

General Terms and Conditions

Terms and Conditions

Effective from: 1 July 2025

Preamble

Thank you for placing your trust in us with your purchase!

If you have any questions regarding these Terms and Conditions, the use of our Website, the products offered, the purchase process, or if you wish to discuss any specific requirements, please contact our team via the contact details provided.

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

Name: Wristfield Europe Kft.

Registered Office: Kozma István u. 6. 1., 2225 Üllő, Hungary

Postal Address: Fráter Loránd u. 18., 1185 Budapest, Hungary

Registering Authority: Pest County Court

Company Registration Number: 13-09-198123

VAT Number: HU25198845

Representative: Aliz Lukács, Managing Director

E-mail: info@wristfield.eu

Website: www.wristfield.eu

Hereinafter referred to as "Service Provider", "Seller" or "Company".

Web Hosting Provider

Name: UNAS Online Kft.

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

Contact: unas@unas.hu

Website: unas.hu

Definitions

- **Goods:** Items offered for sale on the Website, including:
 - tangible property, including water, gas or electricity supplied in limited quantities or in a set volume (e.g., bottled or tanked), and
 - tangible property incorporating or connected with digital content or a digital service, where the absence of such content or service would prevent the goods from performing their functions ("Goods with Digital Elements").
- **Goods with Digital Elements:** Tangible property incorporating or connected with digital content or a digital service, where the absence of such content or service would prevent the goods from performing their functions.
- **Digital Content:** Data produced or supplied in digital form.
- **Parties:** The Seller and the Buyer collectively.
- **Consumer:** A natural person acting outside the scope of their trade, business, craft or profession.
- **Consumer Contract:** A contract where one party is a consumer.
- **Functionality:** The ability of goods with digital elements, digital content, or a digital service to perform functions in accordance with their intended purpose.
- **Manufacturer:** The producer of the goods, the importer bringing goods into the EU, or any person presenting themselves as the manufacturer by placing their name, trademark or other distinguishing mark on the goods.
- **Interoperability:** The ability of goods with digital elements, digital content, or a digital service to operate with hardware or software other than that with which goods, content or services of the same type are normally used.
- **Compatibility:** The ability of goods with digital elements, digital content, or a digital service to operate with hardware or software without the need for conversion.
- **Website:** This website, through which the contract is concluded.
- **Contract:** The sales contract concluded between the Seller and the Buyer using the Website and electronic correspondence.
- **Durable Medium:** Any device enabling the consumer or the business to store information addressed personally to them in a manner accessible for future reference for an adequate period, and which allows the unchanged reproduction of the stored information.
- **Means of Distance Communication:** Any means which, without the simultaneous physical presence of the parties, may be used for concluding a contract (e.g., addressed or unaddressed printed matter, standard letters, press advertisements with order forms, catalogues, telephone, fax, and devices providing internet access).
- **Distance Contract:** A consumer contract concluded under an organised distance sales or service-provision scheme without the simultaneous physical presence of the parties, using exclusively one or more means of distance communication up to and including the time at which the contract is concluded.
- **Business:** A person acting for purposes relating to their trade, business, craft or profession.
- **Buyer / You:** The person making a purchase offer via the Website.
- **Warranty:** In consumer contracts, as defined by the Hungarian Civil Code:
 - a voluntary commitment by the business to perform in conformity with the contract beyond or in the absence of statutory requirements; and
 - a statutory mandatory warranty.
- **Purchase Price:** The consideration payable for the goods and/or the provision of digital content.

Applicable Law

This Contract is governed by Hungarian law, in particular by the following legislation:

- Act CLV of 1997 on Consumer Protection
- Act CVIII of 2001 on Certain Issues of Electronic Commerce Services
- Act V of 2013 on the Civil Code
- Government Decree 151/2003 (IX.22.) on Mandatory Warranty for Consumer Goods
- Ministry of Justice Decree 10/2024 (VI.28.) on the Scope of Durable Consumer Goods
- Government Decree 45/2014 (II.26.) on Contracts between Consumers and Businesses
- NGM Decree 19/2014 (IV.29.) on the Rules of Warranty and Guarantee Claims
- Act LXXVI of 1999 on Copyright

- Act CXII of 2011 on Informational Self-Determination and Freedom of Information
- Regulation (EU) 2018/302 on Geo-Blocking
- Regulation (EU) 2016/679 (GDPR)
- Government Decree 373/2021 (VI. 30.) on the Sale of Goods and Provision of Digital Services

Scope and Acceptance of the Terms and Conditions

The content of the contract concluded between you and us – in addition to the applicable mandatory statutory provisions – is governed by these General Terms and Conditions (hereinafter: the "Terms and Conditions"). The Parties agree that Hungarian law shall apply.

This means that these Terms and Conditions set out the rights and obligations that apply to you, as the Buyer (or user of our services), and to us, as the Service Provider (or Seller). These include, in particular:

- the procedure and conditions for concluding the contract,
- performance deadlines,
- delivery and payment terms,
- liability provisions, and
- the rules governing the exercise of the right of withdrawal.

Technical information necessary for the operation and use of the Website, which is not included in these Terms and Conditions, is available elsewhere on the Website – for example, in separate information notices.

Please note: Before finalising your order, you are required to familiarise yourself with and accept these Terms and Conditions. By placing an order, you acknowledge that you have read, understood and accepted them as binding upon yourself.

Language and Form of the Contract

The contracts falling within the scope of these Terms and Conditions are concluded in the Hungarian language.

The contracts within the scope of these Terms and Conditions do not constitute written contracts and are not filed by the Seller.

E-Invoicing

Our Company issues electronic invoices in accordance with Section 175 of Act CXXVII of 2007 on Value Added Tax (Hungary). By accepting these Terms and Conditions, you give your consent to the use of electronic invoicing. The invoice will be sent to the e-mail address you provide at the time of purchase, and will therefore not be included in the parcel.

Intra-Community Distance Sales (OSS) and Intra-Community Supply (0% VAT)

Pursuant to Article 12/B(1) of the Hungarian Act CXXVII of 2007 on Value Added Tax (implementing the provisions of Council Directive 2006/112/EC on the common system of value added tax), "intra-Community distance sales of goods" means the supply of goods where the goods are dispatched or transported by or on behalf of the seller – including indirect involvement – from one EU Member State to another EU Member State, where the goods are intended for the buyer, and the following conditions are met:

1. The supply of goods is made to:
 1. a taxable person or a non-taxable legal person whose acquisition is not subject to VAT under Section 20(1)(a) and (d) of the Act; or
 2. any other non-taxable person or entity; and
2. The goods supplied are:
 1. not new means of transport; and
 2. not supplied with assembly or installation, whether or not accompanied by a trial run.

Accordingly, the rules on intra-Community distance sales apply only where the goods are supplied to:

- non-taxable persons,
- taxable persons carrying out exclusively VAT-exempt transactions with no right to deduct VAT (including those subject to small business exemption), who are not required to pay VAT on intra-Community acquisitions,
- agricultural producers under a special scheme, not required to pay VAT on intra-Community acquisitions,
- non-taxable legal persons not required to pay VAT on intra-Community acquisitions,
- any person not subject to VAT on intra-Community acquisitions because, if the supply were domestic, it would be exempt from VAT under Sections 103, 104 and 107 of the Act (e.g., supplies to operators of certain vessels or aircraft, diplomatic missions, international organisations).

Intra-Community distance sales thus refer to transactions where the seller supplies goods from one EU Member State to another Member State to a non-taxable buyer or to a taxable buyer not liable for VAT on the acquisition (such as those exempt under the small business scheme or performing exclusively VAT-exempt activities), i.e., the final customer, with dispatch or transport arranged by the seller or a third party on their behalf.

EU Sales with Intra-Community VAT Number (0% VAT)

Under Article 214(1)(b) of Council Directive 2006/112/EC on the common system of value added tax, Member States must identify under a specific VAT number all taxable persons carrying out intra-Community acquisitions of goods.

In line with this provision, Section 257/B of the Hungarian VAT Act requires any VAT-registered taxable person to apply for an intra-Community VAT number if they:

- carry out intra-Community acquisitions of goods as defined in Sections 19, 20(4)-(7), 21 and 22(1) of the Act,
- carry out intra-Community supplies of goods as defined in Section 89 of the Act,
- provide services as defined in Section 37 of the Act to taxable persons established in another Member State (or, in the absence of establishment, having their residence or habitual residence there),
- receive services as defined in Section 37 of the Act from taxable persons established in another Member State (or, in the absence of establishment, having their residence or habitual residence there).

Applying for an intra-Community VAT number is not optional; failure to do so constitutes a breach of the reporting obligation. Late or non-compliance may result in an administrative penalty imposed by the tax authority.

Liability Related to Intra-Community Distance Sales and Intra-Community Supplies

Conditions for Purchasing with an EU VAT Number

If the Buyer wishes to make a purchase from within the territory of the European Union using a valid Intra-Community VAT number, the Buyer must register in advance and declare during registration that they wish to act as a purchaser holding an EU VAT number.

The Seller will verify the validity of the EU VAT number in the VIES system before issuing the invoice, and will record the control code obtained during the verification.

The EU VAT number provided must match the Buyer's name as registered in the VIES system.

Intra-Community Distance Sales and Taxation

In the case of Intra-Community distance sales, if the Buyer meets the above conditions and the goods are shipped to another EU Member State, the Seller will, through the OSS (One Stop Shop) scheme, apply the value added tax (VAT) rate of the Member State of destination (i.e., the target country).

If the Buyer does not hold a valid EU VAT number, or purchases as a private individual, the option "Private Customers and Customers Without an EU VAT Number" must be selected. Such customers may also place their order without registration, as guests.

Rules Applicable to Orders Placed by E-Mail

In the case of an order placed via e-mail, the EU VAT number must also be provided if the Buyer holds one.

If the Buyer provides a valid EU VAT number, the sale of goods will be invoiced as an intra-Community supply exempt from VAT, i.e., with a 0% VAT rate.

If the Buyer does not provide an EU VAT number, their declaration shall be interpreted as meaning that they meet the conditions for Intra-Community distance sales, and the invoice will be issued applying the VAT rate of the Member State of destination.

Responsibility for Declarations

The Buyer is fully responsible for ensuring that the declarations and data provided are true and accurate.

The Buyer bears sole responsibility for any damage resulting from false declarations.

Prices

Product prices are stated in the currency indicated on the product page and are exclusive of value added tax (VAT). The Seller reserves the right to change prices at any time for business policy reasons. Price changes only apply to orders placed before the conclusion of the contract and do not affect contracts already concluded. If the Seller has incorrectly displayed the price of a product and an order is placed based on the incorrect price, but no valid contract has yet been concluded between the Parties, the Seller will proceed in accordance with the provisions of the "Procedure in the Event of an Incorrect Price" section of these Terms and Conditions.

Procedure in the Event of an Incorrect Price

A price is deemed to be obviously incorrect if:

- the price is shown as EUR 0, or
- the price, reduced by a discount, has been incorrectly calculated in relation to the discount percentage shown alongside the original price (e.g., for a product priced at EUR 1,00 with a 20% discount, instead of the correct EUR 0,80 it is incorrectly offered at EUR 0,50).

In the event of an incorrect price being displayed, the Seller will offer the Buyer the opportunity to purchase the product at the correct price, and the Buyer may then decide whether to proceed with the purchase at the correct price or not, in which case no contract will be concluded between the Parties.

Complaints Handling and Legal Remedies

The consumer may submit a complaint (as defined by the Hungarian Consumer Protection Act, "Fgytv.") relating to:

- the statutory warranty for defects,
- product warranty,
- guarantee claims, or
- the conduct, activity or omission of the Seller, or of a person acting in the interest or on behalf of the Seller, directly related to the distribution or sale of goods to consumers, in order to remedy an individual infringement of rights or interests, through the following contact details and methods:
- In writing via the Website: www.wristfield.eu
- In writing via e-mail: info@wristfield.eu
- In writing by post: Hungary, 1185 Budapest, Fráter Loránd u. 18.

The Seller must handle warranty, product warranty and guarantee claims in accordance with specific legislation, not under the consumer complaint-handling rules of the Fgytv.

A consumer complaint under the Fgytv. – with the exception of statutory warranty, product warranty or guarantee claims – may be submitted orally or in writing to the business in relation to the conduct, activity or omission of the business, or of a person acting in the interest or on behalf of the business, directly connected to the distribution or sale of goods to consumers.

The business must investigate oral complaints immediately and remedy them as necessary. If the consumer disagrees with the handling of the complaint, or if the complaint cannot be investigated immediately, the business must promptly record the complaint and its position on the matter in a report, and provide the consumer with a copy:

- immediately in the case of an oral complaint made in person, or
- within 30 days in the case of an oral complaint made by telephone or via other electronic communication services, along with the substantive reply, in accordance with the rules applicable to written complaints.

The report must include:

- the consumer's name and address,
- the place, time and manner of submission of the complaint,
- a detailed description of the consumer's complaint, the list of documents and other evidence presented by the consumer,
- the business's statement of its position regarding the complaint, where immediate investigation is possible,
- the name of the person recording the report and – except for oral complaints made by telephone or via other electronic communication services – the consumer's signature,
- the place and time of recording the report,
- in the case of oral complaints made by telephone or via other electronic communication services, the complaint's unique reference number.

The business must respond to written complaints in writing, in a verifiable and substantive manner, within thirty days of receipt, unless otherwise provided by directly applicable EU law, and must take measures to communicate the response. If the complaint is rejected, the business must provide justification. In the event of rejection, the business must inform the consumer in writing of the authority or conciliation body which – depending on the nature of the complaint – may be contacted to initiate proceedings, and must

also provide the contact details (address, telephone, website, postal address) of the competent authority or the conciliation body for the consumer's place of residence or stay. The Seller has not made a general submission declaration.

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

Contact Details of Consumer Protection Authorities

Budapest Metropolitan Government Office – Consumer Protection Department

Address: 1117 Budapest, Prielle Kornélia Street 4/b

Email: fogyasztovedelem@bfkh.gov.hu

Telephone: +36 (1) 450 2598

Website: <https://kormanyhivatalok.hu/kormanyhivatalok/budapest/megye/szervezet/fogyasztovedelmi-foosztaly>

Jurisdiction: Territory of Budapest

Pest County Government Office – Consumer Protection Department

Address: 1072 Budapest, Nagy Diófa Street 10-12

Email: fogyved@pest.gov.hu

Telephone: +36 (1) 459 4843

Website: <https://kormanyhivatalok.hu/kormanyhivatalok/pest/megye/szervezet/fogyasztovedelmi-foosztaly>

Jurisdiction: Pest County

Bács-Kiskun County Government Office – Consumer Protection Department

Address: 6000 Kecskemét, Szent István Boulevard 19/A

Postal Address: 6001 Kecskemét, P.O. Box 189

Email: fogyasztovedelem@bacs.gov.hu

Telephone: +36 (76) 795 710

Website: <https://kormanyhivatalok.hu/kormanyhivatalok/bacs-kiskun/megye/szervezet/kozlekedesi-muszaki-engedelyezesi-es-fogyasztovedelmi>

Jurisdiction: Bács-Kiskun County

Baranya County Government Office – Consumer Protection Department

Address: 7630 Pécs, Hengermalom Street 2

Postal Address: 7630 Pécs, Hengermalom Street 2

Email: fogyasztovedelem@baranya.gov.hu

Telephone: +36 (72) 795 398

Website: <https://kormanyhivatalok.hu/kormanyhivatalok/baranya/megye/szervezet/kozlekedesi-muszaki-engedelyezesi-meresugyi-es>

Jurisdiction: Baranya County

Békés County Government Office – Consumer Protection Department

Address: 5600 Békéscsaba, József Attila Street 2-4

Postal Address: 5600 Békéscsaba, József Attila Street 2-4

Email: fogyved@bekes.gov.hu

Telephone: +36 (66) 546 150

Website: <https://kormanyhivatalok.hu/kormanyhivatalok/bekes/megye/szervezet/kozlekedesi-muszaki-engedelyezesi-es-fogyasztovedelmi>

Jurisdiction: Békés County

Borsod-Abaúj-Zemplén County Government Office – Consumer Protection Department

Address: 3527 Miskolc, József Attila Street 20

Email: fogyasztovedelem@borsod.gov.hu

Telephone: +36 (46) 795 779

Website: <https://kormanyhivatalok.hu/kormanyhivatalok/borsod-abauj-zemplen/megye/szervezet/kozlekedesi-muszaki-engedelyezesi-meresugyi>

Jurisdiction: Borsod-Abaúj-Zemplén County

Csongrád-Csanád County Government Office – Consumer Protection Department

Address: 6722 Szeged, Rákóczi Square 1

Postal Address: 6722 Szeged, Rákóczi Square 1

Email: fogyasztovedelem@csongrad.gov.hu

Telephone: +36 (62) 680 532

Website: <https://kormanyhivatalok.hu/kormanyhivatalok/csongrad-csanad/megye/szervezet/kozlekedesi-muszaki-engedelyezesi-meresugyi-es>

Jurisdiction: Csongrád-Csanád County

Fejér County Government Office – Consumer Protection Department

Address: 8000 Székesfehérvár, Honvéd Street 8

Email: fogyved@fejer.gov.hu

Telephone: +36 (22) 501 751

Website: <https://kormanyhivatalok.hu/kormanyhivatalok/fejer/megye/szervezet/kozlekedesi-muszaki-engedelyezesi-meresugyi-es>

Jurisdiction: Fejér County

Győr-Moson-Sopron County Government Office – Consumer Protection Department

Address: 9022 Győr, Türr István Street 7

Email: fogyasztovedelem@gyor.gov.hu

Telephone: +36 (96) 795 950

Website: <https://kormanyhivatalok.hu/kormanyhivatalok/gyor-moson-sopron/megye/szervezet/kozlekedesi-muszaki-engedelyezesi-meresugyi-es>

Jurisdiction: Győr-Moson-Sopron County

Hajdú-Bihar County Government Office – Consumer Protection Department

Address: 4025 Debrecen, Széchenyi Street 46

Postal Address: 4025 Debrecen, Széchenyi Street 46

Email: fogyasztovedelem@hajdu.gov.hu

Telephone: +36 (52) 533 924

Fax: +36 (52) 504 105

Website: <https://kormanyhivatalok.hu/kormanyhivatalok/hajdu-bihar/megye/szervezet/kozlekedesi-muszaki-engedelyezesi-meresugyi-es>

Jurisdiction: Hajdú-Bihar County

Heves County Government Office – Consumer Protection Department

Address: 3300 Eger, Kossuth Lajos Street 9

Postal Address: 3301 Eger, P.O. Box 216

Email: fogyved@heves.gov.hu

Telephone: +36 (36) 515 469

Fax: +36 (36) 516 040

Website: <https://kormanyhivatalok.hu/kormanyhivatalok/heves/megye/szervezet/kozlekedesi-muszaki-engedelyezesi-es-fogyasztovedelmi>

Jurisdiction: Heves County

Jász-Nagykun-Szolnok County Government Office – Consumer Protection Department

Address: 5000 Szolnok, Indóház Street 8

Email: jasz.fogyved@jasz.gov.hu

Telephone: +36 (56) 795 165

Website: <https://kormanyhivatalok.hu/kormanyhivatalok/jasz-nagykun-szolnok/megye/szervezet/kozlekedesi-muszaki-engedelyezesi-meresugyi>

Jurisdiction: Jász-Nagykun-Szolnok County

Komárom-Esztergom County Government Office – Consumer Protection Department

Address: 2800 Tatabánya, Bárdos László Street 2

Email: fogyasztovedelem.meff@komarom.gov.hu

Telephone: +36 (34) 309 303

Website: <https://kormanyhivatalok.hu/kormanyhivatalok/komarom-esztergom/megye/szervezet/kozlekedesi-muszaki-engedelyezesi-es>

Jurisdiction: Komárom-Esztergom County

Nógrád County Government Office – Consumer Protection Department

Address: 3100 Salgótarján, Karancs Road 54

Email: fogyved@nograd.gov.hu

Telephone: +36 (32) 511 116

Website: <https://kormanyhivatalok.hu/kormanyhivatalok/nograd/megye/szervezet/kozlekedesi-muszaki-engedelyezesi-es-fogyasztovedelmi>

Jurisdiction: Nógrád County

Somogy County Government Office – Consumer Protection Department

Address: 7400 Kaposvár, Vásártéri Road 2

Email: fogyasztovedelem@somogy.gov.hu

Telephone: +36 (82) 510 868

Website: <https://kormanyhivatalok.hu/kormanyhivatalok/somogy/megye/szervezet/kozlekedesi-muszaki-engedelyezesi-meresugyi-es>

Jurisdiction: Somogy County

Szabolcs-Szatmár-Bereg County Government Office – Consumer Protection Department

Address: 4400 Nyíregyháza, Hatzel Square 10

Postal Address: 4401 Nyíregyháza, P.O. Box 77

Email: fogyasztovedelem@szabolcs.gov.hu

Telephone: +36 (42) 500 694

Website: <https://kormanyhivatalok.hu/kormanyhivatalok/szabolcs-szatmar-bereg/megye/szervezet/kozlekedesi-muszaki-engedelyezesi-es>

Jurisdiction: Szabolcs-Szatmár-Bereg County

Tolna County Government Office – Consumer Protection Department

Address: 7100 Szekszárd, Kiskorzó Square 3

Email: fogyasztovedelem@tolna.gov.hu

Telephone: +36 (74) 795 384

Website: <https://kormanyhivatalok.hu/kormanyhivatalok/tolna/megye/szervezet/kozlekedesi-muszaki-engedelyezesi-meresugyi-es>

Jurisdiction: Tolna County

Vas County Government Office – Consumer Protection Department

Address: 9700 Szombathely, Wesselényi Street 7

Postal Address: 9702 Szombathely, P.O. Box 24

Email: fogyasztovedelem@vas.gov.hu

Telephone: +36 (70) 705 1435

Website: <https://kormanyhivatalok.hu/kormanyhivatalok/vas/megye/szervezet/kozlekedesi-muszaki-engedelyezesi-meresugyi-es>

Jurisdiction: Vas County

Veszprém County Government Office – Consumer Protection Department

Address: 8200 Veszprém, Kistó Street 1

Postal Address: 8200 Veszprém, Kistó Street 1

Email: fogyasztovedelem@veszprem.gov.hu

Telephone: +36 (88) 550 510

Website: <https://kormanyhivatalok.hu/kormanyhivatalok/veszprem/megye/szervezet/kozlekedesi-muszaki-engedelyezesi-es-fogyasztovedelmi>

Jurisdiction: Veszprém County

Zala County Government Office – Consumer Protection Department

Address: 8900 Zalaegerszeg, Pintér Máté Street 22
Postal Address: 8900 Zalaegerszeg, Pintér Máté Street 22
Email: fogyasztovedelem.zala@zala.gov.hu

Telephone: +36 (92) 510 530

Website: <https://kormanyhivatalok.hu/kormanyhivatalok/zala/megye/szervezet/kozlekedesi-muszaki-engedelyezesi-es-fogyasztovedelmi>

Jurisdiction: Zala County

Judicial Proceedings

The Customer shall be entitled to enforce any claims arising from a consumer dispute before a court within the framework of civil proceedings in accordance with the provisions of Act V of 2013 on the Hungarian Civil Code and Act CXXX of 2016 on the Hungarian Code of Civil Procedure. The Parties agree to submit to the jurisdiction of the court having competence based on the Seller's registered seat for the judicial resolution of their dispute.

Conciliation Body Proceedings

If your consumer complaint is rejected, you are entitled to refer the matter to the competent Conciliation Body according to your place of residence or stay, or to the Conciliation Body indicated in your application. A prerequisite for initiating proceedings before a Conciliation Body is that the consumer first attempts to settle the disputed matter directly with the business concerned.

Unless the consumer requests a personal hearing, the Conciliation Body shall hold the hearing in an online format, via electronic means enabling simultaneous transmission of sound and images ("online hearing").

The business is obliged to cooperate in the conciliation procedure, which includes the duty to submit its written response within the prescribed time limit to the Conciliation Body upon request.

Except where the 524/2013/EU Regulation of the European Parliament and of the Council of 21 May 2013 on online dispute resolution for consumer disputes (amending Regulation (EC) No 2006/2004 and Directive 2009/22/EC) applies, the business is obliged to ensure the participation of a person authorised to conclude a settlement at the hearing. The authorised representative of the business must attend the online hearing in person (virtually). If the consumer requests a personal hearing, the authorised representative of the business must participate at least online.

Further information on Conciliation Bodies can be found at: <https://www.bekeltetes.hu>

Procedural Options for Foreign (Non-Hungarian) Consumers

Foreign consumers – meaning those residing either within or outside the European Union, but entering into a dispute with a business established in Hungary – are also entitled to make use of the Hungarian conciliation procedure, subject to certain conditions.

1. Possibility for Foreign Consumers to Apply to the Conciliation Body

The Hungarian conciliation body system is based on European Union law, and foreign consumers are also entitled to initiate proceedings if the dispute concerns a business established in Hungary.

Like Hungarian consumers, foreign (non-Hungarian) consumers must first attempt to resolve the disputed matter directly with the Business (for example, by submitting a complaint by email or in writing). If this proves unsuccessful, they may turn to the conciliation body.

Competent Body – Which Conciliation Body Can a Foreign Customer Approach?

As the foreign consumer has no permanent or temporary residence in Hungary, they may choose any Hungarian conciliation body; however, the body with competence according to the business's registered seat is generally considered the primary forum.

Possibility of Online Proceedings

Proceedings may also be conducted online, meaning that the foreign consumer does not need to travel to Hungary in person. Hearings are held via videoconference using equipment that enables the simultaneous transmission of sound and images. This is referred to as an online hearing, which the conciliation body may hold even if the consumer has not requested a personal hearing.

Online Dispute Resolution Platform (ODR)

If the customer resides within the EU and the sale took place online, they may also initiate proceedings through the EU's Online Dispute Resolution platform (ODR).

ODR platform address: <https://ec.europa.eu/consumers/odr>

Through this platform, the customer may indicate that they wish to pursue conciliation against a Hungarian business, in which case the appropriate Hungarian conciliation body will be designated within the EU system.

Important: Conciliation is not available to businesses; it is exclusively a remedy for consumer complaints.

Contact Details of the Territorial Conciliation Bodies

Budapest Conciliation Body

Seat: Budapest

Jurisdiction: Budapest

Address: 1016 Budapest, Krisztina krt. 99. I. floor, room 111

Postal address: 1253 Budapest, P.O. Box 10

Telephone: +36 (1) 488 2131

Email: bekelteto.testulet@bkik.hu

Website: bekeltet.bkik.hu

Baranya County Conciliation Body

Seat: Pécs

Jurisdiction: Baranya, Somogy, and Tolna Counties

Address: 7625 Pécs, Majorossy I. u. 36

Telephone: +36 (72) 507 154

Email: info@baranyabekeltetes.hu

Website: baranyabekeltetes.hu

Borsod-Abaúj-Zemplén County Conciliation Body

Seat: Miskolc

Jurisdiction: Borsod-Abaúj-Zemplén, Heves, and Nógrád Counties

Address: 3525 Miskolc, Szentpáli u. 1

Telephone: +36 (46) 501 091

Email: bekeltetes@bokik.hu

Website: bekeltetes.borsodmegye.hu

Csongrád-Csanád County Conciliation Body

Seat: Szeged

Jurisdiction: Békés, Bács-Kiskun, and Csongrád-Csanád Counties

Address: 6721 Szeged, Párizsi krt. 8-12

Telephone: +36 (62) 549 392

Email: bekelteto.testulet@cskik.hu

Website: bekeltetes-csongrad.hu

Fejér County Conciliation Body

Seat: Székesfehérvár

Jurisdiction: Fejér, Komárom-Esztergom, and Veszprém Counties

Address: 8000 Székesfehérvár, Hosszúsétatér 4-6

Telephone: +36 (22) 510 310

Email: bekeltetes@fmkik.hu

Website: www.bekeltetesfejer.hu

Győr-Moson-Sopron County Conciliation Body

Seat: Győr

Jurisdiction: Győr-Moson-Sopron, Vas, and Zala Counties

Address: 9021 Győr, Szent István út 10/a

Telephone: +36 (96) 520 217

Email: bekelteto.testulet@gymkmkik.hu

Website: bekeltetesgyor.hu

Hajdú-Bihar County Conciliation Body

Seat: Debrecen

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

Address: 4025 Debrecen, Vörösmarty u. 13-15

Telephone: +36 (52) 500 710, +36 (52) 500 745

Email: bekelteto@hbkik.hu

Website: hmbekeltetes.hu

Pest County Conciliation Body

Seat: Budapest

Jurisdiction: Pest County

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

Telephone: +36 (1) 792 7881

Email: pmbekelteto@pmkik.hu

Website: panaszrendezes.hu

Conciliation Body Proceedings for Persons Not Qualifying as Consumers

Under the Hungarian Consumer Protection Act, the following are deemed consumers for the purposes of conciliation body proceedings: non-profit organisations, ecclesiastical legal entities, condominiums, and housing cooperatives acting outside the scope of their independent occupation or economic activity, that purchase, order, receive, use, or utilise goods, or are the intended recipients of commercial communication or offers relating to the goods.

The conciliation body is entitled to verify and examine the existence of consumer status. The rules described above for conciliation body proceedings apply accordingly.

Copyright

Pursuant to Section 1(1) of Act LXXVI of 1999 on Copyright (hereinafter: "Copyright Act"), this website qualifies as a copyrighted work, and all parts thereof are protected by copyright law. Under Section 16(1) of the Copyright Act, it is prohibited to use any graphic or software solutions, computer programs, or other elements of the website without permission, or to use any application by which the website or any part of it may be modified.

Any material from the website or its database may only be reproduced with the written consent of the rights holder, and only with proper reference to the website as the source. The rights holder is Wristfield Europe Kft.

Graphic Materials and Warranty of Title

The Buyer warrants that any graphic materials provided or transmitted to the Seller – including, but not limited to, images, logos, illustrations, textual elements, and any other visual or intellectual creations – do not infringe the copyright or any other rights (e.g. industrial property rights, image rights) of third parties. The Buyer expressly declares and warrants that they lawfully possess the rights to such graphic materials, use them lawfully, and are entitled to provide them to the Seller for the purpose of fulfilling the order, as well as to grant permission for their use.

The Buyer acknowledges and agrees that, in connection with the performance of the order, the Seller is entitled to use the graphic materials supplied by the Buyer to the extent and for the duration necessary for the contractual purpose, including their technical adaptation, editing, printing or digital production, and, where necessary, archiving and publication as a reference.

Any graphic materials created by the Seller – including design, execution, adaptation, illustration, copywriting, layout designs, etc. – may qualify as works under Act LXXVI of 1999 on Copyright, and the copyright (including economic rights) in such works shall belong to the Seller as the creator or its authorised representative. Copyright protection applies regardless of whether the work is registered in any form, and it arises from the moment the work is created.

The Buyer is entitled to use the graphic materials created by the Seller solely for the purpose and to the extent specified in the order – for example, for printing, online publication, or advertising – and such entitlement does not extend to any other use, modification, reproduction, transfer to third parties, or sale of the work.

Any further use of the graphic materials by the Buyer – even if they were created at the Buyer's request – shall only be permitted with the Seller's prior express written consent. In the absence of such consent, such use shall be deemed an infringement, and the Seller shall be entitled to enforce its copyright, including claims for damages and for cessation of the infringement.

The parties agree that the moral rights in relation to the graphic materials – such as the right of attribution – shall be exercised by the Seller, and the Buyer may not restrict such rights.

Trusted Shops Reviews

We inform Customers that the Seller uses the Trusted Shops GmbH review system on the Website. This system enables feedback not on individual products, but on the overall operation of the online store (the Seller). The aim of the review system is to ensure that only genuine purchasers can submit reviews, which is guaranteed through the following technical and organisational measures:

- The review system operates on an external platform run by Trusted Shops GmbH, independent of the Seller. Reviews can only be submitted after a purchase, and the option to review (e.g. via email or a pop-up widget) is available solely to those who have actually placed an order in the webshop.
- Access to the review interface is provided automatically by Trusted Shops, based on order details – for example, through an invitation email sent after purchase.
- Reviews and ratings are stored and displayed directly by the Trusted Shops system. The Seller has neither the ability nor the technical means to subsequently modify or delete reviews.
- The Trusted Shops system displays all reviews – whether positive or negative – provided they comply with basic moderation guidelines (e.g. not containing offensive or unlawful content). This ensures that Customers receive an authentic and balanced overview of the webshop's performance based on the experiences of other buyers.

Partial Invalidity, Code of Conduct

If any provision of these General Terms and Conditions is legally incomplete or invalid, the remaining provisions of the contract shall

remain in force, and the invalid or defective provision shall be replaced by the applicable statutory provisions.

The Seller does not subscribe to any code of conduct within the meaning of the Act on the Prohibition of Unfair Commercial Practices against Consumers.

Information on the Functioning of Goods Containing Digital Elements

The servers providing the data displayed on the website have an availability exceeding 99.9% per year. A regular backup of the full data content is performed, enabling restoration in case of any issues. The data displayed on the website are stored in MSSQL and MySQL databases. Sensitive data are stored with encryption of adequate strength, using hardware-based support built into the processor.

Information on the Essential Characteristics of Goods

Information on the essential characteristics of goods available for purchase on the Website is provided in the descriptions of the respective goods.

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

During the ordering process, the Buyer may continuously amend the data entered prior to finalising the order. By using the "Back" button in the browser, it is possible to return to previous page(s), allowing correction of data even after proceeding to the next step.

The Seller hereby draws the Buyer's attention to the fact that the accuracy of the data entered is the sole responsibility of the Buyer. The Seller will issue invoices and deliver goods based on the data provided by the Buyer. An incorrectly entered email address, or a full email inbox, may hinder the delivery of the order confirmation, potentially preventing the conclusion of the contract.

If the Buyer detects an error in the data provided after finalising the order, they must notify the Seller as soon as possible. Amendments to the order may only be initiated via an email sent from the email address provided at the time of ordering, or by telephone. The Seller will consider the possibility of amendment depending on the stage of the fulfilment process.

Use of the Website

Purchases do not require registration, except in the case of intra-community purchasers, i.e. Buyers purchasing with a valid EU VAT number. The Buyer's declaration of status is made by selecting the relevant options during registration or when finalising the order.

The Website provides product presentation and online ordering options for Users. Users can browse the Website using the menu items. Products are arranged into categories. The "Special Offers" category contains all discounted products available in the store. For each product, the start and end date of the promotion is indicated, or the start date and "while stocks last" notice, but at least the original price of the product is displayed.

Unit prices of products can be viewed under the "Prices" tab according to the relevant quantity tiers. The higher the quantity, the price changes accordingly by tier.

Clicking on the category name displays a list of products within that category. If all products in the category do not fit on one page, navigation is possible using the numbers above and below the product list. From the product list, the detailed product page can be accessed by clicking on the product name, where detailed characteristics and price information can be found.

The Website allows product searches based on keywords. Search results matching the conditions are displayed in list form, similar to categories.

The selected product, in the chosen quantities, colours, or colour combinations, can be added to the basket via the "Add to Basket" button on the product page. The User can check the contents of the basket via the "Basket" menu. Here, the quantity of products can be adjusted or items removed. For products where multiple colours and quantities can be selected on the product page, quantity changes require deletion and re-adding of the product. The "Empty Basket" button allows the complete removal of all items.

By clicking the "Order" button, the User can proceed with the purchase. In the second step, the User may log in, register, or continue as a guest. For registration or guest purchase, the following data must be provided: email address, name, telephone number, billing address, and (if different) delivery address. For registration, a password must also be provided. Successful registration is confirmed via email and on the Website. Users may request deletion of their registration by email to the Service Provider, in which case they must re-register for any future purchases.

Legal entities established outside Hungary but within an EU Member State who are liable to pay VAT in their country must obtain an EU VAT number from their national tax authority for intra-community acquisitions. With such an EU VAT number, registration is mandatory so that the VAT number can be verified and VAT-free purchases guaranteed. For private individuals and legal entities not liable to pay VAT, registration is not mandatory; VAT will be charged in accordance with the distance selling rules, through the OSS system, based on the destination country (the EU Member State to which the products are shipped). If a Buyer, as a private individual or non-VAT-liable person, purchases using this option, they must select it during the purchase process. If an EU VAT-liable buyer places an order without providing their EU VAT number, or conceals it from the Seller, they will be fully responsible for any legal consequences arising.

The User is responsible for keeping their access details confidential, updating their details, and notifying the Service Provider if they become aware of any misuse of their data by a third party. If a password is forgotten, a new one can be requested on the Website, sent to the registered email address. If the User has previously registered, the ordering process can continue by entering their email and password.

In the next step, the User must select the preferred payment and delivery method. A summary page allows the User to review all previously entered details and the products ordered, including quantities. In case of data entry errors, corrections can be made using the pencil icon.

If everything is correct, the User may finalise the order by clicking "Submit Order". Confirmation is provided both on the Website and via email. If incorrect data are found after recording the order (e.g. in the confirmation email), these must be reported to the Service Provider immediately, but no later than within 24 hours. Regardless of purchase intent, the User may log in via the "Customer Login" window or the "Login" menu. After logging in, the "Modify Data" menu allows the User to update registration details and track orders and their status.

The invoice issued for the order will contain the billing details provided during the ordering process. The invoice can be cancelled or amended within 14 days of receiving the package. After 14 days, invoice modification is no longer possible.

Offer and Validity of Offers

Where the Seller issues an offer in response to a specific enquiry, such offer – unless otherwise expressly stated – shall be valid for a period of 10 days from the date of issue.

Acceptance of the offer may be made exclusively by email or via another electronic channel expressly designated in advance by the Seller. For acceptance to be valid, the statement of acceptance must be received by the Seller within the specified deadline and at the contact details provided by the Seller.

Placing an Order (Making an Offer)

Once you have ensured that the contents of your basket correspond to the Goods you wish to purchase and that your details are correct, you may finalise your order by clicking the "Place Order" button. The information published on the Website does not constitute a contractual offer by the Seller. For orders placed under these Terms and Conditions, you are deemed to be making the offer.

By clicking the "Place Order" button, you expressly acknowledge that your declaration constitutes an offer and, upon confirmation by the Seller in accordance with these Terms and Conditions, entails a payment obligation. The Seller is obliged to confirm receipt of your order to you electronically without delay. If such confirmation is not received by you within the expected timeframe depending on the nature of the service, but in any case within 2 working days from placing the order, you shall be released from your contractual obligations or offer commitment.

Processing of Orders and Formation of the Contract

Order processing takes place in two stages. You may place your order at any time. Upon placing your order, you will first receive an automated acknowledgement confirming that your order has been received via the Website. This acknowledgement does not constitute acceptance of your offer.

If you notice that the automated acknowledgement contains incorrect information (e.g. name, delivery address, telephone number), you must inform us of this fact immediately by email, providing the correct data at the same time. If you do not receive the automated acknowledgement within 24 hours of placing your order, please contact us, as it is possible that your order has not reached our system due to a technical issue, or that delivery of the acknowledgement has been impeded.

Following receipt of your offer, the Seller will send a second email confirming acceptance of your offer. The contract is concluded when the confirmation email sent by the Seller becomes accessible to you in your email account (second confirmation, acceptance of the offer). Any status email indicating that preparation or fulfilment of your order has commenced shall be deemed such acceptance.

For customised products with inscriptions, we will always provide a design proof unless the plan has already been accepted during the order process via our online design tool. Unless otherwise agreed in writing, production will only begin upon written approval of the design proof and receipt of payment. The Buyer is responsible for delays resulting from late approval or late payment. Where the Seller has indicated an expected completion time when making the offer, it is assumed that the order, payment, and design approval will all occur within 4 hours; if not, the indicated timeframe becomes invalid, and the general production times displayed on the Website will apply.

Procedure for Uncollected Parcels – Consumers

If the Buyer fails to collect the ordered Goods handed over for delivery, and does not indicate an intention to exercise the statutory 14-day right of withdrawal without justification, the Buyer will be in breach of contract. In such case, the Seller may attempt redelivery if arrangements can be made with the Buyer, but may make redelivery conditional upon payment of an additional delivery fee.

If redelivery is unsuccessful or agreement with the Buyer cannot be reached because of lack of cooperation, the Seller may terminate the contract with immediate effect for breach and claim the costs of unsuccessful delivery and return transport as liquidated damages. Parties agree that communication by the email address used for the order shall be deemed valid, and that the time of receipt of the termination notice is when it becomes accessible in the Buyer's email account.

Breach of contract in this context includes failure to collect the ordered Goods and failure to notify the Seller of withdrawal.

The Buyer is obliged to pay the purchase price and accept delivery, and to cooperate with the Seller, informing them of any circumstances relevant to performance (Sections 6:215 and 6:62(1) of the Hungarian Civil Code).

Where the Buyer fails to collect the Goods, the Seller may:

- terminate the contract with immediate effect, or
- attempt delivery for a third or fourth time if the second attempt fails and/or the Buyer does not cooperate.

The Seller reserves the right to claim the costs of failed delivery and return as liquidated damages.

If the Buyer has previously failed to collect Goods on at least two occasions (except when exercising the right of withdrawal), or if the Goods are returned marked "not collected", the Seller may require prepayment of the purchase price and delivery costs before fulfilling the order.

The Seller may withhold delivery until it has verified that payment has been received in full via the chosen electronic payment method (including cases where the Buyer has paid by bank transfer in their national currency and, due to currency conversion or bank charges, the Seller does not receive the full amount). The Seller may request the Buyer to settle any outstanding balance before releasing the Goods.

Procedure for Uncollected Parcels – Business Customers

Business Customers are not entitled to the statutory 14-day right of withdrawal available to consumers. The Buyer is obliged to accept delivery and pay the purchase price. Failure to do so constitutes breach of contract, and the Seller may retain the purchase price as liquidated damages.

The Buyer may request redelivery within 15 days of failed delivery or collection, provided they bear the associated additional costs. The Seller is not obliged to store uncollected orders for more than 15 days and may dispose of them, retaining the purchase price as liquidated damages.

Payment Methods

Details of available payment methods can be found on the Payment Methods page. The Seller uses fraud prevention services (Cash on Delivery Checker) to determine available payment options for each visitor, based on automated decision-making. Some payment methods may not be available to all users.

Barion Payments

Online card payments are processed via the Barion system. Card details are not disclosed to the merchant. Barion Payment Zrt. is an institution supervised by the Central Bank of Hungary, licence number: H-EN-I-1064/2013.

Delivery Methods and Charges

Details of home delivery and collection options, and applicable charges, can be found on the Delivery Methods page. In some countries, under the courier's own terms and conditions, if delivery to the address provided is unsuccessful, the courier may leave the parcel at a nearby collection point. The Buyer must collect the parcel from the collection point without delay. Collection point details are available in the courier's online tracking system using the tracking number provided in the dispatch notification.

Wholesale and Reseller Partners – Delivery Charges

Unless otherwise agreed, delivery charges will be calculated individually based on order volume and urgency. Wholesale partners may pay by bank transfer only; orders will be cancelled on the 4th working day if payment is not received.

Non-EU Orders – Delivery Charges

Unless otherwise agreed, delivery charges will be calculated individually based on order volume and urgency.

Liability for Late Dispatch or Late Delivery

If the Seller cannot hand over the ordered Goods to the courier by the confirmed deadline, the Buyer will be informed without delay and may either request dispatch at a later agreed date or, as a last resort, withdraw from the purchase without further obligation.

The Seller accepts no liability where Goods are handed over to the courier on time but delivery is delayed due to the courier's operations. The Seller guarantees and is responsible only for the latest possible handover date to the courier.

The Buyer undertakes to liaise directly with the courier after dispatch and to take all reasonable measures to ensure prompt delivery. The Seller is not liable for delays caused by failure to do so.

If the Buyer provides the necessary documentation, the Seller may allow collection by the Buyer's own nominated carrier on EXW Budapest terms.

For delays in road transport, claims must be made directly against the chosen courier under the CMR Convention; for air freight, under the Montreal Convention. The Buyer releases the Seller from liability for losses caused by transport delays.

Express Production

Custom-made and inscribed products are normally produced within the Standard production time shown on the product page. If the Seller confirms a specific production time, that time shall apply.

Express production is available for an additional charge, subject to capacity.

Performance Deadlines

The service shall be deemed performed upon demonstrable handover to the courier. For personal collection, performance takes place upon collection. The performance deadline is always the date confirmed by the Seller.

Performance may not take place earlier than:

- Non-inscribed products: within 3 working days;
- Inscribed products: within the production time specified on the product page according to production method (Standard, Express) or, in its absence, as otherwise agreed.

The performance deadline begins on the working day after receipt of payment, or, for inscribed products, after approval of the design proof. Delivery time is not included in the performance deadline and is subject to the selected courier's general terms and conditions.

The Buyer may, by prior arrangement, collect products via their own carrier on EXW Budapest terms.

For consumers, unless otherwise agreed, the Seller shall make the Goods available without undue delay and at the latest within thirty days of concluding the contract.

The general performance deadline is therefore a maximum of 30 days from confirmation of the order. Any shorter (but not longer) deadlines are specified for each delivery method.

In the event of delay by the Seller, the Buyer may exercise their rights under the Hungarian Civil Code (Act V of 2013).

Retention of Title

If you have previously failed to collect Goods (except where exercising the right of withdrawal) or the Goods have been returned marked "not collected", the Seller may require prepayment of the purchase price and delivery costs.

The Seller may withhold delivery until it has confirmed receipt of full payment via the chosen electronic method (including cases where the Buyer's bank transfer in their own currency results in currency conversion or bank charges reducing the amount received). The Seller may request payment of any outstanding balance before releasing the Goods.

Consumer Information

Information on the Right of Withdrawal for Consumer Buyers

For the purposes of Section 8:1 (1) point 3 of the Hungarian Civil Code, only a natural person acting outside the scope of their profession, self-employed activity, or business activity qualifies as a consumer. Therefore, legal persons are not entitled to exercise the right of withdrawal without providing justification.

Pursuant to Section 20 of Government Decree No. 45/2014 (II. 26.), the consumer has the right to withdraw from the contract without giving any reason. The consumer may exercise their right of withdrawal:

- **In the case of a contract for the sale of goods:**
 - in respect of the Goods;
 - where several Goods are sold and delivered at different times, in respect of the last Goods delivered;
 - where the Goods consist of several lots or pieces, in respect of the last lot or piece delivered;
 - where the Goods are to be supplied regularly over a defined period, in respect of the first delivery;
 - within a period of **14 calendar days** starting from the day on which the consumer or a third party, other than the carrier, indicated by the consumer, takes possession of the Goods.

The above does not affect the consumer's right to exercise their right of withdrawal during the period between the conclusion of the contract and the day on which the Goods are received.

Where the contract is concluded on the basis of an offer made by the consumer, the consumer shall have the right to withdraw the offer before the conclusion of the contract, which shall terminate the binding effect of the offer.

If the Seller has not informed the consumer about the deadline and other conditions for exercising the right of withdrawal (particularly as set out in Section 22 of the Government Decree) and about the model withdrawal statement set out in Annex 2, the withdrawal period specified above shall be extended by **12 months**. If the Seller provides the consumer with such information within 12 months after the original withdrawal period has expired, the withdrawal or termination period shall expire 14 days after the date on which the information is communicated.

Voluntarily Extended Withdrawal Period

In addition to the provisions of Government Decree No. 45/2014 (II. 26.), the Seller voluntarily provides the consumer with an additional period in which to exercise the right of withdrawal. Accordingly, the withdrawal period for purchases made in the webshop shall be **a total of 30 days**, which does not exclude the enforcement of the statutory withdrawal rights.

The conditions for exercising this voluntarily extended right of withdrawal are identical to those for exercising the statutory right of withdrawal as provided for in the Decree.

Withdrawal Statement – Exercising the Consumer's Right of Withdrawal or Termination

In accordance with Section 20 of Government Decree No. 45/2014 (II. 26.), the consumer may exercise their statutory right by making an unambiguous statement to that effect, or by using the model withdrawal form, which can also be downloaded from the website.

Model Withdrawal Form:

Trader's name: Wristfield Europe Kft.

Trader's registered seat: Hungary, 2225 Üllő, Kozma István u. 6. 1.

Trader's email address: info@wristfield.com

I, the undersigned, hereby declare that I am exercising my right of withdrawal from the contract for the purchase of the following product(s):

Name of product(s):

Date of order:

Order number:

Consumer's name:

Consumer's address:

Consumer's email address:

Dated:

Signature of consumer:

Validity of the Consumer's Withdrawal Statement

The right of withdrawal shall be deemed exercised within the deadline if the consumer sends the statement before the expiry of the time limit.

In the case of written withdrawal or termination, it is sufficient for the withdrawal or termination statement to be sent before the deadline.

The burden of proof that the right of withdrawal was exercised in accordance with these provisions lies with the consumer.

Upon receipt of the withdrawal statement, the Seller must confirm its receipt to the consumer on a durable medium.

Obligations of the Seller in the Event of Withdrawal by the Consumer

Refund Obligation

If the consumer withdraws from the contract in accordance with Section 22 of Government Decree No. 45/2014 (II. 26.), the Seller shall, without undue delay and at the latest within 14 days from the day on which they are informed of the withdrawal, refund all amounts paid by the consumer as consideration, including any delivery costs.

This provision does not apply to additional costs resulting from the consumer's choice of a delivery method other than the least expensive standard delivery offered, nor to return shipping costs. The Seller is not obliged to reimburse return costs, including in cases where the consumer refused delivery, was unavailable, failed to collect the package, or the goods were returned with other remarks indicating non-acceptance. In such cases, the Seller may claim the additional costs of return shipment from the consumer.

Method of Refund

The Seller shall make the refund using the same means of payment as used by the consumer, unless the consumer expressly agrees otherwise; in any event, the consumer shall not incur any fees as a result of such refund.

The Seller shall not be held liable for delays caused by incorrect or inaccurate bank account details or postal addresses provided by the consumer.

Additional Costs

If the consumer expressly chooses a delivery method other than the least expensive standard delivery offered, the Seller shall not be obliged to reimburse any additional costs incurred. In such a case, the Seller's refund obligation shall be limited to the cost of standard delivery.

Right of Retention

The Seller may withhold the refund until they have received the goods back or the consumer has supplied evidence of having sent the goods back, whichever is the earlier. Cash-on-delivery or postage-due parcels will not be accepted.

Consumer's Obligations in the Event of Withdrawal or Termination

Return of Goods

If the consumer withdraws in accordance with Section 22 of Government Decree No. 45/2014 (II. 26.), they shall return or hand over the goods to the Seller or a person authorised by the Seller to receive them without undue delay and in any event no later than 14 days from the date on which they communicated their withdrawal. The return deadline is met if the goods are sent back before the 14-day period expires.

Direct Costs of Returning Goods

The consumer shall bear the direct cost of returning the goods, which must be sent to the Seller's address.

Where the Seller operates a physical shop and the consumer exercises the right of withdrawal there, the consumer may return the goods in person at the same time.

If the consumer terminates a contract for the provision of services concluded off-premises or at a distance after performance has begun, they shall pay the Seller an amount proportionate to the services provided up to the time of communication of termination.

This proportionate amount shall be calculated on the basis of the total price agreed in the contract, including taxes. If the consumer proves that this total is excessive, the proportionate amount shall be based on the market value of the services provided up to termination.

Cash-on-delivery or postage-due returns will not be accepted.

Consumer's Liability for Diminished Value

The consumer is liable for any diminished value of the goods resulting from handling other than what is necessary to establish the nature, characteristics, and functioning of the goods.

Cases Where the Right of Withdrawal Cannot Be Exercised

The Seller expressly draws the consumer's attention to the fact that they may not exercise the right of withdrawal in the cases listed in Section 29 (1) of Government Decree No. 45/2014 (II. 26.), including but not limited to:

1. after full performance of the service, provided that if the contract imposes a payment obligation, the exception applies only if performance began with the consumer's express prior consent and acknowledgment of losing the right of withdrawal upon full performance;
2. goods or services whose price or fee depends on fluctuations in the financial market beyond the Seller's control, even within the withdrawal period;
3. non-prefabricated goods made to the consumer's specifications or clearly personalised (e.g. goods with custom inscriptions);
4. perishable goods or goods with a short shelf-life;
5. sealed goods which are not suitable for return for health protection or hygiene reasons and were unsealed after delivery;
6. goods which, by their nature, are inseparably mixed with other items after delivery;

7. alcoholic beverages whose actual value depends on market fluctuations beyond the Seller's control, where the price was agreed upon at the time of contract conclusion, but delivery is only possible after 30 days;
8. urgent repair or maintenance work requested by the consumer;
9. sealed audio or video recordings, or sealed computer software, unsealed after delivery;
10. newspapers, periodicals or magazines, except subscription contracts;
11. contracts concluded at a public auction;
12. accommodation (except for residential purposes), transport of goods, car rental, catering or leisure activities where a specific performance date or period is provided;
13. digital content not supplied on a tangible medium, if performance has begun with the consumer's express prior consent and acknowledgment of losing the right of withdrawal, and the Seller has confirmed this to the consumer.

Product and Conformity Guarantee Information for Consumer Contracts

This section of the consumer information has been prepared in accordance with Section 11 (5) of Government Decree No. 45/2014 (II. 26.), taking into account Annex 3 of the same Decree, and applies exclusively to Buyers qualifying as consumers. Rules for non-consumer Buyers are set out in a separate section.

Requirements for Conformity in Consumer Contracts

For goods and goods containing digital elements sold under a consumer contract, the goods and performance must meet the requirements set out in Government Decree No. 373/2021 (VI. 30.) at the time of performance.

To be deemed in conformity, the goods must:

- comply with the description, quantity, quality, type, functionality, compatibility, interoperability and other features set out in the contract;
- be fit for any particular purpose made known to the Seller by the consumer at or before the conclusion of the contract, and accepted by the Seller;
- be delivered with all accessories, installation instructions, user manuals (including commissioning and installation instructions), and customer support as provided for in the contract;
- be supplied with any updates specified in the contract.

In addition, to be deemed in conformity, the goods must:

- be fit for the purposes for which goods of the same type are normally used, as required by law, technical standards, or, in the absence thereof, applicable codes of conduct;
- possess the quantity, quality, performance and other features – in particular functionality, compatibility, accessibility, continuity and safety – which the consumer may reasonably expect for goods of that type, taking into account any public statements (especially in advertising or labelling) made by the Seller, their representative, or others in the supply chain;
- be supplied with any accessories and instructions reasonably expected by the consumer, including packaging and installation instructions;
- match any sample or model provided before the conclusion of the contract.

The goods need not comply with such public statements if the Seller proves that:

- they were unaware of the statement and could not reasonably have been aware of it;
- the statement had been corrected in an appropriate manner by the time the contract was concluded; or
- the public statement could not have influenced the consumer's decision to conclude the contract.

Defective Performance in a Contract for the Sale of Goods

The Seller shall be deemed to have performed defectively if the defect in the Goods arises from improper installation, provided that:

- the installation forms part of the sales contract and was carried out by the Seller or under the Seller's responsibility; or
- the installation was to be carried out by the Consumer, and the improper installation resulted from deficiencies in the installation instructions provided by the Seller or, in the case of goods containing digital elements, by the provider of the digital content or digital service.

Where the sales contract stipulates that the Goods are to be installed by the Seller or under the Seller's responsibility, performance shall be deemed completed when the installation has been finalised.

In the case of goods containing digital elements where the sales contract provides for the continuous supply of digital content or a digital service for a specified period, the Seller shall be liable for any lack of conformity of the digital content if the defect becomes apparent within two years of delivery for continuous supply not exceeding two years, or during the agreed period of continuous supply.

Requirements for Conformity – Sale of Digital Content

The Seller shall supply or make the digital content available to the Consumer. Unless otherwise agreed, the Seller shall provide the digital content without undue delay after the conclusion of the contract, in the latest version available at the time of the conclusion.

Performance shall be deemed completed when the digital content, or any means enabling its access or download, is delivered to the Consumer or to a physical or virtual device chosen by the Consumer for that purpose.

The Seller must ensure that the Consumer receives notification of updates – including security updates – necessary to maintain the conformity of the digital content or digital service, and that such updates are provided.

Where the contract stipulates continuous supply of the digital content for a specified period, conformity must be ensured for the entire duration of the contract.

If the Consumer fails to install updates provided by the Seller within a reasonable time, the Seller shall not be liable for any lack of conformity resulting solely from the absence of such updates, provided that:

- the Seller informed the Consumer of the availability of the update and the consequences of failure to install it; and
- the failure to install or the incorrect installation of the update by the Consumer is not due to deficiencies in the installation instructions supplied by the Seller.

No lack of conformity shall be deemed to exist if the Consumer was expressly informed at the time of conclusion of the contract that a specific characteristic of the digital content deviates from the conformity requirements set out herein, and the Consumer expressly accepted that deviation.

The Seller shall be deemed to have performed defectively if the defect in the supply of the digital content results from its improper integration into the Consumer's digital environment, provided that:

- the integration was carried out by the Seller or under the Seller's responsibility; or
- the integration was to be carried out by the Consumer and the improper integration was caused by deficiencies in the integration instructions provided by the Seller.

Where the contract provides for the continuous supply of digital content or a digital service for a specified period, the Seller shall be liable for any lack of conformity which occurs or becomes apparent during that period.

Where the contract relates to a one-off supply or a series of individual acts of supply, it shall be presumed, unless proved otherwise, that any lack of conformity which becomes apparent within one year of the time of supply existed at that time. However, the Seller shall not be liable if it proves that the Consumer's digital environment is incompatible with the technical requirements of the digital content or digital service, provided that the Seller informed the Consumer of this clearly and comprehensibly before the conclusion of the contract.

The Consumer must cooperate with the Seller to enable the Seller – using the least intrusive and technically feasible means available – to verify whether the cause of the lack of conformity lies within the Consumer's digital environment.

If the Consumer fails to comply with this obligation after having been clearly and comprehensibly informed of it before the conclusion of the contract, the burden of proof shall lie with the Consumer to show that:

- the defect identified within one year of performance existed at the time of performance; or
- the service affected by a defect identified during the contractual period of performance was not in conformity during that period.

Statutory Warranty (Kellékszavatosság)

When may you exercise your statutory warranty rights?

In the event of defective performance by the Seller, you may assert a statutory warranty claim against the Seller in accordance with the provisions of the Hungarian Civil Code and, in the case of consumer contracts, Government Decree No. 373/2021 (VI.30).

What rights do you have under a statutory warranty claim?

At your discretion, you may:

- Request repair or replacement, unless the chosen remedy is impossible or would impose disproportionate additional costs on the Seller compared to another remedy.
- If you do not request, or cannot request, repair or replacement, you may demand a proportionate reduction of the consideration or – in the final instance – terminate the contract.

You may switch from one chosen warranty right to another; however, the cost of such a change shall be borne by you, unless the change was justified or prompted by the Seller.

In the case of consumer contracts, it shall be presumed, unless proved otherwise, that any defect recognised within one year of the time of delivery of the goods (including goods containing digital elements) already existed at that time, unless this presumption is incompatible with the nature of the goods or the nature of the defect.

Where used goods are defective and the Consumer was informed of the defect at the time of purchase, the Seller shall bear no liability for the known defect.

The Seller may refuse to bring the goods into conformity if repair or replacement is impossible or would impose disproportionate additional costs on the Seller, taking into account all circumstances, including the value of the goods in defect-free condition and the significance of the non-conformity.

The Consumer is also entitled – proportionate to the seriousness of the non-conformity – to demand a proportionate reduction in the price or to terminate the sales contract if:

- the Seller has not carried out repair or replacement, or has done so but has not met the following conditions in full:
 - the Seller must bear the costs of returning the replaced goods;
 - where repair or replacement requires the removal of goods installed prior to the defect becoming apparent, the Seller must remove the non-conforming goods and install the replacement or repaired goods, or bear the costs thereof;
- the Seller has refused to bring the goods into conformity;
- the non-conformity persists despite the Seller's attempt to bring the goods into conformity;
- the defect is of such gravity as to justify immediate price reduction or termination of the contract;
- the Seller has not undertaken to bring the goods into conformity, or it is evident from the circumstances that the Seller will not do so within a reasonable time or without causing significant inconvenience to the Consumer.

If the Consumer seeks to terminate the sales contract for defective performance, the burden of proof lies with the Seller to show that the defect is minor.

The Consumer is entitled to withhold payment of the outstanding balance of the purchase price – in whole or in part, proportionate to the seriousness of the non-conformity – until the Seller has fulfilled its obligations relating to conformity and defective performance.

General Provisions

It is a general rule that:

- The Seller must, at its own expense, arrange for the return of any replaced goods;
- Where repair or replacement requires the removal of goods which, given their nature and purpose, had been installed prior to the defect becoming apparent, the obligation to repair or replace shall include the removal of the non-conforming goods and the installation of the replacement or repaired goods, or the bearing of the costs of such removal and installation.

The reasonable time limit for carrying out repair or replacement shall be calculated from the moment the Consumer notified the business of the defect.

The Consumer must make the goods available to the business in order to enable repair or replacement to be carried out.

A price reduction shall be proportionate if it equals the difference between the value of the goods the Consumer would have received had they been in conformity with the contract and the value of the goods actually received.

The Consumer's right to terminate the sales contract on the basis of statutory warranty may be exercised by means of a statement addressed to the Seller expressing the decision to terminate.

Where the defective performance relates only to a specific part of the goods supplied under the sales contract and the conditions for exercising the right of termination are met in respect of that part, the Consumer may terminate the contract only in respect of the defective goods. However, the Consumer may also terminate the contract in respect of any other goods acquired together with them, if it cannot reasonably be expected that the Consumer should keep only the goods in conformity with the contract.

Where the Consumer terminates the sales contract in whole or in part, the Consumer shall:

- return the goods concerned to the Seller at the Seller's expense; and
- the Seller shall promptly refund to the Consumer the purchase price paid for the goods concerned as soon as the Seller has received either the goods or proof of their return.

Time Limits for Exercising Statutory Warranty Rights

The Consumer must notify the Seller of the defect without delay after its discovery. Any defect reported within six months of its

discovery shall be deemed to have been reported without delay. However, statutory warranty rights may not be exercised after the expiry of the two-year limitation period calculated from the date of performance of the contract.

The limitation period shall not include the period during which the goods cannot be used for their intended purpose due to repair.

For the part of the goods affected by replacement or repair, the limitation period shall restart. This rule shall also apply if a new defect arises as a result of the repair.

Where the contract between the Consumer and the business relates to used goods, the parties may agree to a one-year limitation period.

Against Whom May You Assert Your Statutory Warranty Claim?

You may assert your statutory warranty claim against the Seller.

Other Conditions for Exercising Your Statutory Warranty Rights

Within one year of performance, no other condition is required for exercising statutory warranty rights, apart from notifying the defect, if you can prove that the goods were supplied by the Seller. After the expiry of one year from performance, you must also prove that the defect existed at the time of performance.

Product Warranty

When Can You Exercise Your Product Warranty Rights?

In the event of a defect in a movable item (Goods), you may, at your discretion, assert either a statutory warranty claim or a product warranty claim in accordance with the provisions of the Civil Code.

What Rights Do You Have Under a Product Warranty Claim?

You may request the repair or replacement of the defective goods.

When Is a Product Considered Defective?

A product is defective if it does not meet the quality requirements in force at the time of being placed on the market or if it does not have the characteristics described by the manufacturer.

Time Limits for Exercising Product Warranty Rights

You may exercise your product warranty rights within two years of the product being placed on the market by the manufacturer. Upon expiry of this period, you lose this right.

Against Whom May You Assert a Product Warranty Claim?

You may assert your product warranty claim against the product's manufacturer or distributor (hereinafter jointly referred to as the "manufacturer").

Burden of Proof in Product Warranty Claims

When asserting a product warranty claim, you must prove that the defect existed at the time the product was placed on the market by the manufacturer.

When Is the Manufacturer Released from Product Warranty Liability?

The manufacturer shall be released from product warranty liability if it proves that:

- it did not manufacture or place the product on the market in the course of its business activities; or
- the defect could not have been detected given the state of scientific and technical knowledge at the time the product was placed on the market; or
- the defect is due to the application of a law or a mandatory regulatory requirement.

The manufacturer need only prove one of the above grounds for release.

Please note that you may assert statutory warranty rights against the business and product warranty rights against the manufacturer in parallel for the same defect. However, if your product warranty claim is successful, you may subsequently assert statutory warranty rights relating to the replaced product or the repaired part of the product only against the manufacturer.

Guarantee (Jótállás)

When Can You Exercise Your Guarantee Rights?

Pursuant to Government Decree No. 151/2003 (IX.22) on compulsory guarantees for certain durable consumer goods, the Seller is obliged to provide a guarantee for the sale of new durable consumer goods listed in Annex 1 of Ministry of Justice Decree No. 10/2024 (VI.28) – including, for example, technical equipment, tools and machinery – as well as their accessories and components, as defined therein (hereinafter collectively referred to in this clause as "consumer goods").

Rights arising from the guarantee may be enforced with a guarantee certificate or, as provided in this clause, with proof of payment. The Seller is not obliged to issue or deliver a guarantee certificate to the Consumer if the sale price of the consumer goods does not exceed HUF 50,000; in such cases, rights arising from the guarantee may be enforced with proof of payment.

If no guarantee certificate is provided to the Consumer, the conclusion of the contract shall be deemed proven if the Consumer presents proof of payment – an invoice or receipt issued under the VAT Act. In such a case, rights arising from the guarantee may be enforced with proof of payment.

The exercise of rights arising from the guarantee may not be made conditional upon the return by the Consumer of the opened packaging of the consumer goods.

The Seller may also provide a voluntary guarantee, in which case a guarantee statement must be delivered to the Consumer.

The guarantee statement must be provided to the Consumer on a durable medium no later than at the time of performance of the goods.

The guarantee statement must include:

- a clear statement that, in the event of defective performance, the Consumer is entitled to exercise statutory warranty rights free of charge and that such rights are unaffected by the guarantee;
- the name and address of the person liable for the guarantee;
- the procedure the Consumer must follow to enforce the guarantee;
- identification of the goods covered by the guarantee;
- the terms of the guarantee;
- the purchase price of the goods.

Rights and Time Limits in the Case of Mandatory Guarantee

Guarantee Rights

Under the mandatory guarantee, the Buyer is entitled to request repair or replacement, may request a price reduction in cases provided for by law, or may ultimately withdraw from the contract if the obligor has not undertaken to repair or replace, cannot

perform such obligation within an appropriate time frame while respecting the interests of the entitled party, or if the Buyer's interest in repair or replacement has ceased.

The Buyer may submit a guarantee claim at their choice at the Seller's registered office, at any of its branches, business premises, or directly to the repair service indicated on the guarantee certificate provided by the Seller.

Time Limits for Enforcement

Guarantee claims may be enforced within the guarantee period, which, pursuant to Government Decree No. 151/2003 (IX. 22), is:

- two years where the sale price is at least HUF 10,000 but does not exceed HUF 250,000;
- three years where the sale price exceeds HUF 250,000.

Failure to meet these deadlines results in the loss of rights. However, in the event of repair, the guarantee period is extended by the time during which the Buyer could not use the product for its intended purpose due to the defect, counted from the day of handover for repair.

The guarantee period commences upon delivery of the consumer goods to the Buyer, or, if installation is carried out by the Seller or its authorised representative, on the day of installation.

If the Buyer has the goods installed more than six months after delivery, the guarantee period shall nevertheless start from the day of delivery.

Rules for Handling Guarantee Claims

The Seller must aim to complete repairs within 15 days. The repair period starts upon receipt of the product.

If the repair or replacement takes more than 15 days, the Seller must inform the Buyer of the expected duration of the repair or replacement.

If, during the first repair attempt under the guarantee period, it is determined that the product cannot be repaired, the Seller must replace the product within eight days unless the Buyer instructs otherwise.

If replacement is not possible, the Seller must refund the purchase price indicated on the guarantee certificate, or in the absence of such certificate, on the proof of purchase (invoice or receipt issued under the VAT Act), within eight days.

By accepting these Terms and Conditions, the Buyer consents to receiving such notifications electronically or by any other method capable of confirming receipt.

If the Seller cannot repair the product within 30 days:

- if the Buyer agrees, the repair may be completed within a later deadline; or
- if the Buyer does not agree or does not make a statement, the product must be replaced within eight days following the unsuccessful expiry of the 30-day period; or
- if the Buyer does not agree and replacement is not possible, the Seller must refund the purchase price within eight days following the unsuccessful expiry of the 30-day repair deadline.

If the product fails for a fourth time during the guarantee period, the Seller must replace it within eight days unless the Buyer instructs otherwise.

If replacement is not possible, the Seller must refund the purchase price within eight days.

For consumer goods subject to mandatory guarantee that are fixed installations or weigh more than 10 kg, or cannot be transported as hand luggage on public transport – except for vehicles – repairs must be carried out at the location of operation.

If repair cannot be performed at the location of operation, removal, reinstallation, and transport to and from the repair facility shall be arranged by the business, or, if the claim is enforced directly with the repair service, by the repair service provider.

Exemptions from the Guarantee

The rules under "Rules for Handling Guarantee Claims" do not apply to electric bicycles, electric scooters, quad bikes, motorcycles, mopeds, passenger cars, motorhomes, caravans, trailer caravans, trailers, or motorboats.

However, for these goods, the Seller must still aim to complete repairs within 15 days and inform the Buyer if this period is exceeded.

Relationship Between Guarantee and Other Warranty Rights

The guarantee applies alongside other statutory warranty rights (product and statutory warranty). The essential difference is that, in the case of a guarantee, the burden of proof is more favourable to the Consumer.

The Seller's voluntary guarantee during the period of mandatory guarantee must not contain conditions less favourable to the Consumer than those provided under the rules of mandatory guarantee. After the expiry of the mandatory guarantee, the terms of the voluntary guarantee may be freely determined, but it may not affect the existence of the Consumer's statutory rights, including those based on statutory warranty.

Right to Replacement Within Three Working Days

The right to replacement within three working days also applies to sales via the online store. For new durable consumer goods, if the replacement right is exercised within three working days, it shall be deemed that the goods were defective at the time of sale, and the Seller must replace them without further conditions.

When Is the Seller Released from Guarantee Obligations?

The Seller is released from guarantee obligations only if it proves that the cause of the defect arose after performance.

Please note that you may enforce statutory warranty and guarantee claims, as well as product warranty and guarantee claims, in parallel for the same defect. However, once you have successfully enforced a defective performance claim for a given defect (for example, by obtaining a replacement), you cannot make another claim for the same defect under a different legal basis.

Information on Warranty for Non-Consumer Buyers

General Rules of Statutory Warranty Rights

A Buyer who is not a Consumer may choose to:

- request repair or replacement, except where the chosen remedy is impossible or would result in disproportionate additional costs for the Seller compared to another remedy;
- if repair or replacement was not requested or could not be requested, the Buyer may request a proportionate reduction of the purchase price, repair the defect themselves at the Seller's expense, have it repaired by a third party, or – as a last resort – withdraw from the contract.

The Buyer may switch from one chosen statutory warranty right to another, but the cost of switching shall be borne by the Buyer unless justified or caused by the Seller.

For non-consumer Buyers, the limitation period for enforcing statutory warranty rights is one year, starting from the date of performance (delivery).

Product Warranty and Guarantee

Product warranty and mandatory guarantee apply only to Buyers qualifying as Consumers.

If the Seller provides a voluntary guarantee for a given product, this will be indicated separately at the time of purchase.

If the manufacturer provides a manufacturer's guarantee covering Buyers who are not Consumers, such guarantee may be enforced directly with the manufacturer.