guarantee regardless of the rights specified in the "Warranty of Merchantability" section.

This GTC is valid until withdrawn.