General Terms and Conditions

GENERAL TERMS AND CONDITIONS (GTC)

digitalnet.hu – effective from: 2025-07-23

Preamble

Welcome to our website! Thank you for honoring us with your trust during your purchase.

This webshop's General Terms and Conditions were generated using the Fogyasztó Barát GTC generator.

If you have any questions regarding these General Terms and Conditions, the use of the website, specific products, or the purchase process, or if you would like to discuss a specific request, please contact our colleague using the contact information provided below.

Imprint: Service provider (Seller, Business) details

Name: Blue-Chip Trade Kft.
Registered office: 6085 Fülöpszállás Petőfi utca 56
Mailing address: 6085 Fülöpszállás Petőfi utca 56
Registering authority: Kecskemét Court of Registration
Company registration number: 03-09-132910
Tax number: 26117711-2-03
Representative: Zoltán Horváth
Phone number: +36706259625
Email: info@bluechiptrade.hu
Website: http://digitalnet.hu
Bank account number: 11732002-23545351-00000000

Hosting provider details

Name: UNAS Online Kft.
Registered office: 9400 Sopron, Kőszegi út 14.
Email: unas@unas.hu
Website: unas.hu

Definitions

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

Goods containing digital elements: A movable item that includes or is connected to digital content or a digital service in such a way that the goods would not be able to perform their functions without the digital content or digital service.

Digital content: Data produced or provided in digital form.

Parties: Seller and Buyer jointly.

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

Consumer contract: A contract in which one of the parties qualifies as a consumer.

Functionality: The ability of goods containing digital elements, digital content, or digital service to perform functions appropriate to their purpose.

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

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

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

Website: This web page that serves as the platform for contract conclusion.

Contract: The sales contract concluded between the Seller and the Buyer using the Website and electronic communication.

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

Means of distance communication: A device that enables making a contractual statement for the purpose of concluding a contract without the simultaneous physical presence of the parties. Such devices include, in particular: addressed or unaddressed printed forms, standard letters, advertisements with order forms published in the press, catalogues, telephone, telefax, and devices providing Internet access.

Distance contract: A consumer contract concluded within the framework of an organized distance sales system without the simultaneous physical presence of the parties, whereby the contract is concluded exclusively by means of distance communication.

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

Buyer/You: The person making a purchase offer and concluding a contract via the Website.

Seller: The person making an invitation to offer and concluding a contract via the Website.

Warranty: In consumer contracts between the consumer and the business (hereinafter: consumer contract), the warranty under the Civil Code,

- the warranty undertaken by the business for the proper performance of the contract, beyond or in the absence of a legal obligation, and
- the mandatory warranty based on law.

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

Applicable Legislation

The Contract is governed by the provisions of Hungarian law, particularly the following legislation:

- Act CLV of 1997 on Consumer Protection
- Act CVIII of 2001 on Certain Issues of Electronic Commerce Services and Information Society Services
- Act V of 2013 on the Civil Code
- Government Decree 151/2003 (IX.22.) on Mandatory Warranty for Durable Consumer Goods
- Decree 10/2024 (VI.28.) of the Ministry of Justice on Defining the Scope of Durable Consumer Goods Covered by Mandatory Warranty
- Government Decree 45/2014 (II.26.) on the Detailed Rules of Contracts Between Consumers and Businesses
- Decree 19/2014 (IV.29.) of the Ministry for National Economy on the Procedural Rules for Handling Warranty and Guarantee Claims Concerning Goods Sold in Contracts Between Consumers and Businesses
- Act LXXVI of 1999 on Copyright
- Act CXII of 2011 on the Right of Informational Self-Determination and Freedom of Information
- Regulation (EU) 2018/302 of the European Parliament and of the Council of 28 February 2018 on addressing unjustified geo-blocking and other forms of discrimination based on customers' nationality, place of residence or place of establishment within the internal market, and amending Regulations (EC) No 2006/2004 and (EU) 2017/2394 and Directive 2009/22/EC
- Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation - GDPR)
- Government Decree 373/2021 (VI. 30.) on the Detailed Rules of Contracts Between Consumers and Businesses Concerning the Sale of Goods, the Supply of Digital Content, and the Provision of Digital Services

Scope of the GTC

The content of the contract concluded between us – in addition to the provisions of the applicable mandatory laws – is defined by these General Terms and Conditions (hereinafter: GTC). Accordingly, this GTC contains the rights and obligations of both you and us, the conditions for the conclusion of the contract, performance deadlines, delivery and payment terms, liability rules, as well as the conditions for exercising the right of withdrawal.

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

Language and form of the contract

This translation of the General Terms and Conditions was prepared from the original Hungarian version. In the event of any discrepancies or differences in interpretation, the Hungarian text shall prevail.

Contracts falling under the scope of this GTC do not qualify as written contracts; they are not filed by the Seller.

Prices

Prices are indicated in HUF and include 27% VAT.
The possibility cannot be excluded that the Seller may modify the prices for business policy reasons. Price changes do not apply to contracts already concluded.
If the Seller has displayed an incorrect price and an order is placed for the Goods, but no contract has yet been concluded between the Parties, the Seller shall proceed in accordance with the section "Procedure in case of incorrect pricing" of these GTC.

Procedure in case of incorrect pricing

The following are considered clearly incorrectly indicated prices:

- Price indicated as HUF 0,
- A price reduced by discount, but incorrectly shown in comparison to the correct discount percentage based on the original price (e.g.: for a product priced at HUF 1,000, a 20% discount is shown, but instead of the correct HUF 800, it is mistakenly offered at HUF 500 due to a miscalculation not aligned with the percentage discount).

Beyond the above, a price is also deemed clearly incorrect if its inaccuracy could reasonably have been recognized by the Consumer with the attention and care generally expected in the given situation, taking into account the consumer behavior referred to in Section 4 (1) of Act XLVII of 2008 on the Prohibition of Unfair Commercial Practices.

In the case of such incorrect pricing, the Seller shall offer the Goods for purchase at the correct price. Based on this information, the Buyer may decide whether to order the Goods at the correct price or not. If the Buyer does not take advantage of this option, no contract shall be concluded between the Parties.

Complaint Handling and Legal Remedies

Complaint Handling and Legal Remedies

The consumer may submit their warranty, product warranty, or guarantee claim related to the Goods, or a complaint (as defined under the Consumer Protection Act) aimed at remedying an individual violation of rights or interests caused by the conduct, activity, or omission of the Seller or a person acting on behalf of or for the benefit of the Seller in direct connection with the distribution or sale of the goods to consumers, through the following contact details and methods:

- In writing via the following website: https://digitalnet.hu/en/
- In writing via the following email address: info@bluechiptrade.hu
- In writing by post: 6085 Fülöpszállás, Petőfi utca 56

The Seller is required to handle consumer warranty, product warranty, or guarantee claims not under the rules of complaint handling as defined by the Consumer Protection Act, but according to specific legal regulations.

The consumer may communicate their complaint under the Consumer Protection Act – except for warranty, product warranty, or guarantee claims – either orally or in writing, regarding the conduct, activity, or omission of the business or the person acting on its behalf or for its benefit in connection with the distribution or sale of goods to consumers.

The Seller shall examine oral complaints immediately and remedy them as necessary. If the consumer disagrees with the handling of the complaint, or immediate investigation is not possible, the Seller shall immediately record a report of the complaint and its position on it and shall:

- provide a copy of the report to the consumer on-site if the complaint was made in person;
- send it to the consumer within 30 days if the complaint was made via telephone or other electronic communication methods – together with the substantive response, in accordance with the rules for written complaints.

The report must include the following:

- the consumer’s name, address or email address;
- the place, time, and method of the complaint;
- a detailed description of the complaint, a list of documents, evidence, and materials presented by the consumer;
- the Seller’s statement on the complaint (if immediate investigation is possible);
- the name of the person recording the report and – except in case of telephone or other electronic complaints – the consumer’s signature;
- the place and time of the report’s recording;
- in the case of oral complaints made via phone or electronic means, a unique identification number of the complaint;
- a warning that if the consumer fails to provide the data in points (a) and (c), or refuses to sign the report, the Seller will not apply the rules related to responding to written complaints when handling the oral complaint.

If the consumer fails to provide the required data in points (a) and (c), or refuses to sign the report, the business is not obliged to proceed under the rules applicable to written complaints.

The Seller shall – unless otherwise provided by directly applicable legal acts of the European Union – respond to written complaints in writing and in a verifiable and substantive manner within 30 days of receipt and take steps to communicate the response. If the complaint is rejected, the Seller must provide justification.

In the case of complaint rejection, the Seller is obliged to inform the consumer in writing of which authority or conciliation body may be contacted depending on the nature of the complaint. The information must also include the name, telephone and internet contact details, and postal address of the competent authority or the conciliation body based on the consumer’s place of residence, stay, or registered office, and whether the Seller has made a general declaration of submission to such bodies.

If the Seller provides an electronic platform or form for submitting written complaints, it must immediately confirm receipt via the consumer’s provided email address.

If any consumer dispute between the Seller and the consumer is not resolved during negotiations, the consumer may use the following legal remedies:

Consumer Protection Procedure

Consumers may lodge complaints with consumer protection authorities.
If the consumer perceives a violation of their consumer rights, they are entitled to submit a complaint to the competent consumer protection authority based on their place of residence. After evaluating the complaint, the authority will decide whether to initiate a consumer protection procedure.

First-instance consumer protection tasks are carried out by the capital and county government offices competent according to the consumer's residence. Their contact information can be found below.

Budapest Főváros Kormányhivatala Fogyasztóvédelmi Főosztály
Cím: 1117 Budapest, Prielle Kornélia utca 4/b.
E-mail: fogyasztovedelem@bfkh.gov.hu
Telefonszám: (1) 450-2598

Pest Vármegyei Kormányhivat
Cím: 1072 Budapest, Nagy Diófa
E-mail: fogyved@pest.gov.hu
Telefonszám: 06 1 459 4843

Honlap: https://kormanyhivatalok.hu/kormanyhivatalok/budapest/megye/szervezet/fogyasztovedelmi-foosztaly
Illetékesség: Budapest főváros területe

Bács-Kiskun Vármegyei Kormányhivatal Fogyasztóvédelmi Osztály
Cím: 6000 Kecskemét, Szent István krt. 19/A.
Levelezési cím: 6001 Kecskemét, Pf. 189.
E-mail: fogyasztovedelem@bacs.gov.hu
Telefonszám: 06 76 795 710
Honlap: https://kormanyhivatalok.hu/kormanyhivatalok/bacs-kiskun/megye/szervezet/kozlekedesi-muszaki-engedelyezesi-es-fogyasztovedelmi
Illetékesség: Bács-Kiskun vármegye

Békés Vármegyei Kormányhivatal Fogyasztóvédelmi Osztály
Cím: 5600 Békéscsaba, József Attila u. 2-4.
Levelezési cím: 5600 Békéscsaba, József Attila u. 2-4.
E-mail: fogyved@bekes.gov.hu
Telefonszám: +36 66 546 150
Honlap: https://kormanyhivatalok.hu/kormanyhivatalok/bekes/megye/szervezet/kozlekedesi-muszaki-engedelyezesi-es-fogyasztovedelmi
Illetékesség: Békés vármegye

Csongrád-Csanád Vármegyei Kormányhivatal Fogyasztóvédelmi Osztály
Cím: 6722 Szeged, Rákóczi tér 1.
Levelezési cím: 6722 Szeged, Rákóczi tér 1.
E-mail: fogyasztovedelem@csongrad.gov.hu
Telefonszám: 06 62 680 532
Honlap: https://kormanyhivatalok.hu/kormanyhivatalok/csongrad-csanad/megye/szervezet/kozlekedesi-muszaki-engedelyezesi-meresugyi-es
Illetékesség: Csongrád-Csanád vármegye

Győr-Moson-Sopron Vármegyei Kormányhivatal Fogyasztóvédelmi Osztály
Cím: 9022 Győr, Türr István utca. 7.
E-mail: fogyasztovedelem@gyor.gov.hu
Telefonszám: +36 96 795 950
Honlap: https://kormanyhivatalok.hu/kormanyhivatalok/gyor-moson-sopron/megye/szervezet/kozlekedesi-muszaki-engedelyezesi-meresugyi-es
Illetékesség: Győr-Moson-Sopron vármegye

Heves Vármegyei Kormányhivatal Fogyasztóvédelmi Osztály
Cím: 3300 Eger, Kossuth L. u. 9.
Levelezési cím: 3301 Eger, Pf. 216.
E-mail: fogyved@heves.gov.hu
Telefonszám: 06 (36) 515-469
Fax: 06 (36) 516-040
Honlap: https://kormanyhivatalok.hu/kormanyhivatalok/heves/megye/szervezet/kozlekedesi-muszaki-engedelyezesi-es-fogyasztovedelmi
Illetékesség: Heves vármegye

Komárom-Esztergom Vármegyei Kormányhivatal Fogyasztóvédelmi Osztály
Cím: 2800 Tatabánya, Bárdos László utca 2.
E-mail: fogyasztovedelem.meff@komarom.gov.hu
Telefonszám: (34) 309-303
Honlap: https://kormanyhivatalok.hu/kormanyhivatalok/komarom-esztergom/megye/szervezet/kozlekedesi-muszaki-engedelyezesi-es
Illetékesség: Komárom-Esztergom vármegye

Somogy Vármegyei Kormányhivatal Fogyasztóvédelmi Osztály
Cím: 7400 Kaposvár, Vásártéri út 2.
E-mail: fogyasztovedelem@somogy.gov.hu
Telefonszám: 06 82 510 868
Honlap: https://kormanyhivatalok.hu/kormanyhivatalok/somogy/megye/szervezet/kozlekedesi-muszaki-engedelyezesi-meresugyi-es
Illetékesség: Somogy vármegye

Tolna Vármegyei Kormányhivatal Fogyasztóvédelmi Osztály
Cím: 7100 Szekszárd, Kiskorzó tér 3.
E-mail: fogyasztovedelem@tolna.gov.hu
Telefonszám: (74) 795-384
Honlap: https://kormanyhivatalok.hu/kormanyhivatalok/tolna/megye/szervezet/kozlekedesi-muszaki-engedelyezesi-meresugyi-es
Illetékesség: Tolna vármegye

Veszprém Vármegyei Kormányhivatal Fogyasztóvédelmi Osztály
Cím: 8200 Veszprém, Kistó utca 1.
Levelezési cím: 8200 Veszprém, Kistó utca 1.
E-mail: fogyasztovedelem@veszprem.gov.hu
Telefonszám: +36 88 550 510
Honlap: https://kormanyhivatalok.hu/kormanyhivatalok/veszprem/megye/szervezet/kozlekedesi-muszaki-engedelyezesi-es-fogyasztovedelmi
Illetékesség: Veszprém vármegye

Honlap: https://kormanyhi
foosztaly
Illetékesség: Pest Vármegye

Baranya Vármegyei Kormányh
Cím: 7630 Pécs, Hengermalom u.
Levelezési cím: 7630 Pécs, Henge
E-mail: fogyasztovedelem@baran
Telefonszám: 06 72 795 398
Honlap: https://kormanyhivatalok
engedelyezesi-meresugyi-es
Illetékesség: Baranya vármegye

Borsod-Abaúj- Zemplén Várme
Cím: 3527 Miskolc, József Attila u
E-mail: fogyasztovedelem@borso
Telefonszám: 06 46 795 779
Honlap:
zemplen/megye/szervezet/kozlek
Illetékesség: Borsod-Abaúj-Zempl

Fejér Vármegyei Kormányhiva
Cím: 8000 Székesfehérvár, Honvé
E-mail: fogyved@fejer.gov.hu
Telefonszám: +36 22 501 751
Honlap: https://kormanyhivat
engedelyezesi-meresugyi-es
Illetékesség: Fejér vármegye

Hajdú-Bihar Vármegyei Kormá
Cím: 4025 Debrecen, Széchenyi u
Levelezési cím: 4025 Debrecen, S
E-mail: fogyasztovedelem@hajdu.
Telefonszám: 06 52 533 924
Fax: 06 52 504 105
Honlap: https://kormanyhiv
muszaki-engedelyezesi-meresugy
Illetékesség: Hajdú-Bihar várme

Jász-Nagykun-Szolnok Vármeg
Cím: 5000 Szolnok, Indóház u. 8.
E-mail: jasz.fogyved@jasz.gov.hu
Telefonszám: 56/795-165
Honlap:
szolnok/megye/szervezet/kozleke
Illetékesség: Jász-Nagykun-Szoln

Nógrád Vármegyei Kormányhi
Cím: 3100 Salgótarján, Karancs ú
E-mail: fogyved@nograd.gov.hu
Telefonszám: 06 32 511 116
Honlap: https://kormanyhivatalo
engedelyezesi-es-fogyasztovedeln
Illetékesség: Nógrád vármegye

Szabolcs-Szatmár-Bereg Várm
Cím: 4400 Nyíregyháza, Hatzel té
Levelezési cím: 4401 Nyíregyháza
E-mail: fogyasztovedelem@szabol
Telefonszám: 06 42 500 694
Honlap:
bereg/megye/szervezet/kozlekede
Illetékesség: Szabolcs-Szatmár-B

Vas Vármegyei Kormányhivata
Cím: 9700 Szombathely, Wesselén
Levelezési cím: 9702 Szombathely
E-mail: fogyasztovedelem@vas.go
Telefonszám: +36/70-705-1435
Honlap: https://kormanyhiva
engedelyezesi-meresugyi-es
Illetékesség: Vas vármegye

Zala Vármegyei Kormányhivat
Cím: 8900 Zalaegerszeg, Pintér M
Levelezési cím: 8900 Zalaegersze
E-mail: fogyasztovedelem.zala@z
Telefonszám: +36 92 510 530
Honlap: https://kormanyhivat
engedelyezesi-es-fogyasztovedeln
Illetékesség: Zala vármegye

Court Proceedings

The customer is entitled to enforce their claim arising from the consumer dispute in court through civil proceedings, in accordance with the provisions of Act V of 2013 on the Civil Code and Act CXXX of 2016 on the Code of Civil Procedure.

Conciliation Body Proceedings

If your consumer complaint is rejected, you are entitled to turn to the Conciliation Body competent based on your place of residence, habitual residence, or registered seat, or to the one you designate in your request.
A condition for initiating the procedure of the conciliation body is that the consumer must first attempt to settle the dispute directly with the business concerned.

The conciliation body – except when the consumer requests a personal hearing – shall hold the hearing online using electronic tools that provide simultaneous voice and image transmission (hereinafter: online hearing).

The business has a duty to cooperate in the conciliation body procedure, including the obligation to send its written response to the body within the specified deadline.
Except for the application of Regulation (EU) No 524/2013 of the European Parliament and of the Council of 21 May 2013 on online

dispute resolution for consumer disputes and amending Regulation (EC) No 2006/2004 and Directive 2009/22/EC, the business must ensure the participation of a person authorized to conclude a settlement.
The representative of the business authorized to conclude a settlement is required to participate in the online hearing.
If the consumer requests a personal hearing, the business's representative authorized to settle must at least participate online.

The Seller has not made a general submission declaration to any conciliation body.

More information about Conciliation Bodies is available at: https://www.bekeltetes.hu

Budapesti Békéltető Testület
Székhely: Budapest
Illetékességi terület: Budapest

Elérhetőség:
Cím: 1016 Budapest, Krisztina krt. 99. I. em. 111.
Levelezési cím: 1253 Budapest, Pf.:10.
Telefonszám: 06-1-488-2131
E-mail: bekelteto.testulet@bkik.hu
Honlap: bekeltet.bkik.hu

Baranya Vármegyei Békéltető Testület
Székhely: Pécs
Illetékességi terület: Baranya vármegye, Somogy vármegye, Tolna vármegye

Elérhetőség:
Cím: 7625 Pécs, Majorossy I. u. 36.
Telefonszám: 06-72-507-154
E-mail: info@baranyabekeltetes.hu
Honlap: baranyabekeltetes.hu

Borsod-Abaúj-Zemplén Vármegyei Békéltető Testület
Székhely: Miskolc
Illetékességi terület: Borsod-Abaúj-Zemplén vármegye, Heves vármegye, Nógrád vármegye

Elérhetőség:
Cím: 3525 Miskolc, Szentpáli u. 1.
Telefonszám: 06-46-501-091
E-mail: bekeltetes@bokik.hu
Honlap: bekeltetes.borsodmegye.hu

Csongrád-Csanád Vármegyei Békéltető Testület
Székhely: Szeged
Illetékességi terület: Békés vármegye, Bács-Kiskun vármegye, Csongrád-Csanád vármegye

Elérhetőség:
Cím: 6721 Szeged, Párizsi krt. 8-12.
Telefonszám: 06-62/549-392
E-mail: bekelteto.testulet@cskik.hu
Honlap: bekeltetes-csongrad.hu

Fejér Vármegyei Békéltető Testület
Székhely: Székesfehérvár
Illetékességi terület: Fejér vármegye, Komárom-Esztergom vármegye, Veszprém vármegye

Elérhetőség:
Cím: 8000 Székesfehérvár, Hosszúsétatér 4-6.
Telefonszám:06-22-510-310
E-mail: bekeltetes@fmkik.hu
Honlap: www.bekeltetesfejer.hu

Győr-Moson-Sopron Vármegyei Békéltető Testület
Székhely: Győr
Illetékességi terület: Győr-Moson-Sopron vármegye, Vas vármegye, Zala vármegye

Elérhetőség:
Cím: 9021 Győr, Szent István út 10/a.
Telefonszám: 06-96-520-217
E-mail: bekelteto.testulet@gymsmkik.hu
Honlap: bekeltetesgyor.hu

Hajdú-Bihar Vármegyei Békéltető Testület
Székhely: Debrecen
Illetékességi terület: Jász-Nagykun-Szolnok vármegye, Hajdú-Bihar vármegye, Szabolcs-Szatmár-Bereg vármegye

Elérhetőség:
Cím: 4025 Debrecen, Vörösmarty u. 13-15.
Telefonszám: 06-52-500-710, +36 52 500 745
E-mail: bekelteto@hbkik.hu
Honlap: hbmbekeltetes.hu

Pest Vármegyei Békéltető Testület
Székhely: Budapest
Illetékességi terület: Pest Vármegye

Elérhetőség:
Cím: 1055 Budapest, Balassi Bálint u. 25. IV/2.
Telefonszám: 06-1-792-7881
E-mail: pmbekelteto@pmkik.hu
Honlap: panaszrendezes.hu

Conciliation Body Procedure for Persons Not Qualifying as Consumers

Under the Consumer Protection Act, for the purposes of conciliation body procedures, the following entities are considered consumers if acting outside their independent occupation and economic activities: civil organizations governed by special laws, ecclesiastical legal entities, condominiums, and housing cooperatives that purchase, order, receive, use goods, or are recipients of commercial communications or offers related to goods.

The Conciliation Body is entitled to verify and examine the existence of consumer status. The procedural rules defined under the Conciliation Body section apply accordingly.

Online Wallet

Coupons credited to the Online Wallet can only be used by the Buyer during future purchases, after the fulfillment of the respective order, as a discount received afterward. At the next purchase, the Buyer can redeem one coupon worth HUF 500 per every HUF 10,000 spent, only by logging in with their previously used account data (email address and secret code).

ONLINE GROUP Szolgáltató Korlátolt Felelősségű Társaság reserves the right to limit the use of coupons or the maximum total amount that can be collected at any time. The company is also entitled to reduce or cancel already collected coupons at any time. In such cases, it will send prior notification to active users, informing them about the status of the unused coupons collected up to the date of reduction or cancellation.

Coupons can be redeemed at our active partners until their expiration date. The current list of partners is available at: https://www.onlinepenztarca.hu

Redemption conditions:

- Coupons can be used regardless of value (for orders with a total value above HUF 10,000).
- Coupons cannot be exchanged for cash.
- Coupons cannot be combined with other discounts or special prices.
- The Buyer must indicate the intention to redeem the coupon at the time of ordering. Otherwise, the coupon cannot be accepted. (In case of online orders, this option will be automatically offered by the system.)
- In the case of product replacement, payment with the Online Wallet is only possible for the price difference.
- Payment from the Online Wallet is only available for users who have an active Online Wallet account.

Partial Invalidity, Code of Conduct

If any provision of the GTC is legally incomplete or invalid, the remaining provisions of the contract shall remain effective, and the invalid or incorrect provision shall be replaced by the applicable legal regulations.

The Seller does not have a code of conduct as defined in the law prohibiting unfair commercial practices against consumers.

Information on the Essential Characteristics of Goods

The essential characteristics of the Goods available for purchase are provided in the descriptions attached to each product on the website.

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

During the ordering process, you have the continuous opportunity to modify the data you entered before finalizing the order (by clicking the back button in the browser, the previous page opens, allowing corrections even after moving to the next page).
Please note that it is your responsibility to ensure that the data you provide is entered accurately, as invoicing and delivery will be based on the information you submit.
Please also be aware that an incorrectly provided email address or a full mailbox may result in the failure of the confirmation to be delivered, preventing the conclusion of the contract.

If the Buyer finalizes the order and later discovers an error in the provided data, they must initiate the correction as soon as possible. The Buyer may notify the Seller of the correction by sending an email from the address provided during the order or by phone.

Website Usage

Purchasing on the website is not subject to registration.
The website provides product presentation and the possibility for Users to place online orders. Users can navigate the website using the menu points. Products are listed in a category system. All discounted products available in the store can be found under the "Discounted Products" category. For each product, the start and end dates of the promotion are displayed, or the start date along with the indication "while supplies last".

Under the "More for Less" menu, you can find products for which the store offers quantity discounts when ordering multiple items.

Newly listed products in the website's selection can be found under the "New Arrivals" menu. By clicking on the name of a category, a list of the products it contains is displayed. If not all products in the category fit on one page, you can navigate between pages using the numbers above and below the product list. Detailed product information can be accessed by clicking on the product name in the list.

The website allows keyword-based product searches. The results matching the search criteria are displayed in a list format similar to the categories.

Selected products can be added to the cart using the "Add to Cart" button. The desired quantity can be set beside the button. The contents of the cart can be reviewed using the "Cart" menu point, where the User can modify the quantity of the selected products or remove items. The entire cart can be cleared using the "Clear Cart" button.

Clicking the "Order" button allows the User to continue with the purchase. In the second step, the User may log in, register, or proceed with the purchase without registration. For both registration and guest checkout, the User must provide the following information: email address, name, phone number, billing address, and shipping address if different. Registration also requires setting a password. The User will be notified of a successful registration via email and on the website. The User may request deletion of their registration by email, after which a new registration will be required for future purchases.

The User is responsible for keeping access data confidential. The User is responsible for updating their data and must notify the Service Provider if they become aware that a third party has misused their data. In case of a forgotten password, a new password can be requested via the website 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 a preferred payment and delivery method. On a summary page, the User can review all previously entered data and the selected products and quantities. In case of input errors, data can be corrected using the pencil icon.

If everything is correct, the order can be finalized by clicking the "Submit Order" button. A confirmation will be provided on the website and via email. If the User notices any incorrect data after placing the order (e.g. in the confirmation email), they must report it to the Service Provider immediately, but no later than within 24 hours. Regardless of intent to order, the User can log in via the "Customer Login" window or the "Login" menu. After logging in, an "Edit Data" menu appears, where the User can update the data provided during registration and track their placed orders and their status.

Finalizing the Order (Offer Submission)

If you have verified that the contents of your cart match the goods you wish to order, and your data is entered correctly, you can finalize your order by clicking the "Order" button. The information published on the website does not constitute an offer by the Seller to conclude a contract. For orders falling under this GTC, you shall be considered the offeror.

By clicking the "Order" button, you expressly acknowledge that your offer shall be deemed submitted, and your declaration – in the event of confirmation by the Seller in accordance with this GTC – entails a payment obligation. The Seller is obliged to confirm receipt of your order electronically without delay. If this confirmation is not received within a reasonable time – depending on the nature of the service – but no later than 48 hours, you shall be released from the offer or contractual obligation.

Order Processing, Conclusion of the Contract

Order processing takes place in two steps. You may submit an order at any time. You will first receive an automatic response confirming that your order has been received via the website, which does not constitute acceptance of your offer. If you notice that the automatic confirmation email contains incorrect data (e.g., name, shipping address, phone number), you are obliged to notify us of this fact immediately via email, providing the correct data. If you do not receive the automatic confirmation email within 24 hours of placing your order, please contact us, as your order may not have reached our system due to a technical error.

Following the submission of your offer, the Seller will send a second email to confirm acceptance of your offer. The contract is concluded when this second confirmation email becomes accessible in your email system.

Procedure for Unclaimed Packages

If the Buyer does not accept the ordered and dispatched Goods and does not notify the Seller of their intention to withdraw within the statutory 14-day period, they breach the contract concluded with the Seller, under which they are obligated to accept the Goods and thus acknowledge the Seller's performance. In such cases, the Seller may attempt redelivery, provided it can be arranged with the Buyer, but may require payment of delivery fees for the repeated attempt. If redelivery fails or cannot be arranged due to the Buyer's refusal to cooperate, the Seller is entitled to terminate the contract with immediate effect and claim the cost of failed delivery and return as a penalty. The Parties accept that the email used during the order process may serve as a means of communication for termination and agree that the termination shall be deemed communicated when the email becomes accessible in the Buyer's inbox.

Fizetési módok EN

GLS - Wholesale Partners

For our wholesale partners, we determine a unique shipping fee for each order individually.
The exact shipping cost will be confirmed after the order is placed.

Total Order Value (€)Shipping Fee (€)

0.00 – 102.55 5.10

≥ 102.56 Free

For our reseller partners, we determine a unique shipping fee for each order.
The exact shipping cost will be confirmed after the order has been placed.

Payment Methods

Cash on delivery (COD)
If you wish to pay when receiving the delivery, select the "Cash on Delivery" payment option. Handling fee: 1 EUR.

Bank transfer
Payment can also be completed via bank transfer.

Card payment (Viva.com)
Europe's first card-acceptance provider, Viva.com enables card payments on over 1,165 devices across 24 European countries.

Fulfilment Deadline

In the case of a Buyer considered a consumer, unless otherwise agreed by the Parties, the Seller is obliged to make the Goods available to the Buyer without delay, but no later than within thirty days from the conclusion of the contract.

Accordingly, the general fulfilment deadline for an order is a maximum of 15 days from the confirmation of the order. Any different (but not exceeding 30 days) fulfilment deadlines are indicated by the Seller under each delivery option.

In the event of a delay by the Seller, the Buyer is entitled to act against the Seller in accordance with Act V of 2013 on the Civil Code.

Reservation of Rights, Retention of Title

If you have previously placed an order and did not accept the Goods upon delivery (except where you exercised your right of withdrawal), or if the Goods were returned to the Seller with the remark "not claimed", the Seller may require prepayment of the purchase price and delivery costs before fulfilling the new order.

The Seller may withhold delivery of the Goods until it has verified that the payment of the price was successfully completed using the electronic payment method (this includes cases where the Buyer pays by bank transfer in the currency of their own Member State,

and due to currency conversion, bank fees or other charges, the Seller does not receive the full amount of the purchase price and delivery fee). If the payment is incomplete, the Seller may request the Buyer to pay the difference.

Sales Abroad – Prohibition of Geoblocking

The Seller does not discriminate between customers accessing the Website from within Hungary and those from other countries within the European Union. In other words, the Seller does not restrict access to the Website based on the buyer's nationality, place of residence, or place of establishment. Unless otherwise provided in this GTC, the Seller ensures the delivery or collection of the ordered Goods within the territory of Hungary.

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

The Seller is not required to comply with national legal requirements outside of Hungary that relate to the Goods sold, such as labeling or sector-specific rules, nor is the Seller obligated to inform the buyer of such requirements.

Unless otherwise stated, the Seller applies Hungarian VAT to all Goods.

The Seller provides non-Hungarian customers with the same delivery options as available to Hungarian customers.

If the buyer is entitled under the GTC to request delivery within Hungary or to any other EU Member State, the same rights apply to buyers from outside Hungary, subject to the shipping methods specified in this GTC.

If the buyer is entitled under the GTC to choose personal collection from the Seller, this option is also available to non-Hungarian buyers.

Furthermore, the buyer may request to arrange delivery abroad at their own cost. Hungarian buyers do not have this option.

The Seller shall fulfill the order after the shipping cost is paid. If the buyer does not pay the shipping cost or fails to arrange their own delivery by the pre-agreed deadline, the Seller will terminate the contract and refund the prepaid purchase price to the buyer.

Consumer Information – Right of Withdrawal

Right of withdrawal for consumer buyers

According to Section 8:1(1)(3) of the Civil Code, only a natural person acting outside the scope of their profession, independent occupation, or business activity qualifies as a consumer. Legal entities cannot exercise the right of withdrawal without reason.

Under Government Decree 45/2014 (II. 26.), Section 20, the consumer is entitled to withdraw from the contract without justification. The consumer may exercise this right within 14 calendar days from:

a) in a contract for the sale of Goods:
aa) the day the consumer or a third party (other than the carrier) designated by the consumer takes possession of the Goods;
ab) for multiple Goods delivered at different times, the day on which the last Goods are delivered;
ac) for Goods consisting of multiple items or pieces, the day the last item or piece is received;
ad) if Goods are supplied regularly over a period, the date of the first supply.

The consumer may also exercise the right of withdrawal between the day they make the contract proposal and the day the Goods are received.

If the consumer made the offer, they are entitled to withdraw before the contract is concluded, releasing them from any binding obligations to conclude the contract.

If the Seller did not inform the consumer of the withdrawal deadline and other conditions (especially those in Section 22 of the Decree), or if the Seller failed to provide the withdrawal form specified in Annex 2, the withdrawal deadline is extended by 12 months. If the Seller provides the required information within 12 months after the initial deadline, the consumer has 14 days from that provision to exercise the right of withdrawal or termination.

Withdrawal Statement and Exercise of the Consumer's Right

The consumer may exercise the right of withdrawal under Government Decree 45/2014 (II. 26.), Section 20, by submitting a clear statement or using the withdrawal form available for download from the website.

Validity of the Withdrawal Statement

The withdrawal is considered timely if the consumer sends their declaration before the deadline expires.

For written withdrawal or termination, it is sufficient to send the declaration within the deadline.

It is the consumer's responsibility to prove that they exercised their right of withdrawal in accordance with these provisions.

Upon receipt, the Seller is obliged to confirm the consumer's withdrawal statement using a durable medium (e.g. email or PDF).

Seller's Obligations in Case of Consumer Withdrawal

Seller's Obligation to Refund

If the consumer withdraws from the contract in accordance with Section 22 of Government Decree 45/2014 (II. 26.), the Seller shall refund the full amount paid by the consumer, including any delivery costs, within 14 days from becoming aware of the withdrawal.
Note: This does not apply to additional costs incurred due to the consumer's choice of a delivery method other than the least expensive standard delivery offered.

Method of Refund

If the consumer withdraws or terminates the contract as per the above Decree, the Seller shall refund the payment using the same payment method used by the consumer.
With the express consent of the consumer, the Seller may use a different method, but this must not incur any additional cost to the consumer.
The Seller is not liable for any delay resulting from incorrect or inaccurate bank account or postal address provided by the consumer.

Additional Charges

If the consumer explicitly chooses a delivery method other than the least expensive standard option, the Seller is not obliged to refund the additional costs. In such cases, the refund shall only cover the amount equal to the standard delivery fee.

Right of Retention

The Seller may withhold the refund until the Goods are returned by the consumer or until the consumer provides credible proof that the Goods have been returned—whichever comes first.
Cash-on-delivery or postage-due returns will not be accepted.

Consumer Obligations in Case of Withdrawal or Termination

Return of the Goods

If the consumer withdraws from the contract in accordance with Section 22 of Government Decree 45/2014 (II. 26.), they must return the Goods immediately, but no later than 14 days from notifying the Seller of the withdrawal.
The return deadline is considered met if the consumer dispatches the Goods before the deadline expires.

Direct Costs of Return

The consumer shall bear the direct cost of returning the Goods.
The Goods must be returned to the Seller's address.
If the Seller also operates a physical store and the consumer exercises their right of withdrawal there in person, they may also return the Goods directly.
If the consumer terminates a contract concluded off-premises or remotely, after performance has already started, they must pay a proportionate fee for the service received up to the point of termination.
This proportionate amount is based on the total contractual price including taxes.
If the consumer proves that the calculated total is excessively high, the fee must be recalculated based on the market value of the service provided up to termination.
Note: Cash-on-delivery or postage-due returns will not be accepted.

Liability for Diminished Value

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

Cases Where the Right of Withdrawal Cannot Be Exercised

The Seller expressly informs the Buyer that, in accordance with Section 29 (1) of Government Decree 45/2014 (II.26.), the right of withdrawal **cannot be exercised** in the following cases:

- after the full performance of the service, if the contract imposes a payment obligation on the consumer, and only if performance began with the consumer's express prior consent and acknowledgement that the right of withdrawal is lost once the contract has been fully performed;
- for goods or services whose price depends on fluctuations in the financial market beyond the Seller's control, which may occur within the withdrawal period;
- for non-prefabricated goods manufactured based on the consumer's instructions or specifically requested by the consumer, or for goods clearly tailored to the consumer's personal needs;
- for perishable goods or goods with a short shelf life;
- for sealed goods which are not suitable for return due to health protection or hygiene reasons, if the seal has been broken after delivery (Note: if the seal is broken after delivery, even minimal use to assess the nature, characteristics, and functionality of such goods leads to loss of the right of withdrawal);
- for goods which, by their nature, become inseparably mixed with other items after delivery;
- for alcoholic beverages whose actual value is dependent on market fluctuations beyond the Seller's control, and the price was agreed upon at the time of the contract, but delivery can only take place more than 30 days after the contract was concluded;
- in the case of service contracts where the business visits the consumer at their explicit request to carry out urgent repair or maintenance work;
- for sealed audio or video recordings or computer software where the packaging has been unsealed after delivery;
- for newspapers, journals, or periodicals, except for subscription-based contracts;
- for contracts concluded at public auctions;
- for accommodation services (except for residential purposes), transportation, car rental, catering, or leisure services if the contract specifies a particular date or time of performance;
- for the supply of digital content not provided on a tangible medium, if performance has begun with the consumer's express prior consent, and they acknowledged that they lose the right of withdrawal after performance begins, and the business has confirmed this acknowledgment.

ℹ Information on Product Warranty, Implied Warranty and Legal Guarantee in Consumer Contracts

This section of the consumer information has been prepared based on Annex 3 of Government Decree 45/2014 (II.26.), under the authorization granted by Section 11 (5) of the same Decree.

The **Consumer Information** applies exclusively to Buyers qualifying as consumers. Rules for non-consumer buyers are included in a separate section.

Requirements for Conformity of Performance in the Case of Consumer Contracts

General requirements for conformity in the case of goods sold under a consumer contract
The goods and the performance must comply, at the time of delivery, with the requirements set out in Government Decree No. 373/2021 (VI.30.).

To be considered as conforming performance, the goods covered by the contract must:

- comply with the description, quantity, quality, type specified in the contract and possess the functionality, compatibility, interoperability and other characteristics specified in the contract;
- be suitable for any purpose which the consumer has brought to the attention of the Seller at the latest at the time of the conclusion of the contract, and which has been accepted by the Seller;
- be accompanied by all accessories, instructions for use (including installation and setup instructions, and customer support) as specified in the contract;
- be provided with the updates as specified in the contract.

Additional requirements for conformity of performance

To be considered as conforming performance, the goods under the contract must also:

- be suitable for the purposes for which goods of the same type are normally used, as prescribed by legislation, technical standards, or – in the absence thereof – applicable codes of conduct;
- possess the quantity, quality, performance, and other characteristics reasonably expected by the consumer – particularly in terms of functionality, compatibility, accessibility, continuity, and safety;
- include accessories and instructions reasonably expected by the consumer – including packaging and installation instructions;
- match the qualities and description of any sample or model made available by the Seller before conclusion of the contract.

The goods are not required to comply with the above public statements if the Seller proves that:

- the statement was unknown and could not reasonably have been known by the Seller,
- the statement was corrected properly before the conclusion of the contract, or
- the statement could not have influenced the consumer's decision to enter into the contract.

Specific requirements for conformity in case of goods with digital elements

For goods with digital elements, the Seller must ensure that the consumer is notified of updates – including security updates – related to the digital content or service necessary to maintain the conformity of the goods, and that the consumer actually receives them.

The Seller must provide these updates:

- if the contract covers a **one-time provision** of digital content or service, for a period **reasonably expected** based on the type and purpose of the digital elements and the nature of the contract;
- if the contract covers **continuous provision** for a specified period, then for **up to two years** from the date of delivery.

The Seller shall not be liable for defects if the consumer fails to install the updates within a reasonable time, **provided that**:

- the Seller **informed** the consumer about the availability of the update and the consequences of not installing it, AND
- the failure or incorrect installation was **not due to** shortcomings in the Seller's installation instructions.

No defective performance shall be established if...

No defective performance shall be established if, at the time of concluding the contract, the consumer received **explicit information** that a specific feature of the goods deviates from these requirements, and the consumer **expressly accepted** this deviation when concluding the sales contract.

The Seller performs defectively if...

The Seller performs defectively if the defect of the digital content service is due to improper integration into the consumer's digital environment, provided that:

- the digital content was integrated by the Seller or under the Seller's responsibility; or
- the integration was to be carried out by the consumer, and the improper integration resulted from deficiencies in the integration instructions provided by the Seller.

Responsibility period for defects in digital content

If 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 defect in the digital content if the defect occurs or becomes apparent during the term specified in the contract.

If the contract concerns a one-off supply or a series of individual service acts, it shall be presumed, unless proven otherwise, that a defect recognized by the consumer within one year of performance already existed at the time of performance.

The Seller shall not be liable for defective performance if it proves that the consumer's digital environment is not compatible with the technical requirements of the digital content or digital service and the consumer was clearly and understandably informed of this before the contract was concluded.

Consumer’s obligation to cooperate

The consumer is obliged to cooperate with the Seller to enable the Seller – using technically available tools that require the least intervention from the consumer – to verify whether the defect is due to the consumer's digital environment.

If the consumer fails to fulfill this obligation after being clearly and understandably informed of it by the Seller before the conclusion of the contract, the burden of proof lies with the consumer to show that:

- the defect recognized within one year after performance already existed at the time of performance, or
- the service affected by the defect recognized during the contract term was not in conformity during the contractually specified period of performance.

Defective performance in contracts for the sale of goods

The Seller performs defectively if the defect of the goods arises from improper installation, provided that:

a) the installation is part of the sales contract and was carried out by the Seller or under the Seller’s responsibility; or
b) the installation was to be carried out by the consumer, and the improper installation was due to 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.

If the sales contract provides that the goods are to be installed by the Seller, or if installation is carried out under the Seller’s responsibility, performance is only deemed completed once the installation has been finalized.

If the sales contract for goods containing digital elements provides for the continuous provision of digital content or a digital service for a specified period, the Seller shall be liable for a defect related to the digital content of the goods if the defect occurs or becomes apparent within two years from the performance of the goods in the case of continuous service not exceeding two years; or during the entire period of continuous service in the case of a continuous service exceeding two years.

Kellékszavatosság EN

Implied Warranty

In what cases can you exercise your implied warranty rights?
In the event of defective performance by the Seller, you may assert a claim for implied warranty against the Seller in accordance with the provisions of the Civil Code and, in the case of consumer contracts, Government Decree No. 373/2021 (VI.30.).

What rights do you have under an implied warranty claim?
You may – at your choice – exercise the following implied warranty rights:

You may request repair or replacement, unless the chosen remedy is impossible or would incur disproportionate additional costs for the Seller compared to other possible remedies. If you did not or could not request repair or replacement, you may request a proportionate price reduction or – as a last resort – withdraw from the contract.

You may switch from the chosen implied warranty right to another, but you must bear the cost of the switch, unless it was justified or prompted by the Seller.

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

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 for the Seller, taking into account all circumstances, including the value of the goods in faultless condition and the severity of the breach of contract.

The consumer is also entitled – in proportion to the severity of the breach – to request a price reduction or to terminate the sales contract if:

- the Seller has not carried out repair or replacement, or has done so but has not fulfilled the following conditions in whole or in part:
  - the Seller must take back the replaced goods at its own expense
  - if the repair or replacement requires the removal of goods which, due to their nature and purpose, were installed before the defect became apparent, then the obligation also includes removing the defective goods and installing the replacement or repaired goods, or bearing the costs of removal and installation
- the Seller has refused to bring the goods into conformity
- the same defect has occurred again despite the Seller’s attempt to bring the goods into conformity
- the defect is so serious that it justifies an 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 business will not do so within a reasonable time or without significant detriment to the consumer.

If the consumer wishes to terminate the sales contract by referring to defective performance, the burden of proof lies with the Seller to prove that the defect is insignificant.

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

General rules apply that:

- The Seller must ensure the return of the replaced goods at its own expense
- If the repair or replacement requires the removal of goods which, due to their nature and purpose, were installed before the defect became apparent, the obligation to repair or replace also includes the removal of the defective goods and the installation of the goods delivered as replacement or repaired, or the bearing of the costs of removal and installation.

The reasonable period for completing the repair or replacement of the Goods shall be calculated from the date on which the Consumer notified the business of the defect.

The Consumer must make the Goods available to the business in order to enable the repair or replacement.

A price reduction shall be deemed proportionate if it equals the difference between the value of the Goods due to the Consumer in case of contractual performance and the value of the Goods actually received by the Consumer.

The Consumer's implied warranty right to terminate the sales contract may be exercised by means of a legal declaration addressed to the Seller, expressing the decision to terminate.

If the defective performance concerns only a specific part of the goods supplied under the sales contract and the conditions for the exercise of the right to terminate the contract are met 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 together with them if it cannot reasonably be expected from the Consumer to retain only the goods conforming to the contract.

If the Consumer terminates the sales contract in whole or in part with respect to the goods supplied under the contract:

- The Consumer must return the affected goods to the Seller at the Seller's expense, and
- The Seller must refund the purchase price paid by the Consumer in relation to the affected goods without delay, as soon as the goods are received or proof of their return has been provided.

The Seller must draw up a record of the warranty claim reported by the consumer and provide a copy of this to the consumer immediately, in a verifiable manner.

If, upon notification of the claim, the Seller is unable to state whether the claim can be fulfilled, the Seller must notify the Consumer of its position – including the reason for refusal and the possibility of turning to the conciliation body – within five working days, in a verifiable manner.

The Seller must strive to complete the repair or replacement within a maximum of fifteen days. If the repair or replacement takes longer than fifteen days, the Seller is obliged to inform the Consumer of the expected duration of the repair or replacement.

What is the time limit for exercising your implied warranty claim?
You must report the defect without delay after its discovery. A defect reported within two months of its discovery shall be deemed to have been reported without delay. However, please note that implied warranty rights may no longer be enforced after the two-year limitation period from the date of performance of the contract has expired.

The limitation period shall be suspended for the duration during which the Buyer is unable to use the Goods properly due to the repair.

The limitation period for the part of the Goods affected by the replacement or repair shall start anew. This rule also applies in case a new defect arises as a result of the repair.

Against whom can you enforce your implied warranty claim?
You may enforce your implied warranty claim against the Seller.

What other conditions apply to enforcing your implied warranty rights?
Within one year of performance, there is no further condition to enforce your implied warranty claim beyond reporting the defect, provided that you prove that the Goods were provided by the Seller. After one year from performance, however, you must prove that the defect you identified already existed at the time of performance.

Specific rules for implied warranty claims in the case of digital content services
The consumer is also entitled – proportionate to the severity of the breach – to request a price reduction or terminate the contract for the provision of digital content if:

- Repair or replacement is impossible, or would result in disproportionate additional costs for the Seller;
- In the event of an implied warranty claim for repair or replacement, the Seller fails to bring the performance into conformity free of charge within a reasonable time from the Consumer's notification of the defect, without causing significant inconvenience to the Consumer, taking into account the nature and purpose of the digital content or service;
- Repeated performance failure occurred despite the business's attempt to bring the goods into conformity;
- The defect is of such severity that it justifies immediate price reduction or termination of the contract; or
- The Seller did not undertake to bring the service into conformity, or it is clear from the circumstances that the business will not bring the service into conformity within a reasonable time or without causing significant disadvantage to the Consumer.

In the case of exercising the implied warranty right for repair or replacement, the Seller is obliged to bring the performance into conformity free of charge within a reasonable time from the Consumer's notification of the defect, without causing significant inconvenience to the Consumer, taking into account the nature and purpose of the digital content or digital service.

In exercising the implied warranty right for repair or replacement, the Seller may choose the method of bringing the digital content into conformity depending on the technical characteristics of the digital content.

The price reduction shall be deemed proportionate if it equals the difference between the value of the service that would have been provided in conformity with the contract and the value of the service actually provided to the Consumer.

If the contract provides for the continuous supply of services for a specific period, the proportional price reduction shall apply to the period during which the service was not provided in conformity with the contract.

If the Consumer wishes to terminate the contract due to defective performance, the burden of proof lies with the Seller to demonstrate that the defect is insignificant.

If the Seller supplies or undertakes to supply digital content, and the Consumer only provides personal data or undertakes to provide such data to the Seller, the Consumer shall also have the right to terminate the contract even in the case of an insignificant defect, but may not claim a proportional price reduction.

The Consumer's right to implied warranty-based termination shall be exercised by means of a statement addressed to the Seller expressing the decision to terminate the contract.

If the Seller fails to perform, the Consumer is obliged to call upon the Seller to perform. If the Seller fails to provide or supply the digital content without delay or within an additional deadline agreed by the parties despite such a request, the Consumer may terminate the contract.

The Consumer may terminate the contract without calling upon the Seller to perform if:

- the Seller has not undertaken to provide the digital content, or it is evident from the circumstances that the Seller will not provide the digital content; or
- based on the parties' agreement or the circumstances of the conclusion of the contract, it is evident that performance at a specified time is essential for the Consumer, and the Seller fails to perform at that time.

In the event of termination of the contract, the Seller shall refund the total amount paid by the Consumer as consideration.

However, if the performance was in conformity with the contract for a specified period before the termination, the consideration for that period shall not be refunded. In such a case, the Seller shall refund the portion of the consideration corresponding to the period of non-conforming performance, as well as any advance payment made by the Consumer for the period that would have remained had the contract not been terminated.

If the Consumer is entitled to a proportional reduction in the consideration or to terminate the contract, the Seller shall fulfil the obligation of reimbursement without delay, but no later than within fourteen days from the date of becoming aware of the exercise of such right.

The business shall reimburse the amount due to the Consumer using the same payment method used by the Consumer. With the express consent of the Consumer, the Seller may use another method of payment for the reimbursement, but the Consumer shall not incur any additional fees as a result.

The costs related to the reimbursement shall be borne by the Seller.

In the event of termination of the contract, the Seller may prevent the Consumer from continuing to use the digital content, in particular by making the digital content or digital service inaccessible to the Consumer or disabling the Consumer's user account.

Upon termination of the contract, the Consumer shall refrain from using the digital content and from making it available to third parties.

If the digital content was provided on a physical medium, the Consumer shall, at the Seller's request communicated within fourteen days from the notice of termination, return the physical medium without delay and at the Seller's expense.

The Consumer shall pay a fee proportionate to the value of the digital content used prior to the termination of the contract, based on the value of the conforming service.

Product Warranty

When can you exercise your product warranty rights?
In the case of a defect in a movable item (Goods), you may, at your choice, assert a claim under implied warranty or product warranty in accordance with the rules of the Civil Code.

What rights do you have under your product warranty claim?
Under a product warranty claim, you may request the repair or replacement of the defective Goods.

When is the Goods considered defective?
The Goods are considered defective if they do not meet the quality requirements in force at the time of placing on the market, or if they do not have the properties described by the manufacturer.

Within what time limit can you enforce your product warranty claim?
You may enforce your product warranty claim within two years from the date the Goods were placed on the market by the manufacturer. After this period, you will lose this right.

Against whom can you enforce your product warranty claim?
You may exercise your product warranty rights against the producer or distributor of the product (hereinafter jointly referred to as the manufacturer).

What rules of evidence apply when enforcing a product warranty claim?
When enforcing a product warranty claim, you must prove that the defect existed at the time the product was placed on the market by the manufacturer.

In what cases is the manufacturer exempt from product warranty liability?
The manufacturer shall be exempt from product warranty liability if they can prove that:

- the Goods were not manufactured or marketed within the scope of their business activities, or
- the defect was not detectable given the state of scientific and technical knowledge at the time of placing the Goods on the market, or
- the defect in the Goods results from the application of a law or a mandatory official regulation.

It is sufficient for the manufacturer to prove one reason for exemption.

Please note: you may not assert both an implied warranty claim against the seller and a product warranty claim against the manufacturer for the same defect at the same time. However, if you successfully enforce your product warranty claim, you may only assert your implied warranty rights concerning the replaced product or the repaired part thereof against the manufacturer.

Warranty

When can you exercise your warranty rights?
Based on Government Decree No. 151/2003 (IX. 22.) on the mandatory warranty for certain durable consumer goods, the Seller is obliged to provide warranty in case of the sale of new durable consumer goods listed in Annex No. 1 of Decree 10/2024 (VI.28.) of the Ministry of Justice on the definition of the scope of products subject to mandatory warranty (e.g., technical devices, tools, machines), and also for accessories and components defined therein (hereinafter collectively referred to in this section as consumer goods).

The rights arising from the warranty may be enforced with a warranty certificate, or, as specified in this section, with proof of payment. The Seller is not obliged to issue or deliver a warranty certificate if the sales price of the consumer goods does not exceed HUF 50,000; in this case, warranty rights may be exercised based on the proof of payment.

Improper issuance or omission of the warranty certificate does not affect the validity of the warranty.

If the warranty certificate is not provided to the consumer, the contract shall be deemed proven if the consumer presents the proof of payment – an invoice or receipt issued under the Act on Value Added Tax. In such a case, the rights arising from the warranty may be enforced with this proof of payment.

Fulfilling a warranty claim is not conditional upon the return of the opened packaging of the consumer goods.

What rights and deadlines apply in case of mandatory warranty?

Warranty rights
Under the warranty, the Buyer may request repair or replacement and, in cases specified by law, may request a price reduction or ultimately withdraw from the contract if the obligated party has not undertaken the repair or replacement, cannot fulfil this obligation within an appropriate time frame without harming the entitled party's interests, or if the entitled party no longer has an interest in the repair or replacement.

The Buyer may report their warranty claim, at their discretion, at the Seller's registered office, any business premises, branch, or directly at the repair service indicated on the warranty certificate.

Enforcement Deadline

The warranty claim can be enforced during the warranty period, which is defined by Government Decree No. 151/2003 (IX. 22.) as follows:

- For sales prices between HUF 10,000 and HUF 250,000: **two years**
- For sales prices above HUF 250,000: **three years**

Failure to meet these deadlines results in forfeiture of rights. However, in case of repair, the warranty period is extended by the duration during which the Buyer could not use the product properly due to the defect, starting from the day the product was handed over for repair.

The warranty period starts on the day the consumer goods are handed over to the Buyer, or if installation is carried out by the Seller or its representative, it starts on the day of installation.

If the Buyer has the goods installed more than six months after handover, the warranty period starts on the date of handover.

Rules Regarding Handling of Warranty Claims

The Seller must aim to complete the repair or replacement within **15 days**. This deadline starts from the date of receiving the product.

If the repair or replacement takes longer than 15 days, the Seller must inform the Buyer about the expected duration of the process. By accepting the GTC, the Buyer agrees that such information may be provided electronically or in another verifiable manner.

If, during the first repair under the warranty period, it is established by the Seller that the product is not repairable, and unless the Buyer decides otherwise, the Seller must replace the product within **8 days**. If replacement is not possible, the company must refund the **purchase price** indicated on the warranty certificate or, in its absence, on the invoice or receipt presented by the consumer (issued under the Act on VAT) within **8 days**.

Additional Warranty Rules

If the Seller is unable to repair the consumer product within **30 days**:

- If the Buyer **consents**, the repair may be carried out at a later date; or
- If the Buyer **does not consent** to a later repair, or does not make a statement regarding this, the product must be **replaced within 8 days** after the 30-day period has expired without success; or
- If the Buyer **does not consent** to a later repair or does not respond, and **replacement is not possible**, the Seller is obliged to **refund** the purchase price indicated on the warranty certificate, or in its absence, on the invoice or receipt presented by the Buyer (issued in accordance with the VAT Act) **within 8 days** following the failed 30-day repair period.

If the product fails **for the fourth time** during the warranty period, and unless otherwise requested by the Buyer, the Seller is required to **replace** the product **within 8 days**. If replacement is not possible, the Seller must **refund** the full purchase price as stated on the warranty certificate, or in its absence, on the invoice or receipt **within 8 days**.

For mandatory warranty-covered consumer products that are **fixed-installation**, **weigh more than 10 kg**, or **cannot be transported by public means as hand luggage** (excluding vehicles), the repair must be carried out at the **place of operation**. If on-site repair is not possible, the disassembly, reassembly, and transport to and from the repair location shall be arranged by the business or, in case of a direct claim to the repair service, by the repair service.

The Seller is obliged to **draw up a report** of the warranty claim reported by the consumer and must **provide a copy** of it to the consumer without delay in a verifiable manner.

If the Seller is **unable to immediately state** whether the warranty claim can be fulfilled, they must **inform** the consumer of their position – including the **reason for rejection** and the possibility of contacting a conciliation body – **within five working days**, in a verifiable manner.

Exemptions from Warranty

The rules described under the section "Rules on the handling of warranty claims" do **not apply** to the following products:

- electric bicycles,
- electric scooters,
- quads,
- motorcycles,
- mopeds,
- passenger cars,
- motorhomes,
- caravans,
- trailer caravans,
- trailers,
- and motorized watercraft.

However, in the case of these Products, the Seller is still obliged to **strive to fulfill the repair request within 15 days**.

If the repair or replacement takes longer than fifteen days, the Seller is obliged to **inform the Buyer** of the expected duration of the repair or replacement.

Relationship between warranty and other statutory rights

The warranty exists **in addition to** statutory warranty rights (product and implied warranty). The main difference between general statutory rights and the warranty is that, in the case of a warranty, the **burden of proof is more favorable** to the consumer.

Replacement request within three working days

Even in the case of online (webshop) sales, the consumer is entitled to **request replacement within three working days** for new durable consumer goods. If the consumer submits a replacement request within **3 working days** from the purchase (or commissioning) due to a defect, the Seller must interpret this as if the product was already defective at the time of sale and must **replace it without further conditions**, provided that the defect hinders intended use.

When is the Seller exempt from warranty obligations?

The Seller is **exempt from warranty obligations** only if they can **prove** that the defect **occurred after the performance** (delivery).

Parallel enforcement of rights

Please note that you may **simultaneously enforce** both implied warranty and warranty claims, as well as product warranty and warranty claims for the **same defect**. However, if you have **successfully enforced a claim** based on defective performance for a given defect (e.g., the business replaced the product), **you may not enforce another claim** for the same defect on a different legal basis.

Information on Implied Warranty and Product Warranty for Buyers Not Qualifying as Consumers

General rules on implied warranty rights

A Buyer who does not qualify as a consumer may, at their discretion, enforce the following implied warranty rights:

They may request repair or replacement, unless the request they chose is impossible to fulfill or would involve disproportionate additional costs for the Seller compared to fulfilling another request.
If repair or replacement was not requested or could not be requested, the Buyer may request a **proportionate price reduction**, or may **repair the defect themselves or have it repaired at the Seller's expense**, or – as a last resort – **withdraw from the contract**.

The Buyer may switch from one chosen implied warranty right to another; however, the **costs of the switch** shall be borne by the Buyer, unless the switch was justified or the Seller gave a reason for it.

In the case of Buyers not qualifying as consumers, the **limitation period** for enforcing implied warranty rights is **1 year**, starting from the date of performance (handover).

Product Warranty and Statutory Guarantee

Product warranty and statutory (mandatory) guarantee rights apply **only to Buyers who qualify as consumers**.

If the manufacturer provides a **manufacturer's warranty** that also applies to Buyers not qualifying as consumers, such a warranty can be enforced **directly with the manufacturer**.