

General Terms and Conditions

Preamble and Legal Notice: Data of the Service Provider (Seller, Company)

Last Update: 30/01/2025

Welcome to our website. Thank you for choosing us for your shopping. We appreciate your trust in us.

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

Name: Weisson Ltd.

Registered Office: Hungary, 2241 Süllyás, Tápió u. 3.

Mailing Address: Hungary, 2241 Süllyás, Tápió u. 3.

Registration Authority: Budapest Környéki Törvényszék

Company Registration Number: 13-09-193431

Tax Identification Number: 14585445-2-13,

EU VAT Number: HU14585445

Represented by: Rozina Rita Székely

Email: info@sportlampa.com

Website: <http://sportlampa.com>

Account Number (for payments in HUF): 11600006-00000000-32039933 (Erste BANK)

IBAN Number (for payments in EUR): BE85967165874006 (WISE)

Hosting Service Provider Information

Name: UNAS Online Ltd.

Registered Office: Hungary, 9400 Sopron, Kőszegi út 14.

Contact Information: unas@unas.hu

Website: unas.hu

Scope and Acceptance of the Terms and Conditions, Relevant Legislation

The content of the contract concluded between us is determined not only by the provisions of the relevant mandatory laws but also by these General Terms and Conditions (hereinafter: "Terms and Conditions"). Accordingly, these Terms and Conditions govern the rights and obligations of both you and us, the conditions of contract formation, the deadlines for performance, the terms of delivery and payment, liability rules, as well as the conditions for exercising termination rights.

The technical information required for the use of the website, which is not included in these Terms and Conditions, shall be provided through additional information available on the website.

Before placing an order, you are obligated to familiarize yourself with the provisions of these Terms and Conditions.

Language and Form of the Contract

The language of the contracts concluded under these Terms and Conditions is English.

Contracts concluded under these Terms and Conditions shall not be considered as written contracts and shall not be archived by the seller.

Relevant Legislation

This contract (Terms and Conditions) is subject, in accordance with EU directives, to Hungarian legal and administrative regulations, including but not limited to the following:

- Act CLV of 1997 on Consumer Protection
- Act CVIII of 2001 on Certain Issues of Electronic Commerce and Information Society Services
- Act V of 2013 on the Hungarian Civil Code
- Government Decree 151/2003 (IX.22.) on Mandatory Warranty for Durable Goods
- Government Decree 45/2014 (II.26.) on Detailed Rules for Contracts between Consumers and Businesses
- Ministerial Decree 19/2014. (IV.29.) on the Procedural Rules for the Administration of Warranty and Guarantee Claims for Durable Goods Sold under Contracts between Consumers and Businesses
- Copyright Act LXXVI of 1999
- Act CXII of 2011 on 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 2006/2004/EC 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 modalities of contracts for the purchase of goods, the provision of digital content, and digital services between consumers and businesses

Severability Clause, Code of Conduct

If any part of these Terms and Conditions is legally incomplete or ineffective, the remaining parts of the contract shall remain valid nonetheless, and the relevant laws shall apply in place of the ineffective or faulty part.

The seller does not have a code of conduct under the law prohibiting unfair business practices towards consumers.

Prices and Invoicing

Prices

Prices are indicated in EUR, including value-added tax.

Value-added tax rate in Hungary: 27%.

The seller reserves the right to change prices from time to time for business reasons. Such price changes do not apply to contracts already concluded. If the seller has stated an incorrect price and an order has been received for the relevant product, but the parties have not yet concluded a contract, the seller will proceed in accordance with the "Procedure in Case of Incorrect Pricing" section.

Procedure in Case of Incorrect Pricing

The following are considered as obviously incorrect prices:

- a price of 0 EUR,
- a price reduced by a discount if the discount is incorrectly stated (e.g., for a product priced at 100 EUR with a discount of 20%, a price of 30 EUR is stated).

If the price is incorrectly stated, the seller offers the option to purchase the product in question at the actual price, and the buyer can decide, based on this information, whether to order the product at this actual price or cancel the order without adverse legal consequences.

Electronic Invoicing

Our company applies electronic invoicing in accordance with Section 175 of Act CXXVII of 2007. (Hungary) By accepting these Terms and Conditions, you agree to the use of electronic invoicing.

Complaint Management and Remedies

Consumers can assert a warranty claim for goods or file a complaint about the conduct, activities, or omissions of the seller using the following contact details and methods:

- In writing via the following website: <https://www.sportlampa.com/>
- In writing via the following email address: info@sportlampa.com
- In writing by post: Hungary, 2241 Süllysáp, Tápió u. 3.
- Verbally in person via the following telephone number: +36204603647

The consumer may express their concerns orally or in writing to the company regarding the conduct, activities, or omissions of the company or a person acting on behalf or in the interest of the company and directly related to the distribution or sale of goods to consumers.

The company is obliged to promptly investigate oral complaints and, if necessary, take remedial action. If the consumer disagrees with the handling of the complaint or an immediate investigation of the complaint is not possible, the company is obliged to promptly record the complaint and its response. In the case of orally submitted complaints in person, the company must provide the consumer with a copy thereof on-site. For complaints submitted by phone or through another electronic communication service, the company must send a substantive response to the consumer within 30 days along with an explanation in accordance with the requirements for responding to written complaints. Otherwise, the company must proceed as follows with written complaints.

Unless otherwise provided by a directly applicable act of the European Union, the company must provide a substantive and verifiable response within thirty days of receiving a written complaint and take appropriate measures to inform the consumer thereof. In the event of the rejection of the complaint, the company must inform the consumer in writing about the authority or alternative dispute resolution body that may initiate proceedings depending on the nature of the complaint. These details must also include the location, telephone and internet contact details, and postal address of the relevant authority or alternative dispute resolution body according to the consumer's place of residence or domicile. The information must also indicate whether the company has made a general submission statement for the decision of the alternative dispute resolution body.

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

Consumer Protection Procedures

Complaints may be filed with consumer protection authorities. If a consumer identifies a violation of consumer rights, they are entitled to lodge a complaint with the consumer protection authority responsible for their place of residence. After reviewing the complaint, the authority decides on the implementation of the consumer protection procedure. The first-instance tasks of consumer protection are performed by the county and district governments responsible for the consumer's place of residence. In Hungary, these tasks are performed by the county and district governments, and the list of these authorities can be found here: <http://www.kormanyhivatalok.hu/>

Proceedings before the Mediation Authority

If we reject your consumer complaint, you have the right to address the competent authority of your place of residence or the mediation authority specified by you in the application. The prerequisite for initiating proceedings before the mediation authority is that the consumer directly attempts to resolve the dispute with the relevant company.

The mediation authority conducts a hearing online without personal presence and through an electronic device allowing simultaneous audio and video transmission (hereinafter: Online Hearing), unless the consumer requests a personal hearing.

The company has an obligation to participate in the mediation procedure, within which we are required to submit our response to the request of the mediation authority in a timely manner. Except for the application of Regulation (EU) No 524/2013 of the European Parliament and of the Council of 21 May 2013 on online dispute resolution for consumer disputes and amending Regulation (EC) No 2006/2004 and Directive 2009/22/EC, the company is entitled to reach a settlement in the oral hearing and is obliged to ensure the participation of a person. In the case of the Online Hearing, the authorized representative of the company entitled to conclude a settlement must participate online. If the consumer requests a personal hearing, the authorized representative of the company entitled to conclude a settlement must participate in at least the Online Hearing.

More information on the Conciliation Bodies is available here: <http://www.bekeltetes.hu>
More information on the Conciliation Bodies with territorial competence is available here: <https://bekeltetes.hu/index.php?id=testuletek>

Contact details of certain territorially competent Conciliation Bodies:

Conciliation Body of Budapest

Address: Budapest
Jurisdiction: Budapest
Contact:
Address: 1016 Budapest, Krisztina krt. 99. I. em. 111.
Post address: 1253 Budapest, Pf.:10.
Phone: 06-1-488-2131
E-mail: bekelteto.testulek@bkik.hu

Conciliation Body of Baranya County

Address: Pécs
Jurisdiction: Baranya County, Somogy County, Tolna County
Contact:
Address: 7625 Pécs, Majorossy I. u. 36.
Phone: 06-72-507-154
E-mail: info@baranyabekeltetes.hu

Website: bekeltet.bkik.hu

Conciliation Body of Borsod-Abaúj-Zemplén County

Address: Miskolc

Jurisdiction: Borsod-Abaúj-Zemplén County, Heves County, Nógrád County

Contact:

Address: 3525 Miskolc, Szentpáli u. 1.

Phone: 06-46-501-090

E-mail: bekeltetes@bokik.hu

Website: bekeltetes.borsodmegye.hu

Conciliation Body of Fejér County

Address: Székesfehérvár

Jurisdiction: Fejér County, Komárom-Esztergom County, Veszprém County

Contact:

Address: 8000 Székesfehérvár, Hosszúsétatér 4-6.

Phone: 06-22-510-310

E-mail: bekeltetes@fmkik.hu

Website: www.bekeltetesfejer.hu

Conciliation Body of Hajdú-Bihar County

Address: Debrecen

Jurisdiction: Jász-Nagykun-Szolnok County, Hajdú-Bihar County, Szabolcs-Szatmár-Bereg County

Contact:

Address: 4025 Debrecen, Vörösmarty u. 13-15.

Phone: 06-52-500-710

E-mail: bekelteto@hbikik.hu

Website: hmbekeltetes.hu

Website: baranyabekeltetes.hu

Conciliation Body of Csongrád-Csanád County

Address: Szeged

Jurisdiction: Békés County, Bács-Kiskun County, Csongrád-Csanád County

Contact:

Address: 6721 Szeged, Párizsi krt. 8-12.

Phone: 06-62-554-250/118

E-mail: bekelteto.testulet@cskik.hu

Website: bekeltetes-csongrad.hu

Conciliation Body of Győr-Moson-Sopron County

Address: Győr

Jurisdiction: Győr-Moson-Sopron County, Vas County, Zala County

Contact:

Address: 9021 Győr, Szent István út 10/a.

Phone: 06-96-520-217

E-mail: bekeltetotestulet@gymkik.hu

Website: bekeltetesgyor.hu

Conciliation Body of Pest County

Address: Budapest

Jurisdiction: Pest County

Contact:

Address: 1055 Budapest, Balassi Bálint u. 25. IV/2.

Phone: 06-1-792-7881

E-mail: pmbekelteto@pmkik.hu

Website: panaszrendezes.hu

Online Dispute Resolution Platform

The European Commission has established a website where consumers can register to settle their legal disputes related to online purchases by submitting an application, thus avoiding litigation. In this way, consumers can assert their rights without, for example, being hindered by distance.

If you wish to complain about a product or service you purchased online and do not necessarily want to go to court, you can use the online dispute resolution tool.

On the portal, you and the business against which you have filed a complaint can jointly select the dispute resolution body to which you want to address your complaint.

You can find the Online Dispute Resolution platform here: [Online Dispute Resolution | European Commission \(europa.eu\)](https://ec.europa.eu/consumers/odr/)

Mediation Procedures for Non-Consumers

According to consumer protection legislation, a legal person, a church legal person, a housing cooperative, or a community is considered a consumer in mediation proceedings if they are acting outside their independent professional and economic activity and acquire, order, receive, use, or benefit from goods or are recipients of commercial communications or offers related to goods.

The determination of consumer status may be verified and examined by the mediation authority. The procedural rules are set by the regulations under the mediation authority.

Judicial Proceedings

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

Correction of Errors in Data Entry - Responsibility for the Accuracy of the Provided Data

During the ordering process and prior to completing the order, you can change the entered data at any time (by clicking the "Back" button in the browser, the previous page will open, allowing you to correct the entered data even if you have already moved to the next page). Please note that you are responsible for the accuracy of the data you enter, as products will be invoiced and delivered based on the data you provide. Also, note that an incorrectly entered email address or reaching the storage limit associated with the mailbox may result in the confirmation not being delivered and the contract not being concluded. If the buyer has completed the order and notices an error in the provided data, they must initiate a change to the relevant order as soon as possible. The buyer can communicate their intention to amend the erroneous order via email to the email address provided by the buyer during the order or by phone.

Usage of the Website

Registration is not required for purchase.

1. Selection of a Product and Information about its Essential Features

On the website, we provide information about the essential features of the goods offered for purchase in the descriptions of each product.

By clicking on the product categories on the website, you can select the desired product family and then the individual products within it. Clicking on individual products will display the product photo, item number, description, and price.

Please note that the product photos are for illustrative purposes only and may not always accurately reflect the actual appearance of the product. The color, size, and material of the purchased products may differ from those shown in the pictures.

When making a purchase, you must pay the price indicated on the website.

2. Adding Products to the Shopping Cart

After selecting the product, you can add the products to the shopping cart in the desired quantity by clicking on the **"Add to Cart"** button, without entering into a purchase or payment obligation, as adding products to the shopping cart does not constitute an offer. We recommend adding products to the shopping cart even if you are not sure whether you want to purchase the respective products or not, as this allows you to have an overview of the items you have selected and view and compare them on your screen with a single click. The contents of the shopping cart can be freely changed until the order is completed - until the **"Order"** button is clicked - i.e., you can remove items from the shopping cart, add additional items to the shopping cart, or change the quantity of items as desired.

3. Viewing the Shopping Cart

During the use of the website, you can check the contents of your shopping cart at any time by clicking on the **"Your Shopping Cart"** button at the top of the page. This allows you to remove items from your shopping cart or change the desired quantity. After clicking the **"Change"** button, the system will display the information corresponding to the data you have changed, including the price of the products you have added to your shopping cart. If you do not wish to select additional items, you can continue your purchase by clicking the **"Checkout"** button.

4. Providing Customer Data

After clicking the **"Checkout"** button, you will first be asked whether you are a new or an existing customer. If you are a new customer, you can choose whether to register and continue your purchase or to continue your purchase without registering by clicking on the corresponding button. If you are already a customer and have registered with us, you can also log in via this interface on our website and continue your purchase. You will then be prompted to enter your customer data. In the **"Contact Information"** text field, you can enter your email address, name, and phone number, and you must specify whether you are purchasing as a company or as an individual. In the **"Billing Address"** text field, enter the address to which the invoice should be issued. If you are purchasing as a company, you can also provide your tax number or EU VAT number here. In the next **"Shipping address"** text field, the system automatically saves the information you entered in the **"Billing Address"** field. If you wish to have your package delivered to an address other than the billing address, please uncheck the checkbox so that you can enter the correct delivery address.

5. Reviewing Your Order

After completing the above text fields, clicking the **"Continue"** button will take you to the **"Shipping and Payment"** page. Here, you can select the preferred shipping method (depending on the delivery address, you can choose one or more options) and the preferred payment method. On this page, on the right side of the screen in the **"Order Summary"**, you can enter the code in the **"Coupon Code"** field if you have a discount voucher. If you wish to make any changes, you can click the **"Back"** button to return to the **"Shopping Cart"** page, where you can edit all previously entered data. If no changes are necessary, you can click **"Continue"** to proceed to a summary page after entering the delivery and payment method. Here, you will see a summary of the information you previously entered, such as the contents of your shopping cart, your contact, billing, and delivery information, the amount you paid (you cannot change this information here unless you click **"Back"**), and the delivery and payment methods you selected. On the right side, you can enter additional information in the **"Note"** text field that the courier should know when delivering the package, such as doorbell, preferred delivery time, etc. If everything is correct, you can click the **"Order"** button to submit the order to our shop, which will then begin processing the order.

Order Completion (Submitting an Offer)

Once you have ensured that the desired products are in your shopping cart and that your data has been entered correctly, you can complete the order by clicking the **"Order"** button. The data entered on the website does not constitute an offer by the seller to conclude a contract. For orders under these terms and conditions, you are considered the offeror. By clicking the **"Order"** button, you expressly acknowledge that your offer is deemed to be made and that your statement, if confirmed by the seller in accordance with these terms and conditions, entails an obligation to pay. You are bound by your offer for a period of 48 hours. If your offer is not confirmed by the seller in accordance with these terms and conditions within 48 hours, the binding period of your offer expires.

Processing of the Order, Conclusion of the Contract

You may place your order at any time. The seller will confirm your offer no later than the next working day following the day your offer was sent. The contract is concluded at the time when the confirmation email sent by the seller is available in your email system.

Payment and Delivery Methods

Payment Methods

You can pay for your order at Sportlampa via bank transfer or online with a bank card.

Pay with Bank Card - TEYA

If you wish to pay for your order with a credit card, you can securely complete the transaction through TEYA.

Teya Services Ltd is a public limited company registered in England and Wales under number 12271069, with its headquarters at Third Floor, 20 Old Bailey, London, EC4M 7AN, United Kingdom. Teya Iceland hf is authorized and regulated by the Financial Conduct Authority (FCA) in Iceland to provide payment services in Hungary.

Our webshop strives to offer a safe and convenient online shopping experience. Therefore, we have chosen TEYA's payment solution, which ensures your privacy with the following security protocols and data protection measures:

- Data transmission between our webshop and TEYA's secure payment page is done via the HTTPS protocol, ensuring encrypted data transfer.
- TEYA's payment solution complies with the Payment Card Industry Data Security Standard (PCI DSS), the international standard for credit card payment security.

Bank Transfer

If you wish to pay by bank transfer, please make the transfer to the following account number:

Weisson Kft.

IBAN: BE85 9671 6587 4006

Swift/BIC Code: TRWIBEB1XXX

Bank Address: Wise Europe SA., Avenue Louise 54. Room S52. 1050 Belgium

Please include the order ID in the notification!

Shipping Methods and Delivery Time

Depending on the location where you place your order, you can choose from the following delivery methods:

- Home Delivery to Austria (DPD)
- Home Delivery to Belgium (DPD)
- Home Delivery to Bulgaria (Econt Home)
- Home Delivery to Croatia (DPD)
- Home Delivery to Czech Republic (Packeta)
- Home Delivery to Denmark (GLS)
- Home Delivery to Estonia (DPD)
- Home Delivery to France (DPD)
- Home Delivery to Germany (DHL)
- Home Delivery to Greece (Geniki)
- Home Delivery to Ireland (DPD)
- Home Delivery to Italy (GLS IT)
- Home Delivery to Luxembourg (DPD)
- Home Delivery to Netherlands (DPD)
- Home Delivery to Poland (InPost)
- Home Delivery to Portugal (DPD)
- Home Delivery to Romania (Cargus)
- Home Delivery to Slovakia (Packeta)
- Home Delivery to Slovenia (DPD SI)
- Home Delivery to Spain (DPD)
- Packeta Parcel Point - Czech Republic
- Packeta Parcel Point - Slovakia
- Packeta Parcel Point - Poland
- DPD Parcel Point - Romania
- DPD Parcel Point - Germany
- DPD Parcel Point - Italy
- DPD Parcel Point - Croatia
- DPD Parcel Point - Slovenia

The products that can be placed in the cart are actually in stock at Sportlampa in Hungary. Therefore, orders received and paid for on working days before 10:00 AM will be shipped on the same day, and we will notify you via email that your package has left our warehouse.

Your package will be sent by the Packeta courier service, which will hand over the package to your local delivery partner upon arrival in your country, who will then deliver it to you. The local courier service will inform you via email or SMS about the expected delivery time of the package, which is usually delivered to your address in your country within 2-5 working days. If the package does not arrive within the specified 2-5 days, please contact us at our email address: info@sportlampa.com

Fulfillment Period

The general deadline for fulfilling orders is a maximum of 30 days from the confirmation of the order. In case of a delay by the seller, the buyer reserves the right to set an additional deadline. Failure to meet this extended deadline entitles the buyer to withdraw from the contract. Delivery times, which may differ from the general delivery time, are always specified for each delivery method.

Procedure for Unaccepted Packages

If the buyer does not accept the ordered and delivered goods and does not notify the seller of their withdrawal within the legally provided 14-day period without justification, they are in breach of the contract concluded with the seller, which obliges them to accept the goods and thus accept the seller's performance. In this case, the seller will attempt to redeliver the goods if they can coordinate this with the buyer, but the redelivery may be subject to delivery costs. If the redelivery is unsuccessful or cannot be coordinated with the buyer because the buyer refuses to cooperate, the seller is entitled to immediately terminate the contract with the buyer due to breach of contract and claim the costs of the unsuccessful delivery and return as a penalty from the buyer. The parties agree that the email used by the buyer when placing the order will be accepted as the communication method for the termination of the contract, and they acknowledge that the date of the termination notice is the date on which the termination letter becomes accessible in the buyer's email account.

Reservation of Rights, Ownership Clause

If you have previously ordered products but did not accept or pick them up (this does not apply if you exercised your right of withdrawal), or if the products were returned to the seller marked "Not picked up," the seller will only fulfill your order if you pay the full purchase price and shipping costs in advance.

The seller may withhold delivery of the product until he has verified that the price of the products has been fully paid (this also applies if the price of the products is paid by bank transfer and the buyer transfers the purchase price in the currency of the buyer's member state, and the seller does not receive the full amount of the purchase price and delivery fee due to conversion costs and other bank fees and charges). If the price of the product has not been fully paid, the seller may ask the buyer to make up the shortfall in the purchase price.

Right of withdrawal

Information on the right of withdrawal entitled to consumer customers

According to Directive 2011/83/EU of the European Parliament and of the Council, only a natural person acting outside the scope of their trade, business, or profession is considered a consumer, so legal entities cannot exercise the right of withdrawal without justification!

The consumer is entitled to the right of withdrawal without justification according to Directive 2011/83/EU of the European Parliament and of the Council.

Based on the purchase contract concluded between the consumer and the merchant, the consumer may exercise the right of withdrawal within fourteen (14) calendar days. The 14-day period starts from the day when the Consumer or a third party designated

by the Consumer (other than the carrier) takes possession of the ordered goods. If the purchase contract includes multiple items that are to be delivered separately, the fourteen (14) calendar days shall be calculated from the day of receipt of the last item.

The provisions herein do not affect the consumer's right to exercise the right of withdrawal as defined in this section between the day of conclusion of the contract and the day of receipt of the Goods.

If the consumer made an offer for the conclusion of the contract, the consumer is entitled to withdraw the offer before the contract is concluded, which terminates the binding nature of the offer for the conclusion of the contract.

The consumer may exercise the right of withdrawal through their clear statement or by using the withdrawal form available on the website.

Validity of the consumer's withdrawal statement

The right of withdrawal shall be deemed to have been exercised within the deadline if the consumer sends their statement within the aforementioned 14-day period.

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

It is the consumer's responsibility to prove that they exercised the right of withdrawal in accordance with this provision.

Upon receipt of the consumer's withdrawal statement, the Seller is obliged to confirm it electronically.

Seller's obligations in case of consumer withdrawal

Seller's refund obligation

If the consumer withdraws from the contract in accordance with Directive 2011/83/EU of the European Parliament and of the Council, the Seller shall refund the full amount paid by the consumer as consideration within fourteen (14) days from the date of receipt of the withdrawal notification, including any costs incurred in connection with the performance, including the delivery cost. Please note that this provision does not apply to additional costs resulting from the choice of a delivery method other than the least expensive standard delivery method.

Method of refund obligation

In the event of withdrawal or termination in accordance with Directive 2011/83/EU of the European Parliament and of the Council, the Seller shall refund the amount due to the consumer in a manner identical to the payment method used by the consumer. With the express consent of the consumer, the Seller may use another payment method for the refund, but the consumer shall not incur any additional charges as a result. The Seller shall not be liable for any delay caused by the consumer providing an incorrect or inaccurate bank account number or postal address.

Additional costs

If the consumer expressly chooses a delivery method other than the least expensive standard delivery method, the Seller is not obliged to refund any additional costs incurred as a result. In such cases, our refund obligation remains limited to the specified general delivery charges.

Right of retention

The Seller may retain the amount due to the consumer until the consumer returns the Goods or unequivocally proves that they have returned them. The earlier of the two dates shall be taken into account. Cash on delivery or postage-paid shipments cannot be accepted.

Consumer obligations in case of withdrawal or termination

Return of the Goods

If the consumer withdraws from the contract in accordance with Directive 2011/83/EU of the European Parliament and of the Council, they are obliged to return the Goods immediately, but no later than fourteen (14) days from the notification of withdrawal, either by sending them back or handing them over to the Seller or a person authorized by the Seller to receive the Goods. The return shall be considered made within the deadline if the consumer sends the Goods before the deadline expires.

Bearer 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 address agreed with the Seller. Please note that we cannot accept Goods returned cash on delivery or by postage due.

Consumer responsibility for depreciation

The consumer is responsible for any decrease in the value of the Goods resulting from handling beyond what is necessary to determine their nature, characteristics, and functioning.

If, according to the relevant regulations, the right of withdrawal cannot be exercised, or can only be exercised subject to conditions, the Buyer is not entitled to use the Goods for trial purposes.

The Seller informs the Consumer that products for which the right of withdrawal cannot be exercised (e.g., perishable goods) are not sold on the website.

Consumer information

Information on the right of termination by natural person Buyers

Pursuant to item 3 of paragraph (1) of section 8:1 of the Civil Code of Hungary, only natural persons acting outside the scope of their profession, occupation, or business activity qualify as consumers, thus, legal persons are not entitled to exercise the right of withdrawal without justification.

Pursuant to section 20 of Government Decree 45/2014 (II. 26.), consumers have the right of withdrawal without justification. Consumers may exercise their right of withdrawal within a certain time limit, which commences:

1. a) in the case of contracts for the sale of Products,
2. aa) at the date when the Product,
3. ab) in the case of the sale of more than one Product, where each Product is delivered at a different time, when the Product last delivered is received by the consumer or a third person, other than the carrier, designated by the consumer, where such time limit is 14 days.

The time limit for withdrawal laid down in Government Decree 45/2014. (II. 26.) is 14 days, and the additional time limit for withdrawal is undertaken voluntarily by the Seller in this GTC, in addition to the time limit prescribed by law. The provisions in this section are without prejudice to the consumer's right to exercise their right of withdrawal laid down in this section also within the period between the day of the conclusion of the contract and the day of the receipt of the Product.

If the offer for concluding a contract was made by the consumer, the consumer shall have the right to withdraw from the offer, which terminates the binding period of the offer for the conclusion of the contract.

If the Seller has not informed the consumer about the deadline and other conditions for exercising the right of withdrawal (especially those contained in § 22 of the Government Decree), as well as the sample declaration according to Annex 2, the withdrawal deadline written above will be extended by 12 months. If the Seller has provided the consumer with information regarding the exercise of the right of withdrawal within 12 months of the expiry of the withdrawal period, the period open for withdrawal or cancellation expires on the 14th day from the date of communication of this information.

Statement of withdrawal, exercising the consumer's right of withdrawal or termination

The consumer may exercise their right under section 20 of Government Decree 45/2014 (II. 26.) by a clear statement in such regard or by using the sample declaration which can be downloaded also from the Website.

Validity of the consumer's statement of withdrawal

The right of withdrawal is to be considered timely exercised if the statement is sent by the consumer within the appropriate time limit. The time limit is: 14 days. In the case of written withdrawal or termination, it is sufficient to send the withdrawal or termination statement within 14 days. The time limit for withdrawal laid down in Government Decree 45/2014. (II. 26.) is 14 days, and the additional time limit for withdrawal is undertaken voluntarily by the Seller in this GTC, in addition to the time limit prescribed by law. The burden of proving that the consumer has exercised their right of withdrawal in accordance with this provision rests with the consumer. After its receipt, the Seller is obliged to confirm the Buyer's statement of withdrawal on an electronic data medium.

The Seller's obligations in the event of the consumer's withdrawal

The Seller's obligation to refund

If, in line with section 22 of Government Decree 45/2014 (II. 26.), the consumer withdraws from the contract, the Seller shall refund the full amount paid by the Buyer as consideration within 14 days, including the costs incurred in connection with the performance, such as the delivery fee. Please note that this provision does not apply to additional costs incurred as a result of choosing a delivery option other than the least expensive standard mode of delivery.

The manner of fulfilling the Seller's refund obligation

In the event of withdrawal or termination exercised in line with section 22 of Government Decree 45/2014 (II. 26.), the Seller refunds the amount repayable to the consumer by using the same payment method that was used by the consumer. With the express consent of the consumer, the Seller may use a different payment method, but the consumer may not be charged any additional fees as a result. The Seller will not be liable for any delay arising from the incorrect and/or inaccurate indication of the bank account number or mailing address by the consumer.

Additional costs

If the consumer has expressly chosen a delivery option other than the least expensive standard mode of delivery, the Seller will not be obliged to refund the costs incurred as a result of that choice. In such cases, our refund obligation will only include the indicated standard delivery fees.

Right to withhold performance

The Seller may withhold the amount payable to the consumer until the consumer has returned the Product of proven beyond doubt that they have returned it; out of these two dates, the earlier is to be taken into account. We are unable to accept consignments sent by cash on delivery or addressee pays service.

The consumer's obligations in the event of their withdrawal or termination

Returning the Product

If, in line with section 22 of Government Decree 45/2014 (II. 26.), the consumer withdraws from the contract, they are obliged to return the Product, or to hand the Product over to the Seller or to the person designated by the Seller to accept Products, without delay but no later than within fourteen days of giving notice of the withdrawal. The return obligation is to be considered fulfilled timely if the consumer dispatches the Product before the expiry of the time limit.

Bearing the direct costs incurred in connection with the return of the Product

The direct costs of returning the Product are borne by the consumer. The Product is to be sent to the Seller's address. If the Seller also sells the Goods at the business premises and the consumer exercises his right of withdrawal in person at the business premises, he is entitled to return the goods to the business at the same time. If, after the beginning of the performance, the consumer terminates the contract for the provision of services concluded off-premises or as a distance contract, they are obliged to pay the Business a fee commensurate with the service performed up to the date of giving notice of the termination. Such commensurate amount payable by the consumer is to be determined based on the total amount of consideration set out in the contract by adding the applicable taxes. If the consumer proves that the total amount determined in such a way is excessively high, the commensurate amount is to be calculated based on the market value of the services performed up to the date of the termination of the contract. Please note that we are unable to accept consignments sent by cash on delivery or addressee pays service.

Consumer liability for depreciation

The consumer is liable for the depreciation resulting from any use exceeding the use necessary to determine the nature, properties and operation of the Product.

The right of withdrawal cannot be exercised in the following cases

The Seller expressly notes that you may not exercise your right of withdrawal in the cases listed in paragraph (1) of section 29 of Government Decree 45/2014 (II.26.):

- after the full performance of the service, however, if a payment obligation is established by the contract for the consumer, this exception may only be relied on if, prior to the commencement of the performance, the consumer expressly consented to and acknowledged the fact that they will lose their right of withdrawal as soon as the contract is fully performed by the Business;
- with regard to Products or services the price or fee of which depend on the fluctuation of the financial market which cannot be influenced by the Business and which is possible even during the time limit set for the exercise of the right of withdrawal;
- in the case of non-premanufactured Products that have been produced based on the instructions and express request of the consumer, or in the case of Products that clearly have been tailored to the consumer;
- in the case of perishable Products or Products with short durability;
- in the case of Products with closed packaging, which cannot be returned once opened after delivery due to health protection or

- hygienic reasons;
- in the case of Products which, due to their nature, are inseparably mixed with other Products after delivery;
- in the case of alcoholic beverages whose actual value depends on the fluctuation of the financial market which cannot be influenced by the Business, and whose price was agreed upon by the parties when the sales contract was concluded, but the contract will only be performed after the thirtieth day from the conclusion of the contract;
- in the case of contracts for services where the Business contacts the consumer at the express request of the consumer in order to carry out urgent repair or maintenance work;
- with regard to the sale and purchase of audio and video recordings in sealed packaging, or copies of computer software, if the consumer has opened the packaging after delivery;
- with regard to newspapers, magazines and periodicals, with the exception of subscription contracts;
- in the case of contracts concluded at a public auction;
- with the exception of housing services, in the case of contracts for the provision of accommodation, transport, car rental, catering services or for services related to leisure activities, if a deadline or time limit was set for the performance in the contract;
- with regard to digital content provided on a non-physical data carrier, if the Seller has commenced its performance with the express, prior consent of the consumer, and if the consumer, simultaneously with giving that consent, acknowledged the fact in a statement that they will lose the right of withdrawal as soon as the performance is commenced, and the Business has sent a confirmation to the consumer.

Information on product liability and implied warranty with regard to the guarantee of conformity of the Products in the case of consumer contracts

This section of the consumer information has been drafted on the basis of paragraph (3) of section 9 of Government Decree 45/2014 (II.26.), with regard to annex No. 3 therein.

This Consumer Information only applies to Buyers who qualify as consumers, the rules applicable to non-consumer Buyers are included in a separate chapter.

Requirement of contractual performance in the case of consumer contracts

Requirement of contractual performance in general in the case of products and products containing digital elements sold under a consumer contract

At the time of the performance, the Products and the performance shall meet the requirements prescribed in Government Decree 373/2021 (VI.30.).

For the performance to be contractual, the Product serving as the subject matter of the contract shall:

- comply with the description, quantity, quality, and type set out in the contract, it shall have the functionality, compatibility, interoperability, as well as other properties determined in the contract
- be suitable for any purpose specified by the consumer, which the consumer brought to the Seller's attention at the latest when the contract was concluded, and which the Seller accepted
- have all the accessories and user manuals specified in the contract, including instructions for commissioning, instructions for installation, and customer service support, and
- provide the updates determined in the contract.

For the performance to be contractual, the Product serving as the subject matter of the contract shall also:

- be suitable for the purposes laid down for the same type of Products by law, technical standards, or, in the absence of technical standards, by the governing code of conduct
- comply with the quantity, quality, performance and other properties that the consumer can reasonably expect, particularly as regards functionality, compatibility, accessibility, continuity and safety, which is usual for the same type of goods, taking into account the public statements, especially those made in an advertisement or on a label, by the Seller, its representative or any other persons involved in the sales chain about the specific properties of the Products
- have all the accessories and instructions that the consumer can reasonably expect, including packaging and installation instructions, and
- comply with the properties and description of the Product presented as a sample or model, or made available as a trial version by the Business prior to the conclusion of the contract.

The Product does not have to comply with the aforementioned public statements, if the Seller proves that:

- it was not and did not have to be aware of the concerned public statement
- the concerned public statement was appropriately corrected until the time when the contract was concluded, or
- the concerned public statement could not affect the rightsholder's decision to enter into the contract.

Requirement of contractual performance in the case of the sale of products under a consumer contract

The Seller's performance is defective if the defect of the product results from unprofessional commissioning, provided that

- a) commissioning forms a part of the sales contract and it was carried out by the Seller or liability is borne by the Seller in that regard; or
- b) commissioning had to be carried out by the consumer, and the unprofessional commissioning results from the shortcomings of the instructions for commissioning provided by the Seller or, in the case of Products containing digital elements, by the provider of digital content or digital services.

If, pursuant to the sales contract, the commissioning of the product is carried out by the Seller or liability is borne by the Seller in that regard, then performance is to be considered completed by the Seller upon the completion of the commissioning.

If, in the case of a Product containing digital elements, the sales contract prescribes that the digital content or digital services are to be provided continuously for a definite period, the Seller shall be liable for the defect of the product related to the digital content if the defect arises or becomes detectable within two years of the delivery of the product in the case of a continuous service provided for a period that does not exceed two years.

Requirement of contractual performance in the case of the sale of products containing digital elements under a consumer contract

In the case of products containing digital elements, the Seller shall ensure that the consumer is informed of and provided with the updates concerning the digital content of the product or the digital service related to it, including security updates, where the updates are necessary for the maintenance of the contractual nature of the product.

The Seller shall ensure the availability of the updates for a period:

- that can be reasonably expected by the consumer based on the type and purpose of the product and the digital elements, as well as on the individual circumstances and the nature of the contract if the sales contract prescribes one-time provision of the digital content or digital service; or
- of two years of the delivery of the product, in the case of continuous service for a period not exceeding two years, if the sales contract prescribes the continuous provision of the digital content for a definite period.

If the consumer, within a reasonable time limit, fails to install the updates made available, the Seller will not be liable for the defect of the product provided that the defect results exclusively from the lack of the relevant update, provided also that

1. a) the Seller informed the consumer of the availability of the update and the consequences of the consumer's failure to install it; and
2. b) the consumer's failure to install the update or the defective installation of the update by the consumer is not attributable to the shortcomings of the instructions for installation provided by the Seller.

No defective performance can be established if the consumer, upon the conclusion of the contract, received separate information about that a certain property of the product differs from the properties prescribed herein, and that difference was separately and expressly acknowledged by the consumer at the conclusion of the contract.

Contractual performance requirements for digital content sold under a consumer contract in case of sale

The Seller supplies and provides the digital content to the consumer. The parties are different in the absence of his agreement, the Seller without undue delay after the conclusion of the contract provides the consumer with the latest digital content available at the time of signing the contract version.

The service is deemed completed if the digital content or - it is for it required for access or suitable for downloading - any solution for the consumer, or on a physical or virtual device selected by the consumer for this purpose.

The Seller must ensure that the consumer is notified that the digital content is such updates - including security updates - that are digital content or digital are necessary to maintain the contractual nature of the service, as well as receive them.

If, based on the contract, the digital content is provided for a specified period of time takes place continuously, with regard to the digital content, the compliance of the performance with the contract a must be provided during the entire duration of the contract. If the consumer does not install within a reasonable period of time provided by the Seller updates, the Seller is not responsible for the error of the service if it is only the relevant update arising from its lack of application, provided that

the Seller informed the consumer about the availability of the update and the installation by the consumer about the consequences of its failure; and

failure to install the update by the consumer or the update by the consumer incorrect installation is not due to the incompleteness of the installation instructions provided by the Seller can be attributed.

Defective performance cannot be established if the consumer is provided with separate information when concluding the contract received that a specific property of the digital content differs from that specified here requirements, and when the contract is concluded, the consumer must explicitly state this deviation accepted.

The Seller performs incorrectly if the fault of the digital content service is that the consumer is digital stems from its unprofessional integration into its environment, provided that the integration of the digital content was carried out by the Seller, or the integration was carried out by the Seller carried out under his responsibility; obsession digital content must be integrated by the consumer, and unprofessional integration by the Seller was caused by deficiencies in the integration instructions provided by:

- If the contract is for digital content or digital service for a specified period of time has continuous service, the Seller is responsible for the digital content for a fault, if the fault occurs during the period specified in the contract, or becomes recognizable.
- If the contract is for a one-time service or a series of individual service acts has until proven otherwise, it must be assumed that from the date of performance one within a year, the defect recognized by the consumer already existed at the time of performance. It doesn't perform at the same time; the Seller is at fault if he proves that the consumer's digital environment is not compatible with the technical requirements of the digital content or digital service and the contract informed the consumer in a clear and comprehensible manner prior to its conclusion.

The consumer is obliged to cooperate with the Seller so that the Seller - the technical from the point of view of the devices available and requiring the least intervention for the consumer using it - you can make sure that the cause of the error is the consumer's digital environment. If the consumer does not comply with this cooperation obligation after the Seller informed about the obligation in a clear and comprehensible manner before the conclusion of the contract, the consumer bears the burden of proving that the defect recognized within one year of completion already existed at the time of completion, obsession the service affected by an error recognized during the contractual period, the service during the period of performance according to the contract, it was not in accordance with the contract.

Implied warranty

In which cases can you exercise your implied warranty rights?

In the event of defective performance by the Seller, you can assert an implied warranty claim in accordance with the provisions of the Civil Code of Hungary and, in the case of a consumer contract, of Government Decree 373/2021 (VI.30.).

What rights do you have based on your implied warranty claim?

According to your choice, you can assert the following implied warranty claims:

You can request either repair or replacement, unless compliance with that warranty right is impossible or would result in disproportionate expenses on the part of the Seller compared to the alternative remedy. If you did not or could not request repair or replacement, you can ask for a commensurate reduction in the price, or, as a last resort, you may rescind the contract.

You are entitled to switch from the warranty right you have selected to another, but you shall cover the cost of the modification unless it was justified or made necessary by the Seller's conduct.

In the case of a consumer contract, in the absence of proof to the contrary, any defect detected within one year of the delivery of the product or product containing digital elements shall be presumed to have existed at the time of the delivery, unless this presumption is incompatible with the nature of the product or the defect.

In the case of second-hand Products, the warranty and guarantee rights depart from the general rules. Defective performance may occur also in the case of second-hand Products, but the circumstances based on which the consumer could expect the occurrence of certain defects shall be taken into account. Due to obsolescence, the occurrence of certain defects become more and more frequent, and, as a result of that, it cannot be expected that a second-hand Product can be of the same quality as a newly purchased product. Therefore, the Buyer can assert their warranty rights only with regard to shortcomings beyond defects that result from the second-

hand nature of the Product and which arise regardless of such nature. If the second-hand Product is defective and the Buyer qualifying as a consumer received information on that defect upon the purchase, then the Service Provider will not be liable for the defect.

The Seller may refuse to bring the product into conformity with the contract if repair or replacement would be impossible or would result in disproportionate expenses on the part of the Seller, taking all circumstances into account, including the value represented by the product in perfect condition and the gravity of the breach of contract.

The consumer, in accordance with the gravity of the breach of the contract, may claim commensurate reduction in the consideration or even terminate the sales contract if

- the Seller failed to carry out the repair or replacement, or it has carried out the repair or replacement but it failed, in full or in part, to meet the following conditions:
- the Seller shall take back the replaced product at its own expense
- if the repair or replacement requires the removal of a product which, in accordance with the nature and purpose of the product, was commissioned before the defect became detectable, then the obligation to carry out the repair or replacement shall include the removal of the non-compliant product and the commissioning of the replacement or repaired product, or the bearing of the costs of such removal and commissioning.
- the Seller refused to bring the product into conformity with the contract
- a repeated defect occurs in the performance, despite the fact that the Seller attempted to bring the product into conformity with the contract the gravity of the breach is so significant that it justifies immediate reduction of the price or immediate termination of the sales contract, or
- the Seller did not undertake to bring the product into conformity with the contract, or it is clear from the circumstances that the business will not bring the product into conformity with the contract within a reasonable time or without significant damage to the consumer's interests.

If the consumer wishes to terminate the sales contract by reference to defective performance, the burden of proving the insignificant nature of the defect rests with the Seller.

The Consumer has the right to withdraw the remainder of the purchase price in full or in part, in accordance with the gravity of the breach of the contract, until the Seller fulfils its obligation related to the conformity of the performance with the contract and the defective performance.

As a general rule:

- the Seller shall return the replaced product at its own expense
- if the repair or replacement requires the removal of a product which, in accordance with the nature and purpose of the product, was commissioned before the defect became detectable, the obligation to carry out the repair or replacement shall include the removal of the non-compliant product and the commissioning of the replacement or repaired product, or the bearing of the costs of such removal and commissioning.

The reasonable time limit for repairing or replacing the product shall be calculated from the time when the Consumer notified the business of the defect.

The consumer shall make the product available to the business so that it can carry out the repair or replacement.

The reduction of the consideration qualifies as commensurate if its amount is equal to the difference between the value of the product that the Consumer would receive if the Seller's performance was contractual and the value of the product actually received by the Consumer.

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

If the defective performance concerns only a certain part of the product delivered under the contract, and the conditions for exercising the right to terminate the contract are fulfilled with regard to that part, then the Consumer may terminate the sales contract with regard only to the defective product, however, they may also terminate the sales contract with regard to any other product acquired together with the defective product if it cannot be reasonably expected from the Consumer to keep only the products in conformity with the contract.

If the Consumer terminates the sales contract in full or with regard to a part of the products delivered under the sales contract

- the Consumer shall return the concerned product to the Seller at the Seller's expense, and
- the Seller shall immediately refund to the Consumer the purchase price paid with regard to the concerned product, as soon as the Seller receives the product or a proof of the return of the product.

Within what time limit can you assert your implied warranty claim?

You are obliged to report the defect after detecting it without delay. A defect reported within two months of its detection shall be considered a defect reported without delay. However, please note that no implied warranty claim can be asserted beyond the two-year limitation period commencing at the completion of the contract. The limitation period does not include the duration of the repair during which time the Buyer cannot use the Product in accordance with its intended purpose. As regards the part of the product that has been repaired or replaced, the limitation period for the implied warranty claims shall start again. This rule shall also apply when as a result of the repair another defect occurs. If the subject matter of the contract between a consumer and a business is a second-hand product, the parties may agree on a shorter limitation period, however, no limitation period less than one year can be validly stipulated in any case.

Against whom can you assert your implied warranty claims?

You can assert your implied warranty claim against the Seller.

What other conditions are there for asserting your implied warranty claim?

For asserting your implied warranty claim within one year of the performance, there are no conditions other than reporting the defect provided that you prove that the Product was supplied by the Seller. However, after the expiry of the one-year period commencing with the performance, you are obliged to prove that the defect you detected had already existed at the time of the performance.

Product liability

In which cases can you exercise your product liability rights?

In the event of the defect of a tangible property (Product), according to your choice, you can assert the implied warranty claims or product liability claims.

What rights do you have based on your product liability claim?

As a product liability claim, you may only request the repair or replacement of the defective Product.

In which cases does the Product qualify as defective? A product qualifies as defective if it does not meet the quality requirements effective at the time it was placed on the market or if it does not have the properties included in the description provided by the manufacturer.

Within what time limit can you assert your product liability claim?

You can assert your product liability claim within two years of the time when the Product was placed on the market by the manufacturer. After the expiry of that time limit, you lose your right to assert a product liability claim.

Against whom and under what other conditions can you assert your product liability claim?

You can only assert your product liability claim against the manufacturer or distributor of a tangible thing. Upon asserting a product liability claim, you will have to prove the defect of the Product.

In what cases is the manufacturer (distributor) exempt from product liability obligation?

The manufacturer (distributor) will only be exempt from its product liability obligations if it is able to prove that:

- it did not manufacture the Product or it did not place the Product on the market as part of its business activities, or
- according to the state of the art, the defect was not detectable at the time of placing the Product on the market, or
- the defect of the Product results from the application of laws or regulatory provisions prescribed by the authorities.

The manufacturer (distributor) has to prove only one of the above causes.

Please note that you cannot assert an implied warranty claim and a product liability claim simultaneously, parallel with one another on the basis of the same defect. However, in the case of successfully asserted implied warranty claim, you can assert your product liability claim against the manufacturer as regards the replaced Product or its repaired parts.

Guarantee

In which cases can you exercise your guarantee rights?

Pursuant to Government Decree 151/2003 (IX.22.) on mandatory guarantee for certain durable goods, the Seller has a guarantee obligation as regards the sale of new durable goods listed in the Decree, as well as their accessories and components in the scope specified therein (hereinafter, for the purpose of this section, jointly referred to as consumer goods).

The rights arising from the warranty can be asserted with a warranty certificate, which cannot be made a condition of a return of the opened packaging of a consumer product by the consumer. The warranty card in the event of failure to make it available to the consumer, the conclusion of the contract is proven must be considered if the receipt confirming the payment of the consideration - regarding the general sales tax invoice or receipt issued by law - presented by the consumer. In this case, the rights arising from the warranty can be asserted with a receipt confirming the payment of the consideration.

In addition, the Seller can voluntarily undertake guarantee obligation, in which case it must provide a guarantee statement to the buyer qualifying as a Consumer.

The guarantee statement must be made available to the Consumer on a durable medium, at the time of delivery of the product at the latest.

The guarantee statement must include the following:

- a clear statement regarding that if the product is delivered defectively, the Consumer shall be entitled to exercise their implied warranty rights under law free of charge, which rights will not be affected by the guarantee
- the name and address of the guarantor
- the procedure to be followed by the Consumer in order to assert the guarantee claims
- indication of the product with regard to which the guarantee is undertaken, and
- the conditions for the guarantee.

What rights do you have under mandatory guarantee and within what time limit can you exercise those rights?

Guarantee rights

Based on the guarantee rights, the Buyer can claim repair or replacement, claim price reduction in the cases provided for by law, or, as a last resort, withdraw from the contract if the obligee has not undertaken the repair or replacement, or it failed to fulfil such obligation within an appropriate deadline having regard to the rightsholder's interest, or rightsholder's interest in repair or replacement has ceased. The Buyer, according to their choice, may assert their claim for repair directly at the Seller's registered seat, any place of business or branch, or at the repair service specified by the Seller on the guarantee certificate.

Time limit for assertion of the claim

Guarantee claims can be asserted within the guarantee period, which is pursuant to Government Decree 151/2003. (IX. 22.) the following:

- two years for goods with purchase price reaching HUF 10,000 but not exceeding HUF 250,000,
- three years for goods with purchase price exceeding HUF 250,000 but not exceeding HUF 250,000.

The failure to meet the above time limits shall incur the lapse of guarantee rights, however, in the case of repair of the consumer goods, the guarantee period will be extended with the time during which the Buyer cannot use the Product in accordance with its intended purpose due to the defect, commencing on the date of delivery for repair. The guarantee period commences on the day when the consumer goods are delivered to the Buyer or on the day of the commissioning if it was carried out by the Seller or its agent. If the Buyer has the commissioning of the consumer goods carried out more than six months after the delivery, the starting date of the guarantee period shall be the day of delivery.

Rules of handling guarantee claims

When arranging the repair, the Seller shall strive to carry out the repair within 15 days. The time limit for the repair commences on the day of accepting the consumer goods for repair.

If the duration of the repair or replacement exceeds fifteen days, the Seller is obliged to inform the Buyer of the expected duration of the repair or replacement.

If, in the course of the first repair of the consumer goods during the guarantee period, the Seller establishes that the consumer goods cannot be repaired, the Seller is obliged to replace the consumer goods within eight days unless instructed otherwise by the buyer. If the replacement of the consumer goods is not possible, the Seller is obliged, within eight days, to refund to the Buyer the purchase price indicated on warranty card or the proof certifying the payment of the consideration for the consumer goods - invoice or receipt

issued in compliance with the act on value added tax – presented by the consumer. By accepting the GTC, the Buyer also consents to receive the necessary information electronically or in another way suitable for proving the receipt of the information by the Buyer.

If the Seller cannot repair the consumer goods within 30 days:

- the repair can be carried out within a longer time limit provided that the Buyer consented to it, or
- if the Buyer does not consent to carrying out the repair within a longer time limit or the Buyer made no statement in that regard, the consumer goods must be replaced within eight days after the unsuccessful expiry of the thirty-day time limit, or
- if the Buyer does not consent to carrying out the repair within a longer time limit or the Buyer made no statement in that regard, but the replacement of the consumer goods is not possible either, then the purchase price indicated on the invoice or receipt of the consumer goods shall be refunded to the Buyer within eight days following the unsuccessful expiry of the thirty-day time limit.

If the consumer goods are defective for the 4th time, the consumer goods shall be replaced within eight days, or, if the replacement of the consumer goods is impossible, the purchase price indicated on the invoice or receipt of the consumer goods shall be refunded to the Buyer within eight days.

Consumer goods within the scope of mandatory guarantee pursuant to Government Decree 151/2003 which are installed with a fixed connection, heavier than 10 kg, or which cannot be transported as a hand luggage on public transport must be repaired, with the exception of vehicles, at the place of their operation. If the repair cannot be carried out at the place of the operation, the business or, in the case of a claim asserted directly at the repair service, the repair service shall arrange the disassembly and installation, as well as the delivery and return of the consumer goods.

Exceptions to guarantee

The provisions herein under the heading "Rules of handling guarantee claims" do not cover electric bicycles, electric scooters, quads, motorcycles, mopeds, cars, caravans, campers, campers with trailer, trailers, and motor boats. In the case of these Products also, however, the Seller is obliged to strive to fulfil the repair claim within 15 days. If the duration of the repair or replacement exceeds fifteen days, the Seller is obliged to inform the Buyer of the expected duration of the repair or replacement.

What is the relation between guarantee and other warranty rights?

Guarantee rights exist in addition to warranty rights (product liability and implied warranty), yet, a fundamental difference between general warranty rights and guarantee is that the burden of proof is more favorable for the consumer in the case of guarantee.

The Seller's voluntary warranty undertaking during the mandatory warranty period may not include a for the consumer, conditions that are more disadvantageous than the rights that are provided by mandatory warranty rules. After that, however, the terms of the voluntary guarantee are free can be determined, however, the warranty cannot affect the consumer in this case either resulting - thus including the existence of rights based on accessory warranty.

Claim for replacement within three business days

The claim for replacement within three business days shall also apply in the case of purchases in webshops. A claim for replacement within three business days can be asserted as regards new consumer goods under Government Decree 151/2003. (IX. 22.) which prescribes that if a person asserts a claim for replacement within three business days, then the Seller shall consider that the Product has been defective at the time of its sale and shall replace the Product without delay.

In what cases will the Seller be exempt from its guarantee obligation?

The Seller will only be exempt from its guarantee obligation if it proves that the cause of the effect occurred after the performance.

We would like to draw your attention to the fact that you can assert an accessory warranty and warranty claim, as well as a product warranty and warranty claim at the same time, parallel to each other, due to the same defect. If, on the other hand, you have once successfully asserted your claim resulting from defective performance due to a specific error (for example, the company replaced the product), you may no longer make a claim for the same error on other legal grounds.

Information on product liability and implied warranty with regard to the guarantee of conformity of the Products in the case Buyers not qualifying as consumers

General rules of implied warranty rights

A Buyer not qualifying as a consumer can assert, according to their choice, the following implied warranty claims: You can request either repair or replacement, unless compliance with the warranty right of your choice is impossible or would result in disproportionate expenses on the part of the Seller compared to the alternative remedy. If you did not or could not request repair or replacement, you can ask for a commensurate reduction in the consideration, you can repair the defect yourself or have it repaired at the Seller's expense, or, as a last resort, you may withdraw from the contract.

You are entitled to modification unless it was justified or made necessary by the Seller's conduct.

In the case of second-hand Products, the warranty and guarantee rights depart from the general rules. Defective performance may occur also in the case of second-hand Products, but the circumstances based on which the consumer could expect the occurrence of certain defects shall be taken into account. Due to obsolescence, the occurrence of certain defects become more and more frequent, and, as a result of that, it cannot be expected that a second-hand Product can be of the same quality as a newly purchased product. Therefore, the Buyer can assert their warranty rights only with regard to shortcomings beyond defects that result from the second-hand nature of the Product and which arise regardless of such nature. If the second-hand Product is defective and the Buyer qualifying as a consumer received information on that defect upon the purchase, the Service Provider will not be liable as regards that defect. In the case of buyers not qualifying as consumers, the time limit for asserting implied warranty claims is 1 year commencing on the day of the performance (delivery).

Product liability and Guarantee

Only buyers qualifying as consumers shall have product liability rights and rights arising from mandatory guarantee. If the Seller provides voluntary guarantee for the Product, it shall indicate that separately in the course of the purchase of the Product. If the manufacturer provides manufacturer's guarantee that cover also buyers not qualifying as consumers, then such claims can be asserted directly against the manufacturer.

Cross-Border Sales

The seller does not differentiate between buyers purchasing via the website within the territory of Hungary and those outside the territory of Hungary but within the territory of the European Union. Unless otherwise provided in these terms and conditions, the seller ensures the delivery/pick-up of the ordered goods within the territory of Hungary as well as other member states of the European Union.

- The provisions of these terms and conditions also apply to purchases outside Hungary, where, for the purposes of this section, "buyer" means a consumer who is a citizen or resident of a member state or a business established in a member state, and purchases products or services within the European Union exclusively for end use. "Consumer" means a natural person acting outside of their commercial, industrial, craft, or professional activity.
- The primary languages for communication and purchase are Hungarian and English. The seller is not obliged to communicate with the buyer in the buyer's national language but will, whenever possible, use the buyer's language during communication.
- The seller is not obliged to comply with non-contractual requirements, such as labeling or industry-specific requirements prescribed in the national law of the buyer's member state concerning the relevant products or to inform the buyer about these requirements.
- When purchasing from the seller, the applicable VAT rate is determined according to the current VAT rate of the country corresponding to the buyer's billing address.
- The buyer may exercise their remedies according to these terms and conditions.
- If an electronic payment solution is used, payment will be made in the currency specified by the seller.
- The seller may withhold delivery of the product until it is ensured that the price of the products and the delivery fee have been fully and successfully paid through the use of the electronic payment solution (including the case where the price of the products is paid by bank transfer and the buyer transfers the purchase price (delivery fee) in the currency of the buyer's member state, and the seller does not receive the full amount of the purchase price and the delivery fee due to conversion costs and other bank fees and charges). If the price of the product has not been fully paid, the seller may ask the buyer to supplement the purchase price.
- To ensure the delivery of the product, the seller offers non-Hungarian buyers the same delivery options as Hungarian buyers.
- If according to the terms and conditions the buyer has the option to request delivery of the product within the territory of Hungary or another EU member state, non-Hungarian buyers can also choose any delivery method specified in the terms and conditions.
- If the buyer can choose the pick-up option according to the terms and conditions to collect the product, non-Hungarian buyers can also choose this option.
- Otherwise, the buyer may arrange for the transportation of the product at their own expense. Hungarian buyers are not entitled to choose this option.
- The seller will fulfill the order after payment of the delivery fee, and if the buyer does not pay the delivery fee to the seller or the buyer does not arrange for the transportation of the product themselves by a specified date, the seller will terminate the contract and refund the prepaid purchase price to the buyer.

Copyrights

According to paragraph (1) of Section 1 of Law No. LXXVI of 1999 on Copyright (hereinafter: Copyright Law), the website is considered copyrighted material, therefore all parts are protected by copyright. In accordance with paragraph (1) of Section 16 of the Copyright Law, unauthorized use of graphics and software solutions, computer programs of the website, or the use of an application that can be used to modify the website or any part thereof is prohibited. Any material from the website and its database may only be used, even with the written consent of the rights holder, by referencing the website and indicating the source. The rights holder is: Weisson Kft.