

General Terms and Conditions

GENERAL TERMS AND CONDITIONS (GCF)

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candlemap.hu – effective as of: 2026-01-01

Preamble

Welcome to our website! Thank you for choosing us for your purchase and for placing your trust in us!

These GTC for this online store were prepared using the "Consumer-Friendly GTC Generator".

If you have any questions regarding these General Terms and Conditions, the use of the website, individual products, or the purchasing process, or if you would like to discuss a specific request with us, please contact our staff using the contact details provided.

Imprint: Details of the Service Provider (Seller, Business)

Name: ZenithDeals Kft

Registered office: 6792 Zsombó, Rákosi Jenő utca 18.

Postal address: 6724 Szeged, Teréz utca 34.

Registering authority: Company Court of the Szeged Regional Court

Company registration number: 06-09-029207

Tax number: 32415939-2-06

Representative: Norbert Csete

Phone: +36 20 918 4118

E-mail: info@candlemap.hu

Website: <http://candlemap.hu>

Bank account number: 10700062-75959834-51100005

IBAN: HU98 1070 0062 7595 9834 5110 0005

SWIFT code: CIBHHUHBXXX

Hosting Provider

Name: UNAS Online Kft.

Registered office: 9400 Sopron, Kőszegi út 14.

Contact: unas@unas.hu

Website: unas.hu

Definitions

Goods: Movable property offered on the Website for sale, including goods containing digital elements.

Goods containing digital elements: Movable property that incorporates or is connected to digital content or a digital service in such a way that, without the digital content or digital service, the goods would not be able to perform their functions.

Digital content: Data produced and supplied in digital form.

Parties: Seller and Buyer jointly.

Consumer: A natural person acting outside the scope of their profession, independent occupation, or business activity.

Consumer contract: A contract where one party qualifies as a consumer.

Functionality: The ability of goods containing digital elements, digital content, or a digital service to perform functions in accordance with their purpose.

Manufacturer: The producer of the Goods; in the case of imported Goods, the importer bringing the Goods into the territory of the European Union; and any person who presents themselves as the manufacturer by indicating their name, trademark, or other distinctive sign on the Goods.

Interoperability: The ability of goods containing digital elements, digital content, or a digital service to work with hardware and software different from those normally used with goods, digital content, or digital services of the same type.

Compatibility: The ability of goods containing digital elements, digital content, or a digital service to work—without the need for conversion—with hardware or software normally used with goods, digital content, or digital services of the same type.

Website: This website used for concluding the contract.

Contract: A sales contract concluded between Seller and Buyer via the Website and electronic correspondence.

Durable medium: Any device that enables the consumer or the business to store data addressed personally to them in a way accessible for future reference for a period appropriate to the purpose of the information and which allows the unchanged reproduction of the stored information.

Means of distance communication: A device suitable for making contractual statements in the absence of the parties for the purpose of concluding a contract, including in particular addressed or unaddressed printed forms, standard letters, press advertisements with order forms, catalogues, telephone, fax, and internet-enabled devices.

Distance contract: A consumer contract concluded within an organised distance sales scheme for the supply of goods or services, without the simultaneous physical presence of the parties, where the parties use exclusively means of distance communication for concluding the contract.

Business: A person acting within the scope of their profession, independent occupation, or business activity.

Buyer/You: The person who makes a purchase offer and concludes a contract through the Website.

Seller: The person who issues an invitation to make an offer through the Website and concludes the contract.

Guarantee (warranty): In consumer contracts (i.e., contracts between a consumer and a business) as defined by the Hungarian Civil Code:

- a contractual guarantee assumed for proper performance, which the business undertakes voluntarily beyond its statutory obligation or in the absence thereof; and
- a mandatory statutory guarantee.

Purchase price: The consideration payable for the Goods and for the provision of digital content.

Applicable Legislation

The Contract is governed by Hungarian law, in particular the following legal acts:

- 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 durable consumer goods
- Ministerial Decree 10/2024 (VI.28.) IM on defining the scope of durable consumer goods subject to mandatory warranty
- Government Decree 45/2014 (II.26.) on detailed rules of contracts between consumers and businesses
- NGM Decree 19/2014 (IV.29.) on procedural rules for handling warranty and guarantee claims regarding goods sold under consumer-business contracts
- Act LXXVI of 1999 on Copyright
- Act CXII 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
- Regulation (EU) 2016/679 (GDPR) on the protection of natural persons with regard to the processing of personal data
- Government Decree 373/2021 (VI.30.) on detailed rules for contracts between consumers and businesses for the sale of goods and the supply of digital content and digital services

Scope of the GTC

The content of the contract concluded between us—alongside the mandatory applicable legal provisions—is governed by these General Terms and Conditions ("GTC"). Accordingly, these GTC set out the rights and obligations of you and us, the conditions for concluding the contract, performance deadlines, delivery and payment terms, liability rules, and the conditions for exercising the right of withdrawal.

Technical information necessary for using the Website that is not contained in these GTC is provided through other information available on the Website.

Language and Form of the Contract

The language of contracts governed by these GTC is Hungarian.

Contracts governed by these GTC do not qualify as written contracts; the Seller does not archive them.

Prices

Prices are indicated in HUF and include 27% VAT. The Seller may change prices for business policy reasons. Price changes do not affect contracts already concluded. If the Seller displays an incorrect price and an order is placed for the Goods, but the Parties have not yet concluded a contract, the Seller shall proceed in accordance with the "Procedure in the Event of an Incorrect Price" section of these GTC.

Procedure in the Event of an Incorrect Price

A price is considered obviously incorrect if it is:

- a price of HUF 0;
- a price reduced by a discount, but incorrectly displayed compared to the correct discount percentage shown next to the correct original price (e.g., for Goods priced at HUF 1,000, with a 20% discount shown, the correct discounted price is HUF 800, but the Goods are offered at HUF 500 due to an incorrect calculation).

In addition to the above, any price is considered obviously incorrect if the consumer could have recognised the error with the level of attention and care generally expected in the given situation, taking into account the consumer behaviour described in Section 4(1) of Act XLVII of 2008 on the Prohibition of Unfair Commercial Practices.

In the event of such an incorrect price being displayed, the Seller shall offer the Buyer the option to purchase the Goods at the actual price. With this information, the Buyer may decide whether to order the Goods at the actual price or not. If the Buyer does not wish to proceed, no contract shall be concluded between the Parties.

Complaint Handling and Legal Remedies

The consumer may submit:

- claims related to implied warranty, product warranty, or guarantee regarding the Goods; or
- a complaint aimed at remedying an individual violation of rights or interests (a "consumer complaint" under the Consumer Protection Act) concerning the conduct, activity, or omission of the Seller or of a person acting for or on behalf of the Seller in direct connection with the distribution or sale of goods to consumers,

via the following contacts and methods:

- **In writing via the following website:** <http://candlemap.hu>
- **In writing via e-mail:** info@candlemap.hu
- **In writing by post:** 6724 Szeged, Teréz utca 34.

Claims for implied warranty, product warranty, or guarantee must be handled by the Seller not under the consumer complaint-handling rules of the Consumer Protection Act, but in accordance with separate legal provisions.

A consumer complaint under the Consumer Protection Act—excluding implied warranty, product warranty, or guarantee claims—may be communicated to the business orally or in writing.

The Seller shall examine an oral complaint immediately and remedy it as necessary. If the consumer does not agree with the handling of the complaint, or immediate investigation is not possible, the Seller shall promptly draw up minutes of the complaint and its position, and:

- in the case of an oral complaint made in person, provide a copy to the consumer on the spot;
- in the case of an oral complaint made by telephone or other electronic communications service, send the minutes to the consumer no later than 30 days, together with the substantive reply, in accordance with the rules applicable to written complaints.

The minutes must include:

- the consumer's name and address or e-mail address;
- the place, time, and method of submitting the complaint;
- a detailed description of the complaint and a list of documents and other evidence presented by the consumer;
- the business's statement on its position, if immediate investigation is possible;
- the name of the person taking the minutes and—except for complaints made by telephone or other electronic communications service—the consumer's signature;
- the place and time of recording the minutes;
- in the case of a complaint made by telephone or other electronic communications service, the unique identification number of the complaint; and
- a warning that if the consumer does not provide the data listed under points (a) and (c) during the recording of the minutes, or refuses to sign the minutes, the Seller will omit applying the written complaint reply rules during the handling of the oral complaint.

If the consumer does not provide the data listed under points (a) and (c), or refuses to sign, the business is not obliged to apply the written complaint reply rules when handling the oral complaint.

The Seller shall reply to a written complaint—in a verifiable manner—within 30 days of receipt, unless an directly applicable EU legal act provides otherwise, and shall take measures to communicate the response. If the complaint is rejected, the Seller must state the reasons. In case of rejection, the Seller shall inform the consumer in writing which authority or conciliation body the consumer may contact, depending on the nature of the complaint. This information must include the name, address, telephone and internet contact details, and postal address of the competent authority or the conciliation body competent for the consumer's place of residence/stay/registered office, and whether the Seller has made a general submission declaration.

If the Seller provides an electronic interface/form for submitting written complaints, it must immediately confirm receipt of the complaint to the consumer's e-mail address provided.

The Seller must keep the minutes of oral complaints or written complaints and a copy of its substantive replies for three years and present them to the supervising authority upon request.

If a consumer dispute between the Seller and the consumer is not resolved during negotiations, the following remedies are available:

Consumer Protection Procedure

A complaint may be submitted to the consumer protection authorities. If the consumer detects an infringement of consumer rights, they are entitled to file a complaint with the consumer protection authority competent for their place of residence. Following the assessment of the complaint, the authority decides whether to conduct a consumer protection procedure. First-instance consumer protection authority tasks are performed by the capital city and county government offices competent for the consumer's residence; their contact details are available here:

(A very long list of authorities follows in your text—if you want, I can translate this list too, but typically in English versions it's acceptable to keep official names/addresses as-is. Tell me which version you prefer: full translation vs. keep the list in Hungarian.)

Court Proceedings

The customer is entitled to enforce their claim arising from a consumer dispute before a court in civil proceedings pursuant to Act V of 2013 on the Civil Code and Act CXXX of 2016 on the Code of Civil Procedure.

Conciliation Body (Békéltető Testület) Procedure

If we reject your consumer complaint, you are entitled to turn to the competent Conciliation Body based on your place of residence, stay or registered office, or to the Conciliation Body indicated in your application. A condition for initiating conciliation proceedings is that the consumer attempts to settle the dispute directly with the business.

Unless the consumer requests a personal hearing, the Conciliation Body holds the hearing online via electronic means enabling simultaneous audio and video transmission ("online hearing").

The business is obliged to cooperate in conciliation proceedings, including sending its written response within the deadline set by the body. Except for the application of Regulation (EU) No 524/2013 on online dispute resolution, the business must ensure the participation of a person authorised to conclude a settlement at the hearing. At the online hearing, the business's authorised representative must participate online. If the consumer requests a personal hearing, the authorised representative must at least participate online.

The Seller has not made a general submission declaration to any Conciliation Body.

More information about Conciliation Bodies is available here: <https://www.bekeltetes.hu>

(Then your document lists the contact details of specific Conciliation Bodies—same question applies: translate fully or keep official names/addresses.)

Copyright

Pursuant to Section 1(1) of Act LXXVI of 1999 on Copyright ("Copyright Act"), the website qualifies as a copyrighted work; therefore all parts are protected by copyright. Under Section 16(1) of the Copyright Act, it is prohibited to use the graphical and software solutions, computer programs, or any application enabling modification of the website or any part thereof without authorisation. Any material may be taken from the website and its database—even with the written consent of the rights holder—only with reference to the website and with indication of the source. The rights holder is: ZenithDeals Kft.

"Fogyasztó Barát" Reviews

We inform Buyers that the Seller uses the "Fogyasztó Barát" review system on its Website. The review system does not evaluate individual Goods, but rather the Seller (the webshop). The following technical measures ensure that only genuine buyers can submit reviews:

- The system operates independently of the webshop in such a way that the review WIDGET opens after the purchase, and submitted reviews are stored by Fogyasztó Barát (JUTASA Kft.) in its own system.
- Reviews can also be submitted only by the actual buyer, via an e-mail sent to the e-mail address provided to Fogyasztó Barát after the purchase.
- The webshop using the system has no technical ability to delete ratings or reviews.

As a result, the system contains only real buyers' ratings and reviews, and it makes no distinction between positive and negative reviews; it displays all of them.

Partial Invalidity, Code of Conduct

If any provision of the GTC is legally incomplete or invalid, the remaining provisions of the contract remain in force, and the invalid or defective part shall be replaced by the relevant statutory provisions.

The Seller does not have a code of conduct under the act on the prohibition of unfair commercial practices towards consumers.

Information on Essential Characteristics of the Goods

Information on the essential characteristics of Goods available for purchase on the Website is provided in the descriptions displayed for each Good.

Correction of Data Entry Errors – Responsibility for the Accuracy of Provided Data

During the ordering process, before finalising the order, you can continuously modify the data you have entered (by clicking the browser's back button, the previous page opens, so the entered data can be corrected even if you have already moved to the next page). Please note that it is your responsibility to ensure that the data you provide are entered accurately, as invoicing and delivery are based on the provided data. An incorrectly provided e-mail address or a full mailbox may result in failure to deliver the confirmation and may prevent the conclusion of the contract. If the Buyer has finalised the order and later discovers an error in the provided data, they must initiate the modification of the order as soon as possible. The Buyer may indicate a request to modify an incorrect order by sending an e-mail from the e-mail address provided at ordering, or by phone.

Use of the Website

Purchasing is not subject to registration.

The Website provides product presentation and online ordering options for users. Users can browse using menu items. Goods are organised into categories. The "Discounted Goods" category contains all discounted Goods available in the store. For each Good, the start and end date of the promotion is shown, or the start date and "while stocks last".

The "New Arrivals" menu contains newly added Goods. By clicking the category name, the list of Goods in the category is displayed. If not all Goods fit on one page, the user can navigate using the page numbers above and below the list. From the list, the detailed product page can be accessed by clicking the name of the Good; there you can learn about the detailed features and price of the Good you wish to order.

The Website also allows searching for Goods by keyword. Search results are displayed in a list similar to categories.

The selected Good can be added to the cart using the "Add to cart" button; the required quantity can be set next to the button. The user can check the contents of the cart via the "Cart" menu. Here the user can modify quantities, remove items, or empty the entire cart using the "Empty cart" button.

By clicking the "Order" button, the user can proceed with the purchase process. As a second step, the user can log in, register, or purchase without registration. In the case of registration or purchasing without registration, the user must provide: e-mail address, name, phone number, billing address, and, if different, shipping address. For registration, a password is also required. The user is informed of successful registration by e-mail and on the Website. The user may request deletion of their registration by e-mail from the Service Provider; in that case, a new registration is required for future purchases.

The user is responsible for keeping their access data confidential. The user is responsible for keeping their data up to date and must notify the Service Provider if they become aware that a third party has misused their data. If the password is forgotten, a new password can be requested on the Website to the registered e-mail address. If the user has previously registered, the ordering process can be continued by entering the e-mail address and password.

In the next step of the ordering process, the user must choose the appropriate payment and delivery method. The user can review all previously provided data and the Goods to be ordered and their quantities on a summary page. In case of data entry errors, the user can correct them using the pencil icon.

If everything is correct, the order can be finalised using the "Place order" button. Confirmation will be provided on the Website and by e-mail. If, after the order is recorded (e.g., in the confirmation e-mail), the user notices incorrect data, they must notify the Service Provider immediately, but no later than within 24 hours. Regardless of purchase intent, the user can log in via the "Customer Login" window or the "Login" menu. After logging in, an "Edit data" menu is available where the user can modify their registration data and track the details and status of submitted orders.

Product prices displayed include 27% VAT as required by law, but do not include the home delivery fee.

If the operator displays an incorrect price next to a product despite exercising due care, and the product price differs from its generally accepted price, the operator is not obliged to supply the product at the incorrect price, but must offer the buyer the option to purchase at the actual price in the order confirmation. If the buyer does not wish to proceed, they are entitled to withdraw from the contract unilaterally.

No separate packaging fee is charged. The detailed shipping fee schedule forms part of these terms, as well as the method of payment for the ordered goods and delivery fee.

The essential characteristics and instructions for use of the goods to be purchased can be learned from the information page of the specific product, noting that the detailed actual characteristics are contained in the instructions for use included with the product. The Service Provider's performance is deemed compliant if the product has more favourable characteristics than those stated on the website or in the instructions. If you have questions before purchase, our customer service is happy to help. Where required by law, we enclose the instructions for use with the goods. If you do not receive the mandatory instructions, please notify customer service immediately—before using the product—and we will provide a replacement. If you need more information than what is provided on the website regarding the quality, essential characteristics, use, or usability of any goods, please contact our customer service at info@candlemap.hu

Payment methods

Payment Methods

Bank Card Payment

You can pay quickly and securely by bank card in our webshop or at personal pickup.

Bank Transfer

The purchase price may also be paid via bank transfer.

Acceptance methods, acceptance fees

Failure to Accept the Product

For the purposes of interpreting this contract, it shall be considered a breach of contract if the Buyer does not accept the Product ordered by them and does not notify the Business of their intention to withdraw.

Following the order placed on the Website, a sales contract is concluded electronically between the Business and the Consumer (Buyer). Under this contract, the Consumer (Buyer) is obliged to pay the purchase price, take delivery of the product, cooperate with the Business, and inform it of any essential circumstances related to the performance of the contract (Civil Code Sections 6:215 and 6:62(1)).

If the Buyer fails to take delivery of the ordered Product, the Business may, at its discretion:

- terminate the contract with immediate effect, or
- attempt delivery a third or even fourth time, if the second delivery attempt was unsuccessful and/or the Buyer did not cooperate.

The Business reserves the right to enforce the costs of unsuccessful delivery and return shipment as a contractual penalty against the Buyer.

If the Buyer has previously failed to accept the ordered Product on at least two occasions (excluding cases where the right of withdrawal was exercised), or the Product was returned marked as "unclaimed", the Business may require prepayment of the purchase price and delivery costs before fulfilling the order.

The Business is entitled to withhold delivery of the Product(s) until it verifies that the purchase price has been successfully paid via an electronic payment method. This also applies if the Buyer transfers the purchase price in a different currency and, due to exchange rates or bank charges, the full amount of the purchase price and delivery fee is not received. In such cases, the Business will request the Buyer to pay the missing amount.

The user may not claim compensation from the operator for damages resulting from improper use of the product. Please pay special attention to proper use, as damages resulting from improper use shall be borne by the consumer.

Loyalty Program Rules

The Seller operates a loyalty program for registered customers of the Website.

Every person registered on the Website automatically participates in the loyalty program.

Customers earn points after each purchase according to the following calculation:

1 point for every HUF 100 spent.

Points collected in the loyalty program may be used as follows:

- each point equals HUF 1
- any number of points may be used in a single purchase
- points may be used for the purchase of any Goods, including discounted products
- only points earned from previous purchases may be used during a current purchase
- points may only be used for products available on the Website
- points are non-transferable and cannot be exchanged for cash

If points are used, the purchase price is reduced by the value of the redeemed points.

Points are valid for **1 year** from the date they are earned. Unused points will be deleted after this period.

Points may only be applied to the price of the Goods and cannot be used for delivery fees.

Redeeming points is voluntary and requires the Buyer to log in to the customer account in which the points were accumulated.

Finalisation of the Order (Offer Submission)

After verifying that the contents of the cart correspond to the Goods you wish to order and that your personal data are correct, you may finalise your order by clicking the **"Order"** button.

The information published on the Website does not constitute an offer by the Seller to conclude a contract. For orders falling under these GTC, you are considered the offeror.

By pressing the "Order" button, you expressly acknowledge that your order constitutes an offer and that your declaration entails a payment obligation if confirmed by the Seller.

The Seller shall confirm receipt of the order electronically without delay. If this confirmation is not received within a reasonable time, but no later than **48 hours**, the Buyer is released from the obligation to maintain the offer.

Order Processing and Contract Formation

Orders are processed in two stages.

After placing the order, you will first receive an automatic confirmation that your order has been received. This confirmation does not constitute acceptance of your offer.

If the automatic confirmation contains incorrect data (e.g., name, delivery address, phone number), you must notify us immediately by e-mail with the correct data.

If you do not receive the automatic confirmation within 24 hours, please contact us, as your order may not have been received due to technical reasons.

The Seller confirms acceptance of your offer in a second e-mail.

The contract is concluded when this second confirmation becomes accessible in your mailbox.

Procedure for Uncollected Parcels

If the Buyer fails to accept the delivered Goods and does not exercise the right of withdrawal within 14 days, this constitutes a breach of contract.

In such cases:

- The Seller may attempt re-delivery if coordination with the Buyer is possible, but may charge an additional delivery fee.
- If re-delivery fails or coordination is not possible due to lack of cooperation, the Seller may terminate the contract with immediate effect and claim the costs of unsuccessful delivery and return as a penalty.

Communication regarding termination may be sent to the e-mail address provided at the time of ordering. The time of communication is deemed to be when the message becomes accessible in the Buyer's e-mail account.

If the Buyer has previously failed to accept orders on at least two occasions, the Seller may require advance payment for future orders.

Delivery Methods and Fees

GLS Courier Service

The Goods are delivered by GLS courier.

More information:

<https://gls-group.eu/HU/hu/cimzetteknek-nyujtott-szolgaltatasok>

Order value Delivery fee

HUF 0 – 30,000 HUF 3,000

HUF 30,000 and above Free

Orders placed before 12:00 are dispatched on the next working day following confirmation. During peak periods, delivery may take **1–3 working days**.

Orders placed after 12:00 are delivered within **2–4 working days** after confirmation.

GLS Parcel Locker

Order value Delivery fee

HUF 0 – 30,000 HUF 3,000

HUF 30,000 and above Free

Delivery times are the same as for courier service.

GLS Parcel Point

Customers may collect their orders at GLS Parcel Points at a time convenient to them. Many locations are available in shopping centers, petrol stations, bookstores, and other easily accessible locations.

GLS sends notification by e-mail or SMS. The parcel can be collected within **5 working days**, taking into account the opening hours of the selected Parcel Point.

Order value Delivery fee

HUF 0 – 30,000 HUF 3,000

HUF 30,000 and above Free

Delivery times are the same as above.

MPL Courier Service (prepaid only)

Convenient nationwide delivery to home or workplace. Includes two delivery attempts.

More information:

https://www.posta.hu/kuldemeny_erkezes/haznal_torteno_csomagkezesites

Cash on delivery is **not available** for this method.

Delivery fee: **HUF 2,490 (gross)**

Please note: delivery time may be longer. Dispatch time is **7–10 days**.

Personal Pickup

Orders can be collected by prior appointment at:

6724 Szeged, Teréz utca 34

Phone: +36 20 918 4118

E-mail: info@candlemap.hu

Messenger or Instagram message is also accepted.

No fee is charged.

Occasional personal pickup is also available at selected events (e.g., markets, exhibitions) announced in advance.

FoxPost Parcel Locker (only for free fragrance sample orders)

FoxPost is a contactless parcel locker network available nationwide. After handover, delivery to the locker takes approximately **1 working day**. Customers receive an SMS with a code and have **3 days** to collect the parcel.

Payment at lockers is **card only**.

Fee: **HUF 1,690 (gross)**

Performance Deadline

Unless otherwise agreed, the Seller shall deliver the Goods **without undue delay, but no later than 30 days** from the conclusion of the contract.

The general performance deadline is therefore a maximum of **30 days from order confirmation**. If a shorter deadline applies, it is indicated under the specific delivery method.

In case of delay, the Buyer is entitled to act in accordance with the Hungarian Civil Code.

Retention of Title

If the Buyer has previously failed to accept ordered Goods (excluding cases of withdrawal), the Seller may require prepayment of the purchase price and delivery costs.

The Seller may withhold delivery until full payment has been received. If the amount received is insufficient due to currency conversion or bank charges, the Seller may request the Buyer to pay the difference.

Cross-border Sales – Prohibition of Geo-blocking

The Seller does not discriminate between customers based on nationality, residence, or place of establishment within the European Union.

Unless otherwise stated, delivery is provided within Hungary.

The language of communication and purchase is primarily Hungarian. The Seller is not obliged to communicate in the language of the customer's Member State.

The Seller is not required to comply with non-contractual national requirements of the customer's country (e.g., labeling

requirements) or to inform the customer about such requirements.

Hungarian VAT is applied to all Goods.

Customers from other EU countries may:

- request delivery to Hungary, or
- choose personal pickup.

Customers may also arrange international delivery at their own expense. If the delivery fee is not paid or delivery is not arranged within the agreed time, the Seller may terminate the contract and refund the purchase price.

Consumer Information

Right of Withdrawal

Only natural persons acting outside their business or professional activity qualify as consumers. Legal entities are not entitled to the right of withdrawal without justification.

According to Government Decree 45/2014, the consumer has the right to withdraw from the contract without giving any reason within **14 calendar days**.

The withdrawal period starts:

- upon receipt of the Goods, or
- in the case of multiple deliveries, upon receipt of the last item.

The consumer may also exercise the right of withdrawal between the conclusion of the contract and the receipt of the Goods.

If the Seller fails to inform the consumer about the withdrawal right, the withdrawal period is extended by **12 months**.

Exercising the Right of Withdrawal

The consumer may exercise the right of withdrawal by:

- a clear written statement, or
- using the withdrawal form available on the Website.

The withdrawal is considered timely if the statement is sent before the deadline.

The Seller shall confirm receipt of the withdrawal electronically.

Seller's Obligations in Case of Withdrawal

If the consumer withdraws, the Seller shall refund all payments received, including delivery costs, within **14 days** of receiving the withdrawal notice.

Additional costs resulting from choosing a more expensive delivery method than the standard one will not be refunded.

The refund will be made using the same payment method as the original transaction, unless otherwise agreed.

The Seller may withhold the refund until the Goods have been returned or proof of return has been provided.

Shipments sent **cash on delivery or without postage** will not be accepted.

Consumer's Obligations in Case of Withdrawal

The consumer must return the Goods **within 14 days** after notifying withdrawal.

The consumer bears the direct cost of returning the Goods.

The consumer is liable for any decrease in value resulting from use beyond what is necessary to establish the nature, characteristics, and functioning of the Goods.

Cases Where the Right of Withdrawal Does Not Apply

The right of withdrawal does not apply, among others, to:

- custom-made or personalized products
- perishable goods
- sealed products that cannot be returned for hygiene reasons once opened
- goods inseparably mixed with other items after delivery
- digital content supplied with prior consent and acknowledgment of loss of withdrawal right

Reservation of rights, ownership clause

If you have previously ordered Goods but did not receive them at the time of delivery (not including where you have exercised your right of withdrawal) or the Goods have been returned to the Seller without a requested indication, the Seller will make the fulfilment of the order conditional on the payment of the purchase price and delivery costs in advance.

The Seller may withhold delivery of the Goods until it is satisfied that the price of the Goods has been successfully paid using the electronic payment solution (including in the case of Goods paid by bank transfer, where the Buyer transfers the purchase price in the currency of the Member State in which the goods are sold and the Seller does not receive the full amount of the purchase price and delivery charges due to the conversion and bank commissions and costs). If the price of the Goods has not been paid in full, the Seller may request the Buyer to supplement the purchase price.

Sales abroad

By using the Website, the Seller does not distinguish between Buyers within the territory of Hungary and those outside the territory of the European Union. Unless otherwise provided for in these GTC, the Seller shall ensure the delivery/collection of the ordered Goods in Hungary.

The provisions of this GTC shall also apply to purchases made outside Hungary, provided that, for the purposes of this clause, a consumer is a national of a Member State or a business established in a Member State who purchases goods or services within the European Union solely for the purpose of final consumption or for the purpose of using them or acting with such intentions, in accordance with the provisions of the relevant Regulation. A consumer is a natural person who is acting for purposes which are outside his trade, business, craft or profession.

The language of communication and purchase is primarily Hungarian, the Seller is not obliged to communicate with the Buyer in the language of the Buyer's Member State.

The Seller is not obliged to comply with or inform the Buyer of any non-contractual requirements, such as labelling or sector-specific requirements, laid down in the national law of the Buyer's Member State in relation to the Goods concerned.

Unless otherwise specified, the Seller shall apply Hungarian VAT to all Goods. The Buyer may exercise its enforcement rights in accordance with these GTC.

In the case of electronic payment, payment is made in the currency specified by the Seller,

The Seller may withhold the delivery of the Goods until it is satisfied that the price of the Goods and the delivery charge have been successfully and fully paid using the electronic payment solution (including in the case of Goods paid by bank transfer, where the Buyer transfers the purchase price (delivery charge) in the currency of the Member State of the Seller and the Seller does not receive the full amount of the purchase price due to the conversion and bank commissions and charges). If the price of the Goods has not been paid in full, the Seller may request the Buyer to supplement the purchase price.

In order to deliver the Goods, the Seller shall also provide the same delivery facilities to non-Hungarian Buyers as to Hungarian Buyers.

If the Buyer may request delivery of the Goods to Hungary or any other Member State of the European Union in accordance with the GTC, the non-Hungarian Buyer may also request delivery by any of the means of delivery indicated in the GTC.

If the Buyer may choose to collect the Goods personally from the Seller in accordance with the GTC, this may also be used by the Buyer who is not in Hungary.

Otherwise, the Buyer may request that the Goods be shipped abroad at his own expense. This right does not apply to Hungarian Customers.

The Seller shall fulfil the order after payment of the delivery fee, if the Customer does not pay the delivery fee to the Seller or does not arrange his own delivery by the date agreed in advance, the Seller shall terminate the contract and refund the prepaid purchase price to the Customer.

Consumer information

Information on the consumer's right of withdrawal

As a consumer, the Civil Code. According to Article 8:1, paragraph 1, point 3, only natural persons acting outside the scope of their profession, self-employment or business activity are considered consumers, so **legal persons may not exercise the right of withdrawal without giving reasons!**

The consumer has the right to withdraw from the contract without giving any reason according to Article 20 of Government Decree 45/2014 (26.II.). The consumer may exercise his right of withdrawal

1. For a contract for the sale of goods
2. **aa)** to the Aru,
3. **ab)** in the case of the sale of several Goods, if the delivery of each Good is made at a different time, to the Goods last delivered,

by the consumer or a third party other than the carrier and indicated by the consumer, within a time limit of **14 calendar days** from the date of receipt of the goods by the consumer.

Nothing in this clause shall affect the consumer's right to exercise his right of withdrawal under this clause during the period between the date of conclusion of the contract and the date of receipt of the Goods.

If the consumer has made an offer to conclude the contract, the consumer has the right to withdraw the offer before the conclusion of the contract, which terminates the obligation to make an offer to conclude the contract.

Cancellation notice, exercise of the consumer's right of withdrawal or termination

The consumer can exercise the right provided for in Article 20 of Government Decree 45/2014 (26.II.) by means of a clear declaration to this effect or by using the declaration template that can be downloaded from the website.

Validity of the consumer's withdrawal

The right of withdrawal shall be deemed to have been exercised within the time limit if the consumer sends his declaration within the time limit.

In the case of written withdrawal or termination, it is sufficient to send the notice of withdrawal or termination within the deadline.

The burden of proving that the consumer exercised his right of withdrawal in accordance with this provision is on the consumer.

The Seller shall acknowledge the consumer's withdrawal on an electronic medium upon receipt.

Obligations of the Seller in the event of withdrawal by the consumer

Seller's obligation to refund

If the consumer withdraws from the contract in accordance with Article 22 of Government Decree 45/2014 (26.II.), the Seller shall reimburse the total amount paid by the consumer as consideration, including the costs incurred in connection with the performance, including the delivery fee, within fourteen days of becoming aware of the withdrawal at the latest. Please note that this provision does not apply to additional costs caused by the choice of a mode of transport other than the least costly usual mode of transport.

How the Seller is obliged to refund

In the event of withdrawal or termination in accordance with Article 22 of Government Decree 45/2014 (26.II.), the Seller shall refund the amount returned to the consumer in the same way as the payment method used by the consumer. The consumer shall be reimbursed in full by the consumer

the Seller may, with the express consent of the consumer, use another method of payment for the refund, but the consumer shall not be charged any additional fee. The Seller shall not be liable for any delay caused by the Consumer's incorrect and/or inaccurate bank

account number or postal address.

Additional costs

If the consumer explicitly chooses a mode of transport other than the least costly usual mode of transport, the Seller is not obliged to reimburse the additional costs resulting from this. In such a case, we shall be obliged to reimburse up to the amount of the standard delivery charges indicated.

Right of retention

The Seller may withhold the amount due to the consumer until the consumer has returned the Goods or has proved beyond reasonable doubt that he has returned them, whichever is the earlier. We are not able to accept consignments sent by cash on delivery or by post.

In the event of withdrawal or termination of the consumer's obligations

Return of the Goods

If the consumer withdraws from the contract in accordance with Article 22 of Government Decree 45/2014 (26.II.), the consumer shall return the Goods immediately, but no later than fourteen days from the date of withdrawal, or hand them over to the Seller or to a person authorised by the Seller to receive the Goods. The return shall be deemed to have been effected in time if the consumer returns the goods before the expiry of the time limit.

Payment of direct costs related to the return of the Goods

The consumer bears the direct cost of returning the Goods. The Goods must be returned to the Seller's address. If the consumer terminates an off-premises or distance contract for the provision of a service after the performance has begun, he must pay the trader a fee proportionate to the service provided up to the date of notification of the termination to the trader. The amount to be paid by the consumer pro rata shall be determined on the basis of the total amount of the consideration laid down in the contract plus tax. If the consumer proves that the total amount so determined is excessive, the pro rata amount shall be calculated on the basis of the market value of the services provided up to the date of termination of the contract. Please note that we are not able to accept goods returned by cash on delivery or postage paid.

Consumer liability for depreciation

The consumer is liable for depreciation resulting from the use of the Goods beyond the use necessary to determine their nature, characteristics and functioning.

If the right of withdrawal cannot be exercised or can only be exercised subject to conditions under the applicable legislation, the Customer shall not be entitled to use the product for trial purposes.

The right of withdrawal cannot be exercised in the following cases

The Seller expressly draws your attention to the fact that you may not exercise your right of withdrawal in the cases provided for in Article 29 (1) of Government Decree 45/2014 (II.26.):

1. after full performance of the service, but where the contract imposes a payment obligation on the consumer, this exception may be invoked only if performance has begun with the consumer's express prior consent and the consumer's knowledge that he will lose his right of withdrawal once the business has performed the contract in full;
2. in respect of a good or service the price or fee for which is not

which can be influenced, even during the time limit for exercising the right of withdrawal;

1. for Goods which are not prefabricated, which have been manufactured on the instructions or at the express request of the consumer, or for Goods which are clearly personalised for the consumer;
2. perishable Goods or Goods which retain their quality for a short period;
3. for sealed Goods that cannot be returned after opening after delivery for health or hygiene reasons;
4. Goods which, by their nature, are inseparably mixed with other Goods after delivery;
5. an alcoholic beverage the real value of which is dependent on market fluctuations in a way beyond the undertaking's control and the price of which was agreed between the parties at the time of the conclusion of the sales contract, but the contract is not performed until 30 days after the conclusion of the contract;
6. in the case of a contract for the provision of services where the business visits the consumer at the express request of the consumer to carry out urgent repair or maintenance work;
7. the sale of a copy of a sound or video recording or computer software in sealed packaging, if the consumer has opened the packaging after delivery;
8. newspapers, periodicals and periodicals, with the exception of subscription contracts;
9. for contracts concluded by public auction;
10. a contract for the provision of accommodation, transport, car rental, catering or leisure activities, with the exception of housing services, if the contract has a specific performance date or deadline;
11. in respect of digital content provided on a non-tangible medium, if the Seller has begun performance with the consumer's express prior consent and the consumer has, at the same time as giving such consent, acknowledged that he/she will lose the right of withdrawal once performance has begun and the undertaking has sent the consumer a confirmation.

Information on product warranties and guarantees of conformity for consumer contracts

This section of the Consumer Information Notice has been prepared pursuant to the authorisation of Article 9 (3) of Government Decree 45/2014 (II.26.), in accordance with Annex 3 of Government Decree 45/2014 (II.26.)

The Consumer Information applies only to Customers who are consumers, the rules for nonconsumers are set out in a separate chapter.

Contractual performance requirements for consumer contracts

Contractual performance requirements for goods sold under a consumer contract in general and goods containing a digital element

The goods and the performance must comply with the requirements of Government Decree 373/2021 (30.VI.2021) at the time of performance.

In order for performance to be deemed to be in conformity with the contract, the Goods subject to the contract must

comply with the specifications, quantity, quality, type and have the functionality, compatibility, interoperability and other characteristics specified in the contract

be fit for any purpose specified by the consumer, brought to the seller's attention by the consumer at the latest at the time of the conclusion of the contract and accepted by the seller

have all the accessories and user manuals specified in the contract, including installation instructions, installation instructions and after-sales support, and provide the updates specified in the contract.

In order for performance to be deemed to be in conformity with the contract, the Goods subject to the contract must

be suitable for the purposes specified for the same type of Goods in the applicable code of practice in the absence of a legal provision, technical standard or technical standard

have the quantity, quality, performance and other characteristics, in particular in terms of functionality, compatibility, availability, continuity and safety, which the Consumer can reasonably expect, as is normal for Goods of the same type, taking into account any public statement, in particular in an advertisement or on a label, by the Seller, his representative or any other person in the distribution chain, concerning the specific characteristics of the Goods

have the accessories and instructions that the consumer could reasonably expect, including packaging and instructions for installation, and

must correspond to the characteristics and description of the Goods presented by the undertaking as a sample, model or trial version prior to the conclusion of the contract.

The Goods do not have to comply with the above public statement if the Seller proves that

did not know, and did not need to know, the public statement

the public statement has already been duly corrected by the time the contract is concluded or the public statement could not have influenced the decision of the rightholder to conclude the contract.

Contractual performance requirements for the sale of goods sold under a consumer contract

The Seller shall be deemed to have performed defectively if the defect in the goods is due to improper installation, provided that

1. the installation is part of the sales contract and was carried out by the Seller or under the Seller's responsibility; or
2. the installation had to be carried out by the consumer and the incorrect installation is the result of shortcomings 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 the contract of sale provides that the goods are to be put into service by the Seller or under the Seller's responsibility, performance shall be deemed to have been completed by the Seller when the putting into service is completed.

If, in the case of goods containing digital elements, the contract of sale provides for the continuous supply of digital content or digital services for a specified period, the Seller is liable for a defect in the digital content of the goods if the defect occurs or becomes apparent within two years of the delivery of the goods in the case of continuous supply for a period not exceeding two years.

Contractual performance requirements for goods containing digital elements sold under a consumer contract

For goods containing digital elements, the Seller must ensure that the consumer is notified of and receives any updates to the digital content of the goods or to the digital service associated with the goods, including security updates, that are necessary to keep the goods in conformity with the contract.

The Seller's obligation to make the update available if the contract of sale

provides for a one-off supply of digital content or a digital service, the type and purpose of the goods and digital elements and the specific circumstances and nature of the contract are such as the consumer could reasonably expect; or

provides for the continuous supply of digital content for a specified period, then, for continuous supply for a period not exceeding two years, it must be provided for a period of two years from the date of delivery of the goods.

If the consumer fails to install the provided updates within a reasonable period of time, the Seller shall not be liable for the defect of the goods if it is solely due to the failure to apply the relevant update, provided that

1. the Seller has informed the consumer of the availability of the update and the consequences of the consumer's failure to install it; and
2. the failure of the consumer to install the upgrade or the incorrect installation of the upgrade by the consumer is not due to a lack of installation instructions provided by the Seller.

Defective performance cannot be established if, at the time of the conclusion of the contract, the consumer was specifically informed that a particular characteristic of the goods differed from that described here and the consumer expressly accepted this difference at the time of the conclusion of the contract of sale.

Accessories warranty

In which cases can you exercise your right to a warranty?

In the event of defective performance by the Seller, you may assert a claim against the Seller for defective performance in accordance with the provisions of the Civil Code and, in the case of consumer contracts, in accordance with the provisions of Government Decree 373/2021 (30.VI.).

What rights do you have under a warranty claim?

You may - at your option - make the following warranty claims:

You may request a repair or replacement, unless one of these is impossible or would impose a disproportionate additional cost on the Seller compared to any other request you have made. If you have not requested or could not request the repair or replacement, you may request a proportionate reduction in the price or, as a last resort, withdraw from the contract.

You can switch from one 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, unless the contrary is proved, that the defect in the goods and the goods incorporating digital elements was discovered within one year of the date of performance of the contract and was already present at the time of performance of the goods, unless this presumption is incompatible with the nature of the goods or the nature of the defect.

In the case of used Goods, the warranty and guarantee rights are usually different from the general rules. In the case of second-hand Goods, defective performance may also be considered, but the circumstances under which the Buyer could have expected certain defects to occur must be taken into account. As a result of ageing, the occurrence of certain defects becomes more frequent and it cannot be assumed that a second-hand Goods can be of the same quality as newly purchased Goods. On this basis, the Buyer may only assert his warranty rights in respect of defects which are in addition to and independent of those resulting from use. If the used Goods are defective and the Customer, being the Consumer, was informed of this at the time of purchase, the Supplier shall not be liable for the known defect.

The Seller may refuse to bring the Goods into conformity with the contract if repair or replacement is impossible or would result in disproportionate additional costs to the Seller, taking into account all the circumstances, including the value of the Goods in their original condition and the seriousness of the breach of contract.

The consumer is also entitled to claim a proportionate reduction of the consideration or to terminate the sales contract, according to the seriousness of the breach of contract, if:

the Seller has not carried out the repair or replacement, or has carried it out but has not complied, in whole or in part, with the following conditions

the Seller must ensure the return of the replaced goods at his own expense

where the repair or replacement requires the removal of goods which were put into service in accordance with the nature and purpose of the goods before the defect became apparent, the obligation to repair or replace includes the removal of the non-conforming goods and the putting into service of the goods supplied as a replacement or repaired goods or the bearing of the costs of removal or putting into service.

refused to make the goods conform to the contract

there is a repeated failure of performance, despite the Seller's attempts to bring the goods into conformity with the contract

the defect is of such gravity as to justify immediate price reduction or immediate termination of the sales contract, or

the seller has not undertaken to bring the goods into conformity with the contract, or it is clear from the circumstances that the business will not bring the goods into conformity within a reasonable time or without significant detriment to the consumer.

If the consumer wishes to terminate the sales contract on the grounds of defective performance, the burden of proving that the defect is insignificant lies with the Seller.

The Consumer shall be entitled to retain the remaining part of the purchase price, in whole or in part, according to the seriousness of the breach of contract, until the Seller has fulfilled its obligations regarding the conformity of performance and defective performance.

The general rule is that:

the Seller must ensure the return of the replaced goods at his own expense

if the repair or replacement requires the removal of goods which were put into service in accordance with the nature and purpose of the goods before the defect became apparent, the obligation to repair or replace includes the removal of the non-conforming goods and the putting into service of the goods supplied as a replacement or repaired goods or the bearing of the costs of removal or putting into service.

The reasonable time limit for the repair or replacement of the goods shall be calculated from the date on which the Consumer notified the business of the defect.

The consumer must make the goods available to the trader in order to have them repaired or replaced.

The delivery of the consideration is proportionate if the amount of the consideration is equal to the difference between the value of the goods due to the Consumer in the event of contractual performance and the value of the goods actually received by the Consumer.

The Consumer's right to terminate the contract of sale may be exercised by means of a declaration addressed to the Seller expressing the decision to terminate.

If the non-conformity concerns only a specified part of the goods supplied under the sales contract and the conditions for exercising the right to terminate the contract apply in respect of those goods, the Consumer may terminate the sales contract only in respect of the non-conforming goods, but may also terminate it in respect of any other goods acquired with them if the Consumer cannot reasonably be expected to keep only the goods which conform to the contract.

If the Consumer terminates the contract of sale in its entirety or in respect of part of the goods supplied under the contract of sale, the Consumer shall:

the Consumer must return the goods to the Seller at the Seller's expense; and

the Seller must reimburse the Consumer for the purchase price paid for the goods concerned as soon as he has received the goods or the certificate of return of the goods.

What is the time limit for you to claim your warranty?

You are obliged to report the fault as soon as you discover it. A defect communicated within two months of its discovery shall be deemed to have been communicated without delay. However, you should note that you cannot claim any rights under a guarantee beyond the two-year limitation period from the date of performance of the contract.

The limitation period does not include the part of the repair period during which the Buyer cannot use the Goods for their intended purpose.

For the part of the Goods affected by the replacement or repair, the limitation period for the claim for replacement or repair shall start to run again.

This rule also applies in the event of a new defect arising as a result of the correction.

If the object of the contract between the consumer and the business is second-hand goods, the parties may agree on a shorter limitation period; in this case, a limitation period of less than one year cannot be validly agreed.

Who can you claim against?

You may assert a warranty claim against the Seller.

What are the other conditions for enforcing your rights under the warranty?

Within one year from the date of performance, you can claim for a replacement goods warranty on no condition other than that you have notified the defect, if you prove that the goods were provided by the Seller. However, after one year from the date of performance, you will have the burden of proving that the defect which you have discovered existed at the time of performance.

Product Warranty

In which cases can you exercise your right to a product guarantee?

In the event of a defect in a movable item (Goods), you may, at your option, claim under the accessories warranty or the product warranty.

What rights do you have under a product warranty claim?

As a product warranty claim, you can only request the repair or replacement of the defective Goods.

In which cases is the Goods considered defective?

Goods are defective if they do not meet the quality requirements in force when they were placed on the market or if they do not have the characteristics described by the manufacturer.

What is the deadline for you to claim under the product warranty?

You have two years from the date the goods were placed on the market by the manufacturer to make a product warranty claim. After this period, you lose this right.

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

You can only exercise your right to a product warranty against the manufacturer or distributor of the movable item. You must prove that the Goods are defective in order to make a product warranty claim.

In which cases is the manufacturer (distributor) exempted from its product warranty obligation?

The manufacturer (distributor) is only exempted from its product warranty obligation if it can prove that:

manufactured or placed the Goods on the market in the course of its business, or
the defect was not detectable according to the state of science and technology at the time it was placed on the market, or
the defect in the Goods arises from the application of a law or a mandatory requirement of a public authority.

The manufacturer (distributor) only needs to prove one reason for exemption.

Please note that you may not claim for a defect in accessories and a product warranty at the same time. However, if your product warranty claim is successful, you may assert your accessories warranty claim against the manufacturer for the replaced Goods or repaired part.

Information on product warranty and guarantee of conformity of goods for non-consumer Customers who are not consumers

in the case of

General rules on the rights of accessory warranties

A Buyer who is not a Consumer may, at his/her option, make the following warranty claims:

You may request a repair or replacement, unless one of these is impossible or would impose a disproportionate additional cost on the Seller compared to any other request you have made. If you did not or could not request the repair or replacement, you may request a proportionate reduction in the price or the Buyer may have the defect repaired or replaced at the Seller's expense or, as a last resort, may withdraw from the contract.

You can switch from one 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 used Goods, the warranty and guarantee rights are usually different from the general rules. In the case of second-hand Goods, defective performance may also be considered, but the circumstances under which the Buyer could have expected certain defects to occur must be taken into account. As a result of ageing, the occurrence of certain defects becomes more frequent and it cannot be assumed that a second-hand Goods can be of the same quality as newly purchased Goods. On this basis, the Buyer may only assert his warranty rights in respect of defects which are in addition to and independent of those resulting from use. If the used Goods are defective and the Customer, being the Consumer, was informed of this at the time of purchase, the Supplier shall not be liable for the known defect.

In the case of buyers who are not consumers, the period of validity of the right to claim under the warranty is 1 year, starting on the date of delivery.

Warranty and Guarantee

Product guarantees and mandatory warranties are only available to customers who are consumers. If the Seller provides a voluntary warranty for a particular Good, the Seller shall indicate this separately when purchasing the Good.

If the manufacturer provides a manufacturer's warranty for the Goods that also covers purchasers who are not consumers, this warranty can be claimed directly from the manufacturer.