General Terms and Conditions

GENERAL TERMS AND CONDITIONS (GCF)

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immunovet.unas.hu - effective from 2023-06-06

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- Welcome to our website! Thank you for choosing us for your purchase!

These terms and conditions of this online shop have been created using the Consumer Friendly Terms and Conditions Generator.

If you have any questions regarding these Terms and Conditions, the use of the website, the individual products, the purchase process or if you would like to discuss your specific requirements with us, please contact us using the contact details provided.

Imprint: details of the Service Provider (Seller, Company)
Name: Immunovet Kft.

Address.

Address for correspondence: 1023 Budapest, Bécsi út 25.

Registering authority: Kecskeméti Törvényszék

Company registration number: 03-09-132309

Tax number: 26609939-2-03

Representative: Tamkó Gergő

Phone number: +36 70 3370303

E-mail: info@immunovet.hu

Website: http://immunovet.unas.hu

Bankszámlaszám: 10700457-71235374-51100005

Details of the service provider
Name: UNAS Online Kft.

Headquarters.

Contact: , unas@unas.hu

Website: unas.hu

Concepts

Goods: the goods offered for sale on the Website:

movable goods, including water, gas and electricity delivered in containers, cylinders or otherwise in limited quantities or of a specified capacity, and

movable goods which incorporate or are connected to digital content or digital services in such a way that, in the absence of the digital content or digital service concerned, the goods would not be able to fulfil their functions (hereinafter referred to as goods containing digital elements)

Goods incorporating digital elements: movable property that incorporates or is connected to digital content or a digital service in such a way that, in the absence of the digital content or digital service concerned, the goods would not be able to fulfil their functions

Parties: Seller and Buyer jointly and severally

Consumer: a natural person acting outside his trade, profession, self-employed occupation or business

Consumer contract: a contract to which one of the parties is a consumer

Functionality: the ability of a good, digital content or digital service containing digital elements to perform the functions for which it is intended

Manufacturer: the producer of the Goods, or, in the case of imported Goods, the importer who imports the Goods into the European Union, and any person who, by affixing his name, trade mark or other distinguishing mark to the Goods, claims to be the manufacturer

Interoperability: the ability of a good, digital content or digital service that contains digital elements to interoperate with hardware and software that is different from that with which goods, digital content or digital services of the same type are commonly used

Compatibility: the ability of a good, digital content or digital service containing digital elements to interoperate, without the need for modification, with hardware or software with which the same type of good, digital content or digital service is commonly used

Website: the present website which is used for the conclusion of the contract

Contract: a contract of sale between the Seller and the Buyer using the Website and electronic mail

Durable medium: any device which enables the consumer or the business to store data addressed personally to him in a way that is accessible in the future, for an appropriate period of time for the purposes for which the data were intended and to display the stored data in an unaltered form

means of distance communication: a device which enables the parties to make a contractual statement in their absence for the purposes of concluding a contract. Such means include, in particular, addressed or unaddressed printed matter, standard letters, advertisements published in the press with order forms, catalogues, telephones, faxes and Internet access

'Distance contract' means a consumer contract concluded without the simultaneous physical presence of the parties in the context of a distance sales system organised for the supply of the goods or services covered by the contract, where the parties use a means of distance communication only to conclude the contract

Business: a person acting in the course of his or her profession, self-employment or business

Buyer(s): a person who enters into a contract with a person making a purchase offer through the Website

Standstill: in the case of contracts concluded between a consumer and a business (hereinafter referred to as "consumer contract"), in accordance with the Civil Code,

a guarantee for the performance of the contract, which the business voluntarily assumes for the proper performance of the contract, in addition to its legal obligation or in the absence thereof, and

a statutory mandatory guarantee

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

Relevant legislation

The Contract shall be governed by Hungarian law, and in particular by the following laws:

Act CLV of 1997 on Consumer Protection

Act CVIII of 2001 on certain aspects of electronic commerce services and information society services

Act V of 2013 on the Civil Code

Government Decree No 151/2003 (22.IX.2003) on the mandatory warranty for consumer durables

Government Decree 45/2014 (26.II.26.) on the detailed rules of contracts between consumers and businesses

19/2014 (IV.29.) NGM Decree on the procedural rules for handling warranty and guarantee claims for goods sold under a contract between a consumer and a business

Act LXXVI of 1999 on Copyright

Act CXII of 2011 on the Right of Informational Self-Determination and Freedom of Information

REGULATION (EU) No 2018/302 OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 28 February 2018 on combating unjustified territorial restrictions and other forms of discrimination based on the nationality, residence or domicile of the buyer in the internal market and amending Regulations (EC) No 2006/2004 and (EU) 2017/2394 and Directive 2009/22/EC

REGULATION (EU) No 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 Regulation (EC) No 95/46/EC (General Data Protection Regulation)

Government Decree No 373/2021 (VI. 30.) on the detailed rules for contracts between consumers and businesses for the sale of goods and the supply of digital content and services

Scope and adoption of the GTC

The content of the contract concluded between us is determined by these General Terms and Conditions (hereinafter referred to as "GTC"), in addition to the provisions of the applicable mandatory legislation. Accordingly, these General Terms and Conditions contain the rights and obligations of you and us, the conditions under which the contract is concluded, the time limits for performance, the delivery and payment terms, the liability rules and the conditions for exercising the right of withdrawal.

The technical information necessary for the use of the Website, which is not contained in these GTC, is provided by other information available on the Website.

You must read these GTC before finalising your order.

Language of the contract, form of contract

The language of the contracts covered by these GTC is Hungarian.

Contracts covered by these GTC are not written contracts and are not registered by the Seller.

Prices

Prices are in HUF and include VAT at 27%. The possibility of the Seller changing the prices for commercial policy reasons cannot be excluded. The modification of prices does not apply to contracts already concluded. If the Seller has indicated the price incorrectly and an order has been received by the Seller but no contract has yet been concluded between the parties, the Seller shall act in accordance with the "Procedure for incorrect price" clause of the GTC.

Procedure in case of incorrect price

A price is deemed to be obviously mispriced:

A price of HUF 0,

A price reduced by a discount, but incorrectly indicating the discount (e.g.: a price of HUF 1,000 for a Goods offered for HUF 500 with a 20% discount indicated).

In case of incorrect indication of the price, the Seller offers the possibility to purchase the Goods at the real price, in the knowledge of which the Customer may decide to order the Goods at the real price or to cancel the order without any adverse legal consequences.

Complaints and redress procedures

The consumer may submit consumer complaints about the Goods or the Seller's activities to the following contact details:

Phone: +36 70 3370303

Internet address: http://immunovet.unas.hu

E-mail: info@immunovet.hu

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

The undertaking must investigate the oral complaint promptly and, where necessary, remedy it. If the consumer does not agree with the handling of the complaint or if it is not possible to investigate the complaint immediately, the undertaking must immediately take a record of the complaint and its position on it and, in the case of a face-to-face oral complaint, give a copy of the record to the consumer on the spot. In the case of an oral complaint communicated by telephone or other electronic communications service, the consumer shall be provided with the substantive reply within 30 days at the latest, in accordance with the provisions applicable to the reply to the written complaint. In other respects, the consumer shall act on the written complaint as follows. Unless otherwise provided for in a directly applicable legal act of the European Union, the business must reply in writing to the written complaint within 30 days of receipt and take steps to communicate the reply. A shorter time limit may be laid down by law or a longer time limit by statute. The undertaking must state the reasons for its rejection of the complaint. Oral complaints communicated by telephone or by electronic communications must be given a unique identification number.

The record of the complaint must contain the following information:

the name and address of the consumer,

the place, time and manner in which the complaint was lodged,

a detailed description of the consumer's complaint, a list of the documents, records and other evidence presented by the consumer,

a statement by the undertaking of its position on the consumer's complaint, where an immediate investigation of the complaint is possible,

the signatures of the person who took the record and, except in the case of an oral complaint made by telephone or other electronic communications service, the consumer,

the place and time when the record was made,

in the case of an oral complaint made by telephone or other electronic communications service, the unique identification number of the complaint.

The undertaking shall keep the record of the complaint and a copy of the reply for three years and shall produce it to the supervisory authorities at their request.

If the complaint is rejected, the undertaking must inform the consumer in writing of the authority or conciliation body to which the complaint may be submitted, according to its nature. The information must also include the address, telephone and Internet contact

details and the postal address of the competent authority or conciliation body in the place where the consumer resides or is staying. The information should also include whether the business will use the conciliation body to resolve the consumer dispute. If any consumer dispute between the seller and the consumer is not settled during the negotiations, the following means of redress are available to the consumer:

Consumer protection procedure

Complaints can be lodged with the consumer protection authorities. If the consumer perceives a violation of his/her consumer rights, he/she has the right to lodge a complaint with the consumer protection authority in his/her place of residence. Once the complaint has been examined, the authority will decide whether to take consumer protection proceedings. The first level consumer protection authorities are the government offices of the capital and county of the consumer's place of residence, a list of which can be found at: http://www.kormanyhivatal.hu/

Court proceedings

The customer has the right to enforce his/her claim arising from a consumer dispute before a court in civil proceedings under Act V of 2013 on the Civil Code and Act CXXX of 2016 on the Code of Civil Procedure.

Conciliation Board procedure

Please note that you can lodge a consumer complaint with us. If your consumer complaint is rejected, you are also entitled to refer it to the Conciliation Body competent for your place of residence or domicile: the initiation of the Conciliation Body's procedure is subject to the consumer's direct attempt to settle the dispute with the business concerned. The conciliation body designated in the consumer's request is competent to take action instead of the competent body, at the consumer's request.

The business shall have a duty of cooperation in the conciliation procedure.

This includes the obligation for the business to send a reply to the conciliation body's request and the obligation to provide a conciliation statement.

The company has a duty to cooperate in the conciliation procedure.

This includes the obligation for the business to send a reply to the conciliation body's request and the obligation to appear before the conciliation body ("to ensure the attendance of a person authorised to conclude a settlement agreement at a hearing").

Where the seat or establishment of the undertaking is not registered in the county of the chamber of the competent territorial conciliation body, the undertaking's obligation to cooperate includes offering the consumer the possibility of a written settlement in accordance with his request.

In the event of a breach of the above obligation to cooperate, the consumer protection authority has the power to impose mandatory fines and no possibility of waiving fines in the event of infringement by businesses as a result of the change in the law. In addition to the Act on Consumer Protection, the relevant provision of the Act on Small and Medium-Sized Enterprises has also been amended, so that fines can be waived for small and medium-sized enterprises.

The amount of the fine for small and medium-sized enterprises may range from HUF 15,000 to HUF 500,000, while for non-small and medium-sized enterprises subject to the Accounting Act with an annual net turnover exceeding HUF 100 million, the fine may range from HUF 15,000 to 5% of the enterprise's annual net turnover, but not more than HUF 500 million. By introducing a mandatory fine, the legislator aims to reinforce cooperation with conciliation bodies and to ensure the active participation of businesses in the conciliation procedure.

The conciliation body is competent to settle consumer disputes out of court. The conciliation body's task is to try to reach an agreement between the parties to resolve the consumer dispute and, if this is not successful, to rule on the case in order to ensure that consumer rights are enforced in a simple, quick, efficient and cost-effective manner. The conciliation body shall, at the request of the consumer or the business, advise on the rights and obligations of the consumer.

The conciliation panel shall act at the request of the consumer. The request must be made in writing to the chairman of the conciliation panel: the requirement of written form may be met by letter, telegram, telex, telefax or any other means which permits the recipient to store the data addressed to him permanently for a period of time adequate for the purposes for which the data were intended and to display the data stored in an unchanged form and content. The request must include

the name, residence or domicile of the consumer,

the name, registered office or place of business of the undertaking involved in the consumer dispute,

where the consumer has requested the replacement of the competent conciliation body by the competent conciliation body,

a brief description of the consumer's position, the facts in support of it and the evidence in support of it,

a statement by the consumer that the consumer has attempted to resolve the dispute directly with the undertaking concerned

a statement by the consumer that no other conciliation body has taken action in the matter, that no mediation procedure has been initiated, that no application for a claim has been lodged or for an order for payment,

a request for a decision of the body,

the signature of the consumer.

The application shall be accompanied by the document or a copy (extract) of the document to the contents of which the consumer refers as evidence, in particular a written statement by the undertaking rejecting the complaint or, failing this, any other written evidence available to the consumer that the required conciliation has been attempted.

If the consumer acts through an authorised representative, the authorisation shall be attached to the application.

More information on the Conciliation Boards is available at: http://www.bekeltetes.hu

For more information on the territorially competent Conciliation Bodies, please consult the website of the Conciliation Body:

Contact details of each territorially competent Conciliation Body:
Baranya County Conciliation Board
Address: 7625 Pécs, Majorossy I. u. 36.
Postal address: 7625 Pécs, Majorossy I. u. 36
Phone number: 06-72-507-154
Mobile: +36 20 283-3422
E-mail: info@baranyabekeltetes.hu
Website: www.baranyabekeltetes.hu Bács-Kiskun Vármegyei Békéléttető Testület
6000 Kecskemét, Árpád krt. 4.
Postal address: 6001 Kecskemét, Pf.228.
Phone numbers: 06-76-501-500; 06-76-501-525, 06-70-938-4765, 06-70-938-4764
Fax: 06-76-501-538
E-mail: bekeltetes@bacsbekeltetes.hu
Website: www.bacsbekeltetes.hu
Békés Vármegyei Arbitration Board
5600 Békéscsaba, Penza ltp. 5.
Phone number: 06-66-324-976
Fax: 06-66-324-976
E-mail: bekeltetes@bmkik.hu
Website: www.bmkik.hu Borsod-Abaúj-Zemplén Vármegyei Békéltető Board
Address: 3525 Miskolc, Szentpáli u. 1.
Telefonszám:06-46-501-091;06-46-501-090
E-mail: bekeltetes@bokik.hu
Website: www.bekeltetes.borsodmegye.hu
Budapest Conciliation Board
Address: 1016 Budapest, Krisztina krt. 99. 111.
Postal address: 1253 Budapest, Pf.:10.
Phone number: +36-1-488-21-31
E-mail: bekelteto.testulet@bkik.hu
Website: bekeltet.bkik.hu Csongrád-Csanád Vármegyei Békéléttető Corület
6721 Szeged, Párizsi krt. 8-12.
Phone number: 06-62-554-250/118
E-mail: bekelteto.testulet@csmkik.hu
Website: www.bekeltetes-csongrad.hu
Fejér County Conciliation Board
Address: 8000 Székesfehérvár, Hosszúsétatér 4-6.
Telefonszám:06-22-510-310
E-mail: bekeltetes@fmkik.hu
Website: www.bekeltetesfejer.hu Győr-Moson-Sopron Vármegyei Békélétető Testület
Address: 9021 Győr, Szent István út 10/a.
Phone number: 06-96-520-217
E-mail: bekeltetotestulet@gymskik.hu
Website: www.bekeltetesgyor.hu
Hajdú-Bihar Vármegyei Békélétető Testület
Address.
Phone: 06-52-500-710; 06-52-500-745
Fax: 06-52-500-720
E-mail: bekelteto@hbkik.hu; nemes.brigitta@hbkik.hu
Website: www.hbmbekeltetes.hu Heves Vármegyei Békélétető Testület
Address. 1.
Postal address: 3300 Eger, Faiskola u. 15.
Phone number: 06-36-416-660/105 extension
Mobile: 06-30-967-4336
E-mail: bekeltetes@hkik.hu
Jász-Nagykun-Szolnok County Arbitration Board
Address: 5000 Szolnok, Verseghy park 8, III. floor 303-304.
Mobile: 06-20-373-2570
E-mail: bekeltetotestulet@iparkamaraszolnok.hu
Website: www.jaszbekeltetes.hu Komárom-Esztergom Vármegyei Békéltető Testület Komárom-Esztergom Vármegyei Békéltető Testület
Address: 2800 Tatabánya, Fő tér 36.
Phone numbers: 06-34-513-010; 06-34-513-012

Mobile: 06-30-201-1647; 06-30-201-1877
E-mail: bekeltetes@kemkik.hu
Nógrád County Conciliation Board
Address: 3100 Salgótarján, Mártírok útja 4.
Phone number: 06-32-520-860
Fax: 06-32-520-862
E-mail: nkik@nkik.hu
Website: www.nkik.hu Pest Vármegyei Békéltető Testület
Address.
Phone number: 06-1-269-0703
Fax: 06-1-474-7921
E-mail: pmbekelteto@pmkik.hu
Website: http://panaszrendezes.hu/
Somogy County Conciliation Board
Address.
Phone number: 06-82-501-000
E-mail: skik@skik.hu Szabolcs-Szatmár-Bereg Vármegyei Békéltető Testület
Address.
Phone number: +36-42-420-280
Fax: +36-42-420-180
E-mail: bekelteto@szabkam.hu
Website: www.bekeltetes-szabolcs.hu
Tolna County Conciliation Board
Address: 7100 Szekszárd, Arany J. u. 23-25.
Phone number: 06-74-411-661
Fax: 06-74-411-456
E-mail: kamara@tmkik.hu; t-tiv@tmkik.hu Vas Vármegyei Békéltető Testület
Address: 9700 Szombathely, Honvéd tér 2.
Phone number: 06-94-506-645
Fax: 06-94-316-936
E-mail: pergel.bea@vmkik.hu
Website: www.vasibekelteto.hu
Veszprém County Conciliation Board
Address: 8200 Veszprém, Radnóti tér 1. ground floor 115-116.
Phone: 06-88-814-121; 06-88-814-111
E-mail: info@bekeltetesveszprem.hu
Website: www.bekeltetesveszprem.hu Zala County Conciliation Board
Address.
Phone number: 06-92-550-513
Fax: 06-92-550-525
E-mail: zmbekelteto@zmkik.hu
Website: www.bekelteteszala.hu
Online dispute resolution platform

The European Commission has set up a website where consumers can register to settle their online shopping disputes by filling in an application form and avoiding court proceedings. This will allow consumers to enforce their rights without, for example, being prevented by distance.

If you have a complaint about a good or service you bought online and do not necessarily want to go to court, you can use the online dispute resolution tool.

On the portal, you and the trader you have complained against can jointly choose the dispute resolution body you want to deal with your complaint.

The online dispute resolution platform is available here: https://webgate.ec.europa.eu/odr/main/?event=main.home.show&lng=HU

Partial invalidity, code of conduct

If a clause of the GTC is legally defective or ineffective, the remaining clauses of the contract remain in force and the provisions of the applicable law apply in place of the ineffective or defective part.

The Seller does not have a code of conduct under the Unfair Commercial Practices Act.

Information on the functioning of goods containing digital elements and the applicable technical protection measure

The availability of the servers providing the data displayed on the website is above 99.9% per year. All data content is backed up regularly so that the original data content can be restored in the event of a problem. The data displayed on the website is stored in MSSQL and MySQL databases. Sensitive data is stored using encryption of appropriate strength and encrypted using hardware support built into the processor.

Information on the essential characteristics of the Goods

On the Website, information about the essential characteristics of the Goods available for purchase is provided in the descriptions of each Good.

Correction of data entry errors - Responsibility for the accuracy of the data provided

You will always have the opportunity to correct the data you have entered during the ordering process before finalising the order (clicking on the back button in the browser will open the previous page, so you can correct the data you have entered even if you have already gone to the next page). Please note that it is your responsibility to ensure that the data you have entered is accurate, as the Goods will be invoiced and delivered on the basis of the data you have provided. Please note that an incorrectly entered e-mail address or a saturated mailbox storage space may result in non-delivery of the confirmation and prevent the conclusion of the contract. If the Customer has finalised his/her order and discovers an error in the data provided, he/she must initiate the modification of his/her order as soon as possible. The Customer may notify the Seller of the modification of an incorrect order by sending an e-mail from the e-mail address provided at the time of ordering or by calling the Seller.

Using the website

Purchasing does not require registration.

Selecting the Goods

By clicking on the product categories on the website, you can select the desired product range and the individual Goods within it. Click on each product to find its photo, article number, description and price. You will be charged the price shown on the website when you make a purchase.

Add to cart

After selecting the Goods, you may click on the "Add to Cart" button to add any number of Goods to your cart without incurring any obligation to purchase or pay, as adding to cart does not constitute an offer.

We recommend that you add Goods to your shopping basket even if you are not sure whether you wish to purchase them, as this will allow you to see which Goods you have selected at the moment in one click and to view and compare them on one screen. The contents of the shopping basket can be freely modified until the order is finalised by clicking on the "Finalise order" button, and you can remove the Goods you want from the basket, add new Goods to the basket or change the number of items you want.

If you add the selected Goods to the basket, a separate window will pop up with the text "Goods have been added to the basket". If you do not wish to add more items to your shopping cart, click on the "Add to cart" button. If you wish to view the selected item again or add another item to your shopping cart, click on the "Return to Cart" button!

View Cart

When using the website, you can check the contents of your shopping cart at any time by clicking on the "View Cart" icon at the top of the website. Here you can remove selected Goods from the basket or change the number of items in the basket. After you click on the "Update Cart" button, the system will display the information corresponding to the data you have changed, including the price of the Goods added to the cart.

If you do not wish to select any further Goods and add them to the basket, you can continue shopping by clicking on the "Order" button.

Entering your customer details

After pressing the "Order" button, the contents of your shopping cart will be displayed, as well as the total purchase price you will have to pay for the Goods you have selected. In the "Delivery service" box, you must tick whether you wish to collect the goods ordered in person (personal collection) or have them delivered. In the case of delivery, the system will indicate the delivery charge, which you will be required to pay when you place your order.

You can enter your e-mail address in the "User details" text box and your full name, address and telephone number in the "Billing information" text box. In the text box "Delivery information", the system automatically stores the data you entered in the "Billing information". If you request delivery to a different address, please uncheck the box. In the text box "Comment" you can enter any additional information you wish.

Order overview

After filling in the text boxes above, you can click on "Continue to next step" to continue the order process or "Cancel" to delete/correct the data entered so far and return to the shopping cart. Clicking on "Continue to next step" will take you to the "Order overview" page. Here you will see a summary of the information you have previously entered, such as the contents of your shopping cart, your user, billing and shipping information and the amount you are paying (you cannot change this information here unless you click on "Back").

Overview of the order

After filling in the text boxes above, you can click on the "Continue to next step" button to continue the order process, or click on the "Cancel" button to delete/correct the data you have entered so far and return to the shopping cart. Clicking on "Continue to next step" will take you to the "Order overview" page. Here you will see a summary of the information you have previously entered, such as the contents of your shopping cart, your user, billing and shipping details and the amount you are paying (you cannot change this information here unless you click on "Back").

Finalise your order (bidding)

If you are satisfied that the contents of your shopping cart correspond to the Goods you wish to order and that your details are correct, you can complete your order by clicking on the "Place Order" button. The information provided on the website does not constitute an offer by the Seller to enter into a contract. For orders covered by these GTC, you are considered to be the Bidder.

By clicking on the "Order" button, you expressly acknowledge that your offer shall be deemed to have been made and that your declaration shall, in the event of confirmation by the Seller in accordance with these GTC, entail 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 within 48 hours in accordance with these GTC, you are released from your obligation to bid.

Order processing, conclusion of the contract

You may place an order at any time. The Seller will confirm your offer by e-mail no later than the working day following the day on which your offer is sent. The contract is concluded when the confirmation email sent by the Seller becomes available to you in your mail system.

Payment methods

Simple credit card payment (OTP Group)

The Simple Online Payment System is developed and operated by OTP Mobil Kft. OTP Mobil Kft. is a member of the OTP Group.

Customers using the service can choose Simple's simple and secure payment solution for online purchases. In this case, they can make their payment in the usual way, through the Simple interface.

The payment process is the same as the payment procedure offered by banks in the framework of a similar service. Throughout the service, Simple monitors transactions to ensure the safety of the user and cardholder and helps to prevent unexpected events.

WHAT ARE THE STEPS OF THE TRANSACTION?

By clicking on the "Pay" button, you will be redirected to the Simple payment page where you can start the transaction by entering your credit card details.

Once you have entered your card details, please check that they are correct.

The transaction will start processing in the bank's processing systems.

You will also be notified of the payment result by e-mail and redirected back to the webshop page by Simple's system.

For more information: https://www.simple.hu/Fooldal

Bank transfer

You can also pay for your Goods by bank transfer.

Cash on delivery

If you wish to pay for the value of your order on receipt of your parcel, please choose the "Cash on delivery" payment method.

Methods of collection, collection charges

GLS courier service

The goods are delivered by GLS courier service.

For more information, please visit https://gls-group.eu/HU/hu/cimzetteknek-nyujtott-szolgaltatasok

The gross delivery charge for this delivery method is 1490 Ft.

The price for this service is 1490 EUR per parcel.

For online purchases, door-to-door delivery by courier is the most popular option, but the proportion of personal deliveries is increasing every year. Customers can pick up their goods conveniently and at their own time via GLS ParcelPoints, where cash payment is guaranteed.

GLS ParcelPoints are located in easily accessible locations, such as shopping centres, petrol stations, bookshops and other busy stores. Most of them are open long hours, even on weekends, for customers who want to pick up or drop off their parcel. GLS sends an e-mail or SMS notification to the recipient that the goods have been delivered. The customer can collect the parcel at any time within 5 working days, taking into account the opening hours of the GLS ParcelPoint.

The gross fee for this delivery method is 1490 Ft.

Delivery deadline

The general delivery time for the order is 30 days maximum from the date of order confirmation. In the event of a delay on the part of the Seller, the Buyer is entitled to set a grace period. If the Seller does not perform within the grace period, the Buyer is entitled to withdraw from the contract.

Reservation of rights, reservation of title

If you have previously ordered Goods without having taken delivery of them at the time of delivery (not including where you have exercised your right of withdrawal) or if the Goods have been returned to the Seller without a sign that you have not sought them, the Seller will make performance of the order conditional upon payment in advance of the purchase price and delivery costs.

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

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

The provisions of these GTC shall also apply to purchases made outside Hungary, with the proviso that, for the purposes of this clause, a consumer shall be deemed to be a buyer under the provisions of the relevant Regulation if he is a national of a Member State or a resident of a Member State, or an undertaking established in a Member State and purchasing goods or services within the European Union solely for the purpose of end use or acting with such intent. 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 shall not be obliged to comply with any non-contractual requirements, such as labelling or sector-specific requirements, laid down in the national law of the Member State of the Buyer in relation to the Goods concerned, or to inform the Buyer of such requirements.

Unless otherwise provided, the Seller shall apply Hungarian VAT to all Goods.

The Buyer may exercise its enforcement rights under these GTC.

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

The Seller may withhold 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 where, in the case of Goods paid for by bank transfer, the Buyer transfers the purchase price (delivery charge) in the currency of the Member State in which the goods are paid 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 provide the same delivery facilities as those available to Hungarian Buyers to non-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, the non-Hungarian Buyer may also do so.

Otherwise, the Buyer may request to have the Goods delivered abroad at his own expense. Hungarian Customers do not have this right.

The Seller shall fulfil the order after payment of the delivery charge, if the Buyer fails to pay the delivery charge 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 purchase price paid in advance to the Buyer.

Consumer information

Consumer information

Right of withdrawal

Warranty rights

Information on the consumer's right of withdrawal

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

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

1. a) In the case of a contract for the sale of goods
2. aa) the Goods,
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,

the consumer or a third party other than the carrier and indicated by the consumer, which period shall be 14 days.

The withdrawal period provided for in Government Decree 45/2014 (26.II.) is 14 days, and the withdrawal period beyond this period undertaken by the Seller in these GTC is a voluntary undertaking in addition to the one provided for by law.

The provisions of this clause shall not affect the consumer's right to exercise his right of withdrawal under this clause 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.

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

The consumer may exercise the right provided for in Article 20 of Government Decree No. 45/2014 (26.II.) by means of a clear declaration to this effect or by using the model declaration that can be downloaded from the website.

Validity of the consumer's withdrawal declaration

The right of withdrawal is deemed to have been exercised within the time limit if the consumer sends his declaration within the time limit. The deadline is 14 days.

In the case of written withdrawal or termination, it is sufficient to send the statement of withdrawal or termination within 14 days.

The withdrawal period provided for by Government Decree 45/2014 (26.II.) is 14 days, and the withdrawal period beyond this period undertaken by the Seller in these GTC is a voluntary undertaking in addition to the statutory provisions.

The burden of proving that the consumer has exercised his right of withdrawal in accordance with this provision shall lie with 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

Obligation of the seller to refund

If the consumer withdraws from the contract in accordance with Article 22 of Government Decree No. 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 charges, 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.

Method of reimbursement by the Seller

In the event of withdrawal or termination in accordance with Article 22 of Government Decree 45/2014 (26.II.), the Seller shall reimburse the amount refunded to the consumer in the same way as the consumer used the payment method. Subject to the express consent of the consumer, the Seller may use another method of payment for the refund, but the consumer shall not be charged any additional fee as a result. The Seller shall not be liable for any delay due to the incorrect and/or inaccurate bank account number or postal address provided by the Consumer.

Additional charges

If the Consumer expressly chooses a mode of transport other than the least costly usual mode of transport, the Seller shall not be obliged to reimburse the additional costs resulting therefrom. 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 any 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 is obliged to return the Goods immediately, but no later than fourteen days from the date of the withdrawal, or to hand them over to the Seller or to a person authorised by the Seller to take delivery of 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.

Direct costs of returning the goods

The consumer bears the direct costs 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 time of the notice of termination. 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's 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.

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 Regulation 45/2014 (II.26.): 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;

for goods or services whose price or price is subject to fluctuations in the financial market which are beyond the control of the trader and which are possible even during the period laid down for exercising the right of withdrawal;

for goods which are not prefabricated, which have been produced on the instructions of the consumer or at his express request, or for goods which are clearly personalised for the consumer;

for perishable goods or goods which retain their quality for a short period;

for goods in sealed packages which, for health or hygiene reasons, cannot be returned after opening after delivery;

Goods which, by their nature, are inseparably mixed with other Goods after delivery;

an alcoholic beverage the real value of which is subject to market fluctuations beyond the control of the undertaking and the price of which was agreed between the parties at the time of conclusion of the contract of sale but the contract is to be performed only after the 30th day following the date of conclusion;

in the case of a contract for a service where the undertaking, at the express request of the consumer, visits the consumer in order to carry out urgent repair or maintenance work;

for the sale of a copy of a sound or video recording or computer software in sealed packaging, where the consumer has opened the packaging after delivery;

a newspaper, periodical or magazine, with the exception of subscription contracts;

contracts concluded at public auction;

a contract for the provision of accommodation, transport, the hiring of a private car, catering or services related to leisure activities, other than for the provision of housing, where the contract has a fixed deadline or period for performance;

in the case of digital content supplied on a non-tangible medium, where the seller has begun performance with the consumer's express prior consent and the consumer has, at the same time as giving that consent, acknowledged that he will lose his 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 on the basis of the authorisation of Article 9(3) of Government Decree No. 45/2014 (II.26.), in accordance with Annex 3 of Government Decree No. 45/2014 (II.26.)

The Consumer Information Notice applies only to Customers who are consumers, the rules applicable to Customers who are not consumers 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 the performance to be deemed to be in conformity with the contract, the Goods subject to the contract must

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

it must be fit for any purpose specified by the consumer and 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, instructions for use, including installation instructions, installation instructions and customer support as specified in the contract, 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 for which they are intended, in the absence of a legal provision, technical standard or technical standard, the applicable code of conduct for the same type of Goods, and must be of the quantity and quality that the Consumer could reasonably expect, the performance and other characteristics, in particular in terms of functionality, compatibility, availability, continuity and safety, which are normal for the same type of Goods, 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, including packaging and installation instructions, which the consumer could reasonably expect, and

it must correspond to the characteristics and description of the Goods presented by the undertaking as samples, models or trial versions prior to the conclusion of the contract.

The Goods need not conform to the above public statement if the Seller proves that did not know and had no reason to know of the public statement the public statement has been duly corrected by the time of the conclusion of the contract, or

the public statement could not have influenced the decision of the person entitled to conclude the contract.

Requirements of contractual performance in the case of a sale of goods under a consumer contract The seller is in defective performance if the goods are defective because they have been improperly installed, provided that

(a) the installation forms part of the contract of sale and was carried out by the seller or under the seller's responsibility; or

(b) the installation had to be carried out by the consumer and the incorrect installation is the result of defects in the installation instructions provided by the seller or, in the case of goods containing digital elements, by the provider of digital content or digital services.

Where the contract of sale provides that the goods are to be installed by the seller or installed under the seller's responsibility, performance is deemed to be completed by the seller when the installation is completed.

Where, in the case of goods incorporating 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 any defect in the goods in relation to the digital content if, in the case of continuous supply for a period not exceeding two years, the defect occurs or becomes apparent within two years of the completion of the goods.

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 relating to the goods, including security updates, which are necessary to keep the goods in conformity with the contract.

The seller must 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 the nature of the contract are such as the consumer could reasonably expect; or

the digital content provides for a continuous supply over a specified period, it must be provided for a period of two years from the date of supply of the goods in the case of a continuous supply of less than two years.

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

(a) the seller has informed the consumer of the availability of the update and the consequences of the consumer's failure to install it; and

(b) the failure of the consumer to install the update or the incorrect installation of the update by the consumer is not due to a lack of installation instructions provided by the Seller.

Defective performance shall not 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 herein and the consumer, at the time of the conclusion of the sales contract, specifically and expressly accepted this difference.

Warranty for accessories

In what circumstances can you exercise your right to a warranty of conformity?

In the event of a defective performance by the Seller, you may claim a warranty of convenience from the Seller in accordance with the Civil Code and, in the case of consumer contracts, with the provisions of Government Decree 373/2021 (30.6.2011)

What rights do you have under a warranty claim?

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

You may request repair or replacement, unless the claim you choose is impossible or would impose disproportionate additional costs on the Seller compared to any other claim. 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 may transfer your right to a different warranty, but you will bear the cost of the transfer, unless it was justified or the Seller has given 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, discovered within one year of the date of performance of the contract, existed 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 second-hand Goods, the warranty and guarantee rights shall, in principle, be different from the general rules. In the case of second-hand Goods, defective performance may also be presumed, but account must be taken of the circumstances which led the Buyer to expect the occurrence of certain defects. 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 shall also be entitled to claim a proportionate reduction of the consideration or to terminate the sales contract, according to the seriousness of the lack of conformity, if

the seller has failed to carry out the repair or replacement or has carried it out but has not fulfilled, in whole or in part, the following conditions

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.

refused to make the goods conform to the contract

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

the defect is of such a serious nature as to justify immediate price reduction or immediate termination of the contract of sale, or

the seller has not undertaken to bring the goods into conformity or it is clear from the circumstances that the undertaking 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 ground of lack of conformity, the burden of proving that the lack of conformity is insignificant shall be on the seller.

The Consumer is entitled to retain the remaining part of the purchase price, in whole or in part, in proportion to the seriousness of the lack of conformity, until the Seller has fulfilled his obligations regarding the conformity of the performance and the lack of conformity.

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 has notified the business of the defect.

The consumer must place the goods at the disposal of the undertaking in order for the repair or replacement to be carried out.

The reduction of the consideration shall be proportionate if it is equal to the difference between the value of the goods to which the consumer is entitled in the case of performance of the contract 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 defective performance affects only a specified part of the goods supplied under the sales contract and the conditions for exercising the right to terminate the contract are fulfilled in respect of those goods, the Consumer may terminate the sales contract only in respect of the defective 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 are in conformity with the contract.

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

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

the Seller shall refund to the Consumer the purchase price paid for the goods concerned as soon as the goods or the certificate of return of the goods is received by the Consumer.

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

You must report the defect as soon as you discover it. A defect notified within two months of its discovery is considered to have been notified without delay. Please note, however, that you cannot claim for any defects 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 as intended.

For the part of the Goods affected by the replacement or repair, the limitation period for the claim under the warranty of fitness for purpose shall start to run again. This rule shall also apply in the event that a new defect arises as a result of the repair.

If the subject matter 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 either.

Who can you claim against?

You can enforce your warranty claim against the Seller.

What other conditions are there for enforcing your rights?

Within one year of performance, there are no conditions for exercising your rights other than the notification of the defect if you can prove that the Goods were supplied 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 warranty?

In the case of a defect in a movable good (Goods), you can choose to claim either a warranty of replacement or a product warranty.

What rights do you have under your product warranty claim?

As a product warranty claim, you can only ask for the defective Goods to be repaired or replaced.

In what circumstances are the Goods defective?

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

What is the time limit for making a product warranty claim?

You have two years from the date on which 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 enforce your 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 what circumstances is the manufacturer (distributor) exempted from its product warranty obligations?

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

the goods were not manufactured or put into circulation in the course of his business, or

the defect was not detectable according to the state of science and technology at the time of placing on the market, or

the defect in the Goods is due to the application of a law or a mandatory requirement of a public authority.

The manufacturer (distributor) need only prove one ground for exemption.

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

Information on the product warranty and the guarantee of conformity of the goods for Customers who are not consumers

General rules on rights under a warranty

Non-consumer Purchasers may, at their option, make the following claims under the warranty of fitness for use:

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 may transfer your right to a different warranty, but you will bear the cost of the transfer, unless it was justified or the Seller has given a reason for it.

In the case of second-hand Goods, the warranty and guarantee rights will normally be different from the general rules. In the case of second-hand Goods, we may also speak of defective performance, but we must take into account the circumstances under which the Buyer could have expected certain defects to occur. 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 Purchasers who are not deemed to be Consumers, the period of validity of the right to claim under the warranty of replacement shall be 1 year, starting on the date of delivery.

Product warranty and guarantee

The product warranty and the obligatory guarantee are only available to purchasers who are consumers.

If the Seller voluntarily provides a warranty for a particular Good, it shall indicate this separately when the Goods are purchased.

If the manufacturer provides a manufacturer's warranty for the Goods that also covers non-consumer purchasers, this warranty may be claimed directly from the manufacturer.