Legal notice: details of the Service Provider (Seller, Trader)

Name: Czibula Anita, sole proprietor

Registered office: 1214 Budapest, Jupiter utca 16, 1 1

Postal address: 2016 Leányfalu, Panoráma utca 13.

Registration authority: National Tax and Customs Administration of Hungary

Registration number:

Tax number: 59443652-1-43

Representative: Czibula Anita

Telephone: +36 70 622 9970

Email: anita@mukoromepites.eu

Website: http://shop.mukoromepites.eu

Bank account number: 10108783-21414000-01007006

Hosting provider details

Name: Keyweb AG

Registered office: Neuwerkstraße 45/46, 99084 Erfurt, Germany

Telephone: +49 361 65853-0

Website: https://www.keyweb.de/

Definitions

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

Goods with digital elements: Movable items that incorporate or are interconnected with digital content or a digital service in such a way that the absence of that content or service would prevent the items 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 their trade, independent profession or business activity.

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

Functionality: The ability of goods with digital elements, digital content or a digital service to perform their intended functions.

Manufacturer: The producer of the Goods, the importer bringing imported Goods into the European Union, or any person who presents 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 function with hardware or software different from that normally used with items of the same type.

Compatibility: The ability of goods with digital elements, digital content or a digital service to function, without conversion, with hardware or software normally used with items of the same type.

Website: This website, which is used to conclude the Contract.

Contract: The sales contract concluded between the Seller and the Buyer through the Website and email.

Durable medium: Any means that enables the consumer or trader to store information addressed personally to them in a way that remains accessible for future reference for as long as needed for its purpose and allows unchanged reproduction of the stored information.

Means of distance communication: A means of making a contractual declaration with a view to concluding a contract while the parties are absent. Examples include addressed or unaddressed printed material, standard letters, press advertisements with order forms, catalogues, telephones, fax machines and devices providing internet access.

Distance contract: A consumer contract concluded under an organised distance sales scheme for supplying Goods or services, without the simultaneous physical presence of the parties and using only means of distance communication to conclude it.

Trader: A person acting in the course of their trade, independent profession or business activity.

Buyer / You: The contracting party making an offer to purchase through the Website.

Seller: The contracting party inviting offers through the Website.

Guarantee: For consumer contracts, the term covers the following under the Civil Code:

1. A guarantee for proper performance of the contract voluntarily undertaken by the trader in addition to, or in the absence of, a statutory obligation.
2. A mandatory guarantee imposed by law.

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

Applicable legislation

Hungarian law governs the Contract. The following legislation applies in particular:

- Act CLV of 1997 on Consumer Protection.
- Act CVIII of 2001 on certain aspects of electronic commerce services and information society services.
- Act V of 2013 on the Civil Code.
- Government Decree 151/2003 (IX. 22.) on mandatory guarantees for durable consumer goods.
- Ministry of Justice Decree 10/2024 (VI. 28.) defining the categories of durable consumer goods subject to mandatory guarantees.
- Government Decree 45/2014 (II. 26.) on detailed rules for contracts between consumers and traders.
- Ministry for National Economy Decree 19/2014 (IV. 29.) on procedures for handling warranty and guarantee claims concerning items sold under contracts between consumers and traders.
- Act LXXVI of 1999 on Copyright.
- Act CXII of 2011 on the Right to Informational Self-Determination and Freedom of Information.
- Regulation (EU) 2018/302 of the European Parliament and of the Council of 28 February 2018 on unjustified geo-blocking and other 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 in relation to the processing of personal data, on the free movement of such data and repealing Directive 95/46/EC (General Data Protection Regulation).

- Government Decree 373/2021 (VI. 30.) on detailed rules for contracts between consumers and traders for the sale of goods, the supply of digital content and the provision of digital services.

Scope of these Terms

These General Terms and Conditions (the Terms), together with applicable mandatory law, govern the Contract between us. They set out your rights and obligations and ours, the conditions for concluding the Contract, deadlines for performance, delivery and payment terms, liability rules and the conditions for exercising the right of withdrawal.

Any technical information needed to use the Website that is absent from these Terms is provided elsewhere on the Website.

Contract language and form

Contracts covered by these Terms are concluded in Hungarian.

Contracts covered by these Terms are not deemed to be concluded in writing and are not filed by the Seller.

Prices

Prices are in Hungarian forints (HUF). The Seller is exempt from VAT under the Hungarian small-business VAT exemption and the prices contain no VAT. The Seller may change prices for commercial reasons. Changes do not affect contracts already concluded. If the Seller displays a price incorrectly and receives an order before the Parties have concluded a contract, the Seller follows the procedure below.

Incorrect prices

The following are considered obvious pricing errors:

- A price of HUF 0.
- A discounted price that does not correspond to the correct original price and the stated correct discount percentage. For example, Goods originally priced at HUF 1,000 and marked as 20% off are incorrectly offered at HUF 500 instead of HUF 800.

A price is also obviously incorrect if the consumer could have recognised the error by exercising the attention and care generally expected in the circumstances, taking account of consumer conduct under Section 4(1) of Act XLVII of 2008 on the Prohibition of Unfair Commercial Practices.

If such an error occurs, the Seller offers the Goods at the correct price. The Buyer can then order at that price or decline. If the Buyer declines, no contract is concluded.

Complaints and redress

The consumer may submit a claim under the Seller's statutory warranty, a product warranty claim or a guarantee claim concerning the Goods. The consumer may also lodge a complaint under the Consumer Protection Act seeking redress for an infringement of individual rights or interests arising from conduct, an activity or an omission of the Seller or a person acting in the Seller's interest or on its behalf, directly related to the distribution or sale of goods to consumers. Use the following channels:

- In writing through http://mukoromepites.eu
- By email to anita@mukoromepites.eu
- By post to 2016 Leányfalu, Panoráma utca 13
- Orally by telephone at +36 70 622 9970

The Seller handles statutory warranty, product warranty and guarantee claims under the specific legislation governing them. The complaint procedure under the Consumer Protection Act applies to the other complaints described above, which may be submitted orally or in writing.

The Seller examines oral complaints immediately and remedies them where necessary. If the consumer disagrees with the handling of the complaint or if an immediate investigation is impossible, the Seller promptly draws up a record of the complaint and its position. For oral complaints made in person, the Seller gives the consumer a copy on the spot. For complaints made by telephone or other electronic communications service, the Seller sends a copy with its substantive response within 30 days, in accordance with the rules for responding to written complaints. The record must contain:

a. The consumer’s name and residential or email address.

b. The place, time and method of submission.

c. A detailed description of the complaint and a list of the records, documents and other evidence presented by the consumer.

d. The trader’s position if immediate investigation is possible.

e. The signature of the person preparing the record and, except for complaints made by telephone or other electronic communications service, the consumer’s signature.

f. The place and time when the record was drawn up.

g. The unique reference number for oral complaints made by telephone or other electronic communications service.

h. A notice that the Seller will dispense with the written complaint response requirements when handling the oral complaint if the consumer fails to provide the information under points (a) and (c) or refuses to sign the record.

If the consumer fails to provide the information under points (a) and (c) when making an oral complaint or refuses to sign the record, the trader is not required to follow the written complaint response requirements.

Unless a directly applicable EU legal act provides otherwise, the Seller must respond substantively to written complaints within 30 days of receipt in a verifiable manner and arrange for the response to be communicated. The Seller must give reasons for rejecting a complaint. If it rejects the complaint, it must inform the consumer in writing of the authority or conciliation board to which the consumer may apply, depending on the nature of the complaint. It must provide the registered office, telephone number, website and postal address of the competent authority or of the conciliation board for the consumer's residence, place of stay or registered office. It must also state whether it has made a general declaration accepting the board's binding jurisdiction.

If the Seller provides an online interface or form for written complaints, it must acknowledge receipt promptly at the email address provided by the consumer.

The Seller must retain the record of the oral complaint or the written complaint, together with a copy of its substantive response, for three years and present them to the supervisory authority on request.

If negotiations fail to resolve a consumer dispute between the Seller and the consumer, the following avenues are available.

Consumer protection proceedings

Consumers who consider their consumer rights to have been infringed may lodge a complaint with the consumer protection authority responsible for their place of residence. The authority reviews the complaint and decides whether to conduct consumer protection proceedings. First-instance consumer protection functions are carried out by the competent Budapest or county government offices. Their contact details follow.

Budapest Government Office | Consumer Protection Directorate
Address: 1117 Budapest, Prielle Kornélia utca 4/b.
Email: fogyasztovedelem@bfkh.gov.hu
Telephone: (1) 450-2598
Jurisdiction: Budapest
Website: https://kormanyhivatalok.hu/kormanyhivatalok/budapest/megye/szervezet/fogyasztovedelmi-foosztaly

Bács-Kiskun County Government Office | Consumer Protection Department
Address: 6000 Kecskemét, Szent István krt. 19/A.
Postal address: 6001 Kecskemét, Pf. 189.
Email: fogyasztovedelem@bacs.gov.hu
Telephone: 06 76 795 710
Jurisdiction: Bács-Kiskun County
Website: https://kormanyhivatalok.hu/kormanyhivatalok/bacs-kiskun/megye/szervezet/kozlekedesi-muszaki-engedelyezesi-es-fogyasztovedelmi

Pest County Government Office | Consumer Protection Directorate
Address: 1072 Budapest, Nagy Diófa u. 10-12.
Email: fogyved@pest.gov.hu
Telephone: 06 1 459 4843
Jurisdiction: Pest County
Website: https://kormanyhivatalok.hu/kormanyhivatalok/pest/megye/szervezet/fogyasztovedelmi-foosztaly

Baranya County Government Office | Consumer Protection Department
Address: 7630 Pécs, Hengermalom u. 2.
Postal address: 7630 Pécs, Hengermalom u. 2.
Email: fogyasztovedelem@baranya.gov.hu
Telephone: 06 72 795 398
Jurisdiction: Baranya County
Website: https://kormanyhivatalok.hu/kormanyhivatalok/baranya/megye/szervezet/kozlekedesi-muszaki-engedelyezesi-meresugyi-es

Békés County Government Office | Consumer Protection Department
Address: 5600 Békéscsaba, József Attila u. 2-4.
Postal address: 5600 Békéscsaba, József Attila u. 2-4.
Email: fogyved@bekes.gov.hu
Telephone: +36 66 546 150
Jurisdiction: Békés County
Website: https://kormanyhivatalok.hu/kormanyhivatalok/bekes/megye/szervezet/kozlekedesi-muszaki-engedelyezesi-es-fogyasztovedelmi

Borsod-Abaúj-Zemplén County Government Office | Consumer Protection Department
Address: 3527 Miskolc, József Attila u. 20.
Email: fogyasztovedelem@borsod.gov.hu
Telephone: 06 46 795 779
Jurisdiction: Borsod-Abaúj-Zemplén County
Website: https://kormanyhivatalok.hu/kormanyhivatalok/borsod-abauj-zemplen/megye/szervezet/kozlekedesi-muszaki-engedelyezesi-meresugyi

Csongrád-Csanád County Government Office | Consumer Protection Department
Address: 6722 Szeged, Rákóczi tér 1.
Postal address: 6722 Szeged, Rákóczi tér 1.
Email: fogyasztovedelem@csongrad.gov.hu
Telephone: 06 62 680 532
Jurisdiction: Csongrád-Csanád County
Website: https://kormanyhivatalok.hu/kormanyhivatalok/csongrad-csanad/megye/szervezet/kozlekedesi-muszaki-engedelyezesi-meresugyi-es

Fejér County Government Office | Consumer Protection Department
Address: 8000 Székesfehérvár, Honvéd utca 8.
Email: fogyved@fejer.gov.hu
Telephone: +36 22 501 751
Jurisdiction: Fejér County
Website: https://kormanyhivatalok.hu/kormanyhivatalok/fejer/megye/szervezet/kozlekedesi-muszaki-engedelyezesi-meresugyi-es

Győr-Moson-Sopron County Government Office | Consumer Protection Department
Address: 9022 Győr, Türr István utca 7.
Email: fogyasztovedelem@gyor.gov.hu
Telephone: +36 96 795 950
Jurisdiction: Győr-Moson-Sopron County
Website: https://kormanyhivatalok.hu/kormanyhivatalok/gyor-moson-sopron/megye/szervezet/kozlekedesi-muszaki-engedelyezesi-meresugyi-es

Hajdú-Bihar County Government Office | Consumer Protection Department
Address: 4025 Debrecen, Széchenyi utca 46.
Postal address: 4025 Debrecen, Széchenyi utca 46.
Email: fogyasztovedelem@hajdu.gov.hu
Telephone: 06 52 533 924
Jurisdiction: Hajdú-Bihar County
Website: https://kormanyhivatalok.hu/kormanyhivatalok/hajdu-bihar/megye/szervezet/kozlekedesi-muszaki-engedelyezesi-meresugyi-es

Heves County Government Office | Consumer Protection Department
Address: 3300 Eger, Kossuth L. u. 9.
Postal address: 3301 Eger, Pf. 216.
Email: fogyved@heves.gov.hu
Telephone: 06 (36) 515-469
Fax: 06 (36) 516-040
Jurisdiction: Heves County
Website: https://kormanyhivatalok.hu/kormanyhivatalok/heves/megye/szervezet/kozlekedesi-muszaki-engedelyezesi-es-fogyasztovedelmi

Jász-Nagykun-Szolnok County Government Office | Consumer Protection Department
Address: 5000 Szolnok, Indóház u. 8.
Email: jasz.fogyved@jasz.gov.hu
Telephone: 56/795-165
Jurisdiction: Jász-Nagykun-Szolnok County
Website: https://kormanyhivatalok.hu/kormanyhivatalok/jasz-nagykun-szolnok/megye/szervezet/kozlekedesi-muszaki-engedelyezesi-meresugyi

Komárom-Esztergom County Government Office | Consumer Protection Department
Address: 2800 Tatabánya, Bárdos László utca 2.
Email: fogyasztovedelem.meff@komarom.gov.hu
Telephone: (34) 309-303
Jurisdiction: Komárom-Esztergom County
Website: https://kormanyhivatalok.hu/kormanyhivatalok/komarom-esztergom/megye/szervezet/kozlekedesi-muszaki-engedelyezesi-es

Somogy County Government Office | Consumer Protection Department
Address: 7400 Kaposvár, Vásártéri út 2.
Email: fogyasztovedelem@somogy.gov.hu
Telephone: 06 82 510 868
Jurisdiction: Somogy County
Website: https://kormanyhivatalok.hu/kormanyhivatalok/somogy/megye/szervezet/kozlekedesi-muszaki-engedelyezesi-meresugyi-es

Nógrád County Government Office | Consumer Protection Department
Address: 3100 Salgótarján, Karancs út 54.
Email: fogyved@nograd.gov.hu
Telephone: 06 32 511 116
Jurisdiction: Nógrád County
Website: https://kormanyhivatalok.hu/kormanyhivatalok/nograd/megye/szervezet/kozlekedesi-muszaki-engedelyezesi-es-fogyasztovedelmi

Szabolcs-Szatmár-Bereg County Government Office | Consumer Protection Department
Address: 4400 Nyíregyháza, Hatzel tér 10.
Postal address: 4401 Nyíregyháza, Pf. 77.
Email: fogyasztovedelem@szabolcs.gov.hu
Telephone: 06 42 500 694
Jurisdiction: Szabolcs-Szatmár-Bereg County
Website: https://kormanyhivatalok.hu/kormanyhivatalok/szabolcs-szatmar-bereg/megye/szervezet/kozlekedesi-muszaki-engedelyezesi-es

Tolna County Government Office | Consumer Protection Department
Address: 7100 Szekszárd, Kiskorzó tér 3.
Email: fogyasztovedelem@tolna.gov.hu
Telephone: (74) 795-385
Jurisdiction: Tolna County
Website: https://kormanyhivatalok.hu/kormanyhivatalok/tolna/megye/szervezet/kozlekedesi-muszaki-engedelyezesi-meresugyi-es

Vas County Government Office | Consumer Protection Department
Address: 9700 Szombathely, Wesselényi u. 7.
Postal address: 9702 Szombathely, Pf. 24.
Email: fogyasztovedelem@vas.gov.hu
Telephone: +36/70-705-1435
Jurisdiction: Vas County
Website: https://kormanyhivatalok.hu/kormanyhivatalok/vas/megye/szervezet/kozlekedesi-muszaki-engedelyezesi-meresugyi-es

Veszprém County Government Office | Consumer Protection Department
Address: 8200 Veszprém, Kistó utca 1.
Postal address: 8200 Veszprém, Kistó utca 1.
Email: fogyasztovedelem@veszprem.gov.hu
Telephone: +36 88 550 510
Jurisdiction: Veszprém County
Website: https://kormanyhivatalok.hu/kormanyhivatalok/veszprem/megye/szervezet/kozlekedesi-muszaki-engedelyezesi-es-fogyasztovedelmi

Zala County Government Office | Consumer Protection Department
Address: 8900 Zalaegerszeg, Pintér Máté u. 22.
Postal address: 8900 Zalaegerszeg, Pintér Máté u. 22.
Email: fogyasztovedelem.zala@zala.gov.hu
Telephone: +36 92 510 530
Jurisdiction: Zala County
Website: https://kormanyhivatalok.hu/kormanyhivatalok/zala/megye/szervezet/kozlekedesi-muszaki-engedelyezesi-es-fogyasztovedelmi

Court proceedings

Customers may pursue claims arising from consumer disputes in civil proceedings under Act V of 2013 on the Civil Code and Act CXXX of 2016 on the Code of Civil Procedure.

Conciliation board proceedings

If we reject your consumer complaint, you may apply to the competent Conciliation Board for your residence, place of stay or registered office, or to the board you designate in your application. Before proceedings can begin, the consumer must attempt to settle the dispute directly with the trader.

Unless the consumer requests an in-person hearing, the board holds the hearing remotely using electronic equipment that transmits sound and images simultaneously (online hearing).

The trader must cooperate in the proceedings and submit its written response to the board within the deadline specified by the board. Except when Regulation (EU) No 524/2013 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 trader must ensure the participation of a representative authorised to settle the dispute. That representative must participate online in an online hearing. If the consumer requests an in-person hearing, the representative must participate at least online.

The Seller has not made a general declaration accepting the binding jurisdiction of a conciliation board.

Further information is available at https://www.bekeltetes.hu.

Regional conciliation boards and contact details

Budapest Conciliation Board
Registered office: Budapest
Jurisdiction: Budapest
Address: 1016 Budapest, Krisztina krt. 99. I. em. 111.
Postal address: 1253 Budapest, Pf. 10.
Telephone: 06-1-488-2131
Email: bekelteto.testulet@bkik.hu
Website: bekeltet.bkik.hu

Baranya County Conciliation Board
Registered office: Pécs
Jurisdiction: Baranya, Somogy and Tolna counties
Address: 7625 Pécs, Majorossy I. u. 36.
Telephone: 06-72-507-154
Email: info@baranyabekeltetes.hu
Website: baranyabekeltetes.hu

Borsod-Abaúj-Zemplén County Conciliation Board
Registered office: Miskolc
Jurisdiction: Borsod-Abaúj-Zemplén, Heves and Nógrád counties
Address: 3525 Miskolc, Szentpáli u. 1.
Telephone: 06-46-501-091
Email: bekeltetes@bokik.hu
Website: bekeltetes.borsodmegye.hu

Csongrád-Csanád County Conciliation Board
Registered office: Szeged
Jurisdiction: Békés, Bács-Kiskun and Csongrád-Csanád counties
Address: 6721 Szeged, Párizsi krt. 8-12.
Telephone: 06-62/549-392
Email: bekelteto.testulet@cskik.hu
Website: bekeltetes-csongrad.hu

Fejér County Conciliation Board
Registered office: Székesfehérvár
Jurisdiction: Fejér, Komárom-Esztergom and Veszprém counties
Address: 8000 Székesfehérvár, Hosszúsétatér 4-6.
Telephone: 06-22-510-310
Email: bekeltetes@fmkik.hu
Website: www.bekeltetesfejer.hu

Győr-Moson-Sopron County Conciliation Board
Registered office: Győr
Jurisdiction: Győr-Moson-Sopron, Vas and Zala counties
Address: 9022 Győr, Szent István út 10/a.
Telephone: 06-96-520-217
Email: bekelteto.testulet@gymsmkik.hu
Website: bekeltetesgyor.hu

Hajdú-Bihar County Conciliation Board
Registered office: Debrecen
Jurisdiction: Jász-Nagykun-Szolnok, Hajdú-Bihar and Szabolcs-Szatmár-Bereg counties
Address: 4025 Debrecen, Vörösmarty u. 13-15.
Telephone: 06-52-500-710, +36 52 500 745
Email: bekelteto@hbkik.hu
Website: hbmbekeltetes.hu

Pest County Conciliation Board
Registered office: Budapest
Jurisdiction: Pest County
Address: 1055 Budapest, Balassi Bálint u. 25. IV/2.
Telephone: 06-1-792-7881
Email: pmbekelteto@pmkik.hu
Website: panaszrendezes.hu

Conciliation proceedings for other eligible parties

For conciliation proceedings, the Consumer Protection Act also treats the following parties as consumers:

- Civil society organisations governed by a separate law, ecclesiastical legal entities, condominium associations and housing cooperatives acting outside their independent profession or economic activity, if they buy, order, receive or use goods or receive a commercial communication or offer relating to goods.
- Micro, small and medium-sized enterprises (SMEs) that use a public service or buy or use a product in retail activity under the Trade Act, or receive a commercial communication or offer concerning that product.

- Traders qualifying as customers for the purposes of Regulation (EU) 2018/302 of 28 February 2018 on unjustified geo-blocking and other forms of discrimination based on customers' nationality, place of residence or place of establishment within the internal market, amending Regulations (EC) No 2006/2004 and (EU) 2017/2394 and Directive 2009/22/EC.

The Conciliation Board may verify consumer status. The rules in the conciliation section above apply.

Severability and code of conduct

If any provision of these Terms is legally deficient or ineffective, the remaining provisions of the Contract continue to apply. The applicable legal provisions replace the deficient or ineffective part.

The Seller has no code of conduct under the legislation prohibiting unfair commercial practices against consumers.

Main characteristics of the Goods

The description of each item on the Website sets out its main characteristics.

Correcting input errors and responsibility for accuracy

You may correct your entries at any point before finalising your order. Use your browser's Back button to return to a previous page and correct information after proceeding to the next page. You are responsible for entering accurate information, as the Seller uses it to invoice and deliver the Goods. An incorrect email address or full inbox may prevent receipt of the confirmation and thereby prevent formation of the Contract. If you discover an error after finalising the order, request a correction as soon as possible by emailing the Seller from the address used to place the order or by calling the Seller.

Using the Website

You can purchase without registering.

Selecting Goods

Click a product category to select a product range and then an individual item. Each item page shows its photo, item number, description and price. If you purchase the item, you pay the price displayed on the Website.

Adding Goods to the cart

Click “Add to cart” to add as many items as you wish. Adding an item does not constitute an offer or create an obligation to buy or pay.

You can add items to the cart even if you have yet to decide whether to buy them. This lets you view and compare your selections together. Until you finalise the order by clicking “Finalise order”, you can remove or add items and change quantities.

When you add an item, a pop-up displays “The Goods have been added to the cart”. Click “Go to cart” if you have finished selecting items. Click “Back to item” to see the item again or continue adding items.

Viewing the cart

Click “View cart” at the top of the Website at any time. You can remove items or change quantities. Click “Update cart” to refresh the information, including prices. Click “Order” to proceed when you have finished selecting items.

Entering customer details

After clicking “Order”, you will see the cart contents and total purchase price. In “Delivery service”, select personal collection or delivery. If you select delivery, the system displays the delivery charge payable if you place the order.

Enter your email address in “User details” and your full name, address and telephone number in “Billing information”. The system copies the billing details into “Delivery information” by default. Clear the checkbox to enter a different delivery address. You can provide additional information in “Notes”.

Reviewing the order

Click “Continue to the next step” after completing the fields. Click “Cancel” to delete or correct the details entered so far and return to the cart. The “Order review” page summarises the cart, user details, billing and delivery details and the amount payable. To change any details, click “Back”.

Finalising the order and making an offer

Once you have checked the cart contents and your details, click “PLACE ORDER” to submit the order. The information on the Website does not constitute an offer by the Seller to conclude a contract. You make the offer when placing an order under these Terms.

By clicking “PLACE ORDER”, you expressly acknowledge that you have made an offer and that your declaration entails an obligation to pay if the Seller confirms the order under these Terms. The Seller must acknowledge receipt of your order electronically without delay. If you do not receive that confirmation within the period reasonably expected for the service, and in any event within 48 hours of sending your order, you are released from your offer or contractual obligation.

Order processing and conclusion of the Contract

You may place an order at any time. The Seller confirms your offer by email within 48 hours of submission. The Contract is concluded when the Seller’s confirmation email becomes accessible in your email system.

Uncollected parcels

A Buyer who neither accepts the ordered Goods nor notifies the Seller of an intention to exercise the statutory right of withdrawal without giving reasons within 14 days breaches the obligation to accept the Goods and the Seller’s performance. The Seller will attempt to hand over the Goods again. If that attempt fails or cannot be arranged because the Buyer refuses to cooperate, the Seller may terminate the Contract with immediate effect for breach. The Parties agree that notice may be sent to the email address used by the Buyer when ordering. Notice takes effect when the email becomes accessible in the Buyer’s inbox.

Payment methods

Cash

You may pay the price of the Goods and the delivery charge in cash upon personal collection.

Payment card

You may pay the price of the Goods and the delivery charge by card at the terminal upon personal collection.

Collection methods and charges

Personal collection

You may collect the ordered Goods at the salon at 1055 Budapest, Jászai Mari tér 2. There is no collection charge.

Time for performance

As personal collection is currently the only available option, the Goods are handed over at a time agreed by the Parties.

The general deadline for performance is no more than six days from order confirmation. The Seller indicates any different deadline for each delivery method. Any such deadline will be no longer than 30 days.

If the Seller is late, the Buyer may exercise the remedies available under Act V of 2013 on the Civil Code.

Reservation of rights and retention of title

The Seller may withhold the Goods until it has verified that the electronic payment has been made successfully. If the price has been paid only in part, the Seller may request payment of the balance.

Cross-border sales and the prohibition of geo-blocking

The Seller does not discriminate between customers in Hungary and those elsewhere in the European Union when they use the Website. Access is available regardless of nationality, residence or place of establishment. Unless these Terms provide otherwise, the Seller makes ordered Goods available for collection in Hungary.

Hungarian is the primary language for purchases and communication. The Seller is under no obligation to communicate in the language of the Buyer’s Member State.

The Seller is under no obligation to comply with non-contractual requirements for the Goods under the laws of the Buyer’s Member State, such as labelling or sector-specific requirements, or to inform the Buyer of those requirements.

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

The Seller offers customers outside Hungary the same handover options as customers in Hungary. Where these Terms allow personal collection from the Seller, customers outside Hungary may choose it as well.

Consumer information

Right of withdrawal

Under Section 8:1(1), point 3 of the Civil Code, only natural persons acting outside their trade, independent profession or business activity qualify as consumers. Legal entities therefore cannot exercise the right of withdrawal without giving reasons.

Under Section 20 of Government Decree 45/2014 (II. 26.), the consumer may withdraw without giving reasons. For a contract for the sale of Goods, the withdrawal period is 14 calendar days from the day on which the consumer, or a third party designated by the consumer other than the carrier, receives:

a. The Goods.

b. The last item, if multiple items are delivered separately.

c. The last lot or piece, if the Goods consist of multiple lots or pieces.

d. The first delivery, if the Goods are delivered regularly over a defined period.

The consumer may also exercise the right of withdrawal between conclusion of the Contract and receipt of the Goods. A consumer who made the offer may revoke it before the Contract is concluded and is then released from the binding offer.

If the Seller failed to inform the consumer of the time limit and other conditions for exercising the right of withdrawal, particularly those under Section 22 of the Decree, or failed to provide the model declaration in Annex 2, the withdrawal period is extended by 12 months. If the Seller provides the relevant information within 12 months after the initial withdrawal period expires, the period for withdrawal or termination expires 14 days after that information is communicated.

Government Decree 45/2014 (II. 26.) on detailed rules for contracts between consumers and traders is available at https://net.jogtar.hu/jogszabaly?docid=a1400045.kor.

Withdrawal or termination notice

Consumers may exercise their right under Section 20 of Government Decree 45/2014 (II. 26.) by making an unequivocal declaration or by using the model declaration downloadable from the Website.

Validity of the withdrawal notice

The right of withdrawal is exercised in time if the consumer sends the declaration before the deadline expires. For written withdrawal or termination, it is sufficient to dispatch the notice within the prescribed period.

The consumer bears the burden of proving that the right was exercised in accordance with this provision. The Seller must acknowledge receipt of the withdrawal notice on an electronic medium.

Seller’s obligations on withdrawal

Refund

If the consumer withdraws under Section 22 of Government Decree 45/2014 (II. 26.), the Seller refunds all amounts paid, including the costs associated with performance, such as delivery charges, no later than 14 days after learning of the withdrawal. This does not cover additional costs resulting from the consumer choosing a delivery method other than the least expensive standard method.

Method of refund

For withdrawal or termination under Section 22 of the Decree, the Seller uses the original payment method. With the consumer’s express consent, the Seller may use another method at no additional charge to the consumer. The Seller is not liable for delays caused by an incorrect or inaccurate bank account number or postal address provided by the consumer.

Right to withhold the refund

The Seller may withhold the refund until the consumer returns the Goods or provides conclusive proof of having sent them back, whichever occurs first. We cannot accept cash-on-delivery or postage-due consignments.

Consumer’s obligations on withdrawal or termination

Returning the Goods

A consumer who withdraws under Section 22 of Government Decree 45/2014 (II. 26.) must return the Goods without delay and no later than 14 days after communicating withdrawal. The consumer may send them back or hand them over to the Seller or a person authorised by the Seller to receive them. Dispatch before the deadline is sufficient.

Direct costs of returning the Goods

The consumer bears the direct cost of returning the Goods. Return the Goods to the Seller’s address. If the Seller also sells the Goods on business premises and the consumer exercises the right of withdrawal there in person, the consumer may return the Goods at the same time.

If the consumer terminates a service contract concluded off-premises or at a distance after performance has begun, the consumer must pay an amount proportionate to the services supplied up to the time they notified the trader of termination. Calculate the proportionate amount on the basis of the total contractual price including tax. If the consumer proves that the total is excessive, calculate the amount using the market value of services supplied up to termination. We cannot accept returns sent cash on delivery or with postage due.

Diminished value

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

Exceptions to the right of withdrawal

Under Section 29(1) of Government Decree 45/2014 (II. 26.), the right of withdrawal cannot be exercised in the following cases:

a. After a service has been fully performed. If the contract obliges the consumer to pay, this exception applies only if performance began with the consumer's express prior consent and acknowledgement that the right of withdrawal would be lost once the trader had fully performed the contract.

b. Goods or services whose price depends on fluctuations in the financial market beyond the trader's control and which may occur during the withdrawal period.

c. Non-prefabricated Goods made to the consumer's instructions or express request, or Goods that are clearly personalised.

d. Perishable Goods or Goods with a short shelf life.

e. Sealed Goods that are unsuitable for return for health protection or hygiene reasons once opened after handover. For such Goods, handling necessary to establish their nature, characteristics and functioning results in loss of the right of withdrawal.

f. Goods that, by their nature, become inseparably mixed with other goods after handover.

g. Alcoholic beverages whose price was agreed when the sales contract was concluded, whose actual value depends on market fluctuations outside the trader's control, and which can only be supplied after the 30th day following conclusion.

h. Contracts under which the trader visits the consumer at the consumer's express request to carry out urgent repairs or maintenance.

i. Sealed audio or video recordings or copies of computer software that the consumer unseals after delivery.

j. Newspapers, magazines and periodicals, except subscription contracts.

k. Contracts concluded at a public auction.

l. Accommodation other than for residential purposes, carriage, car rental, catering or leisure-related services, where the contract specifies a date or period for performance.

m. Digital content supplied without a tangible medium if the Seller began performance with the consumer’s express prior consent, the consumer simultaneously acknowledged losing the right of withdrawal once performance began, and the trader sent the consumer a confirmation.

Statutory warranties and guarantees under consumer contracts

This part of the Consumer Information was prepared under Section 11(5) of Government Decree 45/2014 (II. 26.), taking Annex 3 into account.

The Consumer Information applies exclusively to Buyers who qualify as consumers. The rules for other Buyers are set out separately.

Conformity under consumer contracts

General requirements for Goods

The Goods and performance must meet the requirements of Government Decree 373/2021 (VI. 30.) at the time of performance.

To conform to the Contract, the Goods must:

- Match the description, quantity, quality and type specified in the Contract and have the functionality, compatibility, interoperability and other characteristics required by it.
- Be fit for any particular purpose specified by the consumer, communicated to the Seller no later than conclusion of the Contract, and accepted by the Seller.
- Come with all accessories and instructions specified in the Contract, including instructions for putting the Goods into service and for installation, and with the required customer support.
- Include the updates specified in the Contract.

The Goods must also:

- Be fit for the purposes prescribed for Goods of the same type by law, technical standards or, in the absence of technical standards, an applicable code of conduct.
- Have the quantity, quality, performance and other characteristics usual for Goods of the same type that the consumer may reasonably expect, particularly functionality, compatibility, accessibility, continuity and security. This takes into account public statements on specific characteristics by the Seller, its representative or another participant in the distribution chain, particularly in advertising or on labelling.
- Come with the accessories and instructions the consumer may reasonably expect, including packaging and instructions for putting them into service.
- Match the characteristics and description of any sample, model or trial version made available by the trader before conclusion of the Contract.

The Goods need not conform to a public statement if the Seller proves that it was unaware of the statement and could not reasonably have been expected to know it, that the statement had been appropriately corrected by the time the Contract was concluded, or that the statement could not have influenced the decision to conclude the Contract.

Goods with digital elements

The Seller must ensure that the consumer is informed of and receives any updates, including security updates, to the digital content or associated digital service that are needed to keep the Goods in conformity.

If the sales contract provides for a single supply of digital content or a digital service, the Seller must make the updates available for the period the consumer may reasonably expect given the type and purpose of the Goods and their digital elements, the circumstances and the nature of the Contract. If the Contract provides for continuous supply of digital content for a period of no more than two years, the Seller must make updates available for two years from delivery of the Goods.

If the consumer fails to install an available update within a reasonable time, the Seller is not liable for a defect caused solely by the absence of that update, provided that:

1. The Seller informed the consumer that the update was available and of the consequences of failing to install it.
2. The failure to install the update or its incorrect installation was not due to shortcomings in the Seller's instructions.

There is no lack of conformity if, when concluding the sales contract, the consumer was specifically informed that a particular characteristic of the Goods departed from these requirements and expressly and separately accepted the departure.

Digital content supplied under consumer contracts

The Seller supplies digital content to the consumer. Unless the Parties agree otherwise, the Seller supplies it without undue delay after conclusion of the Contract, in the latest version available at that time.

Supply is complete when the digital content, or a means of accessing or downloading it, reaches the consumer or the physical or virtual facility chosen by the consumer for that purpose.

The Seller must ensure that the consumer is informed of and receives updates, including security updates, necessary to maintain the conformity of the digital content or digital service. For continuous supply over a specified period, the digital content must conform throughout the Contract period.

If the consumer does not install an update provided by the Seller within a reasonable time, the Seller is not liable for a defect caused solely by the absence of the update, provided that the Seller informed the consumer of its availability and the consequences of failing to install it, and that failure to install or incorrect installation was not caused by shortcomings in the Seller's instructions.

There is no lack of conformity if the consumer was specifically informed at conclusion of the Contract that a particular characteristic of the digital content departed from these requirements and expressly and separately accepted that departure.

The Seller is liable for a lack of conformity resulting from incorrect integration of the digital content into the consumer's digital environment if:

- The Seller carried out the integration or it was carried out under the Seller's responsibility.
- The consumer was responsible for integration and the incorrect integration was due to shortcomings in the Seller's instructions.

If the Contract provides for continuous supply of digital content or a digital service over a specified period, the Seller is liable for defects in the digital content that occur or become apparent during that period.

If the Contract provides for a single supply or a series of individual supplies, a defect discovered by the consumer within one year of supply is presumed to have existed at the time of supply unless proved otherwise. The Seller is not in breach if it proves that the consumer's digital environment is incompatible with the technical requirements of the digital content or digital service and that it clearly and intelligibly informed the consumer of this before conclusion of the Contract.

The consumer must cooperate so that the Seller can determine whether the defect originates in the consumer's digital environment. The Seller must use the technically available means least intrusive to the consumer. If the consumer fails to cooperate after being clearly and intelligibly informed of this obligation before conclusion of the Contract, the consumer bears the burden of proving that:

- A defect discovered within one year of supply already existed at the time of supply.

- For a defect discovered during the contractual period, the service did not conform during the period in which it was to be supplied.

Lack of conformity in sales contracts for Goods

The Seller is liable for a defect due to incorrect installation if:

a. Installation is part of the sales contract and was performed by the Seller or under its responsibility.

b. The consumer was to install the Goods and the incorrect installation resulted from shortcomings in the instructions provided by the Seller or, for Goods with digital elements, by the supplier of the digital content or digital service.

If the sales contract provides for installation by the Seller or under its responsibility, the Seller’s performance is complete when installation is complete.

If a sales contract for Goods with digital elements provides for continuous supply of digital content or a digital service, the Seller is liable for a defect relating to the digital content that occurs or becomes apparent within two years of delivery where the period of continuous supply is no more than two years. Where the agreed period exceeds two years, liability extends throughout the continuous supply period.

Seller’s statutory warranty for lack of conformity

When may you make a claim?

If the Seller’s performance fails to conform, you may bring a statutory warranty claim against the Seller under the Civil Code and, for consumer contracts, Government Decree 373/2021 (VI. 30.).

What remedies are available?

You may request repair or replacement unless the chosen remedy is impossible or would impose disproportionate additional costs on the Seller compared with the other remedy. 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 remedies, but you bear the cost of switching unless it was justified or the Seller gave you cause to switch.

For consumer contracts, a defect in Goods, including Goods with digital elements, discovered within one year of delivery is presumed to have existed at delivery unless proved otherwise or unless this presumption is incompatible with the nature of the Goods or defect.

The Seller may refuse to bring the Goods into conformity if repair and replacement are impossible or would impose disproportionate additional costs, taking account of all the circumstances, including the value the Goods would have without the defect and the seriousness of the breach.

The consumer may request a proportionate price reduction or terminate the sales contract, depending on the seriousness of the breach, if:

- The Seller failed to repair or replace the Goods, or carried out the remedy without fulfilling all of its obligations. The Seller must take back replaced Goods at its own expense. If repair or replacement requires removing Goods installed consistently with their nature and purpose before the defect became apparent, the Seller must remove the defective Goods and install the repaired or replacement Goods, or bear the costs of removal and installation.

- The Seller refused to bring the Goods into conformity.
- A defect recurred despite the Seller’s attempt to bring the Goods into conformity.
- The defect is sufficiently serious to justify immediate price reduction or immediate termination.
- The Seller did not undertake to bring the Goods into conformity or it is clear from the circumstances that it will not do so within a reasonable time or without significant inconvenience to the consumer.

If the consumer seeks to terminate the sales contract for lack of conformity, the Seller bears the burden of proving that the defect is minor.

Depending on the seriousness of the breach, the consumer may withhold some or all of the outstanding purchase price until the Seller fulfils its obligations concerning conformity and defective performance.

The Seller must take back replaced Goods at its own expense. Where repair or replacement requires removing Goods installed consistently with their nature and purpose before the defect became apparent, the repair or replacement obligation includes removal of the defective Goods and installation of the repaired or replacement Goods, or payment of the removal and installation costs.

The reasonable period for repair or replacement begins when the consumer notifies the trader of the defect. The consumer must make the Goods available to the trader for repair or replacement.

A price reduction is proportionate if it equals the difference between the value the Goods would have had if they conformed and the value of the Goods actually received.

The consumer exercises the right to terminate the sales contract by sending the Seller a declaration expressing the decision to terminate. If the defect affects only some of the Goods supplied and grounds for termination exist for those Goods, the consumer may terminate for the affected Goods. The consumer may also terminate for other Goods purchased with them if the consumer cannot reasonably be expected to keep only the conforming Goods.

If the consumer terminates the sales contract in whole or in respect of some Goods, the consumer must return the affected Goods at the Seller’s expense. The Seller must promptly refund the price paid for them upon receiving the Goods or proof that they were sent back.

The Seller must prepare a record of a statutory warranty claim submitted by the consumer and provide a copy promptly in a verifiable manner. If the Seller cannot determine at submission whether it can satisfy the claim, it must notify the consumer of its position in a verifiable manner within five working days. A rejection must state the reasons and the possibility of applying to a conciliation board.

The Seller must endeavour to repair or replace the Goods within 15 days. If it takes longer, the Seller must inform the consumer of the expected time needed.

Time limits

Notify the Seller without delay after discovering the defect. Notice given within two months of discovery is deemed to be given without delay. The limitation period for a statutory warranty claim is two years from performance.

Any part of the repair period during which the Buyer cannot use the Goods as intended does not count towards the limitation period. The limitation period starts afresh for the part of the Goods repaired or replaced, and also for a new defect resulting from repair.

Who is responsible?

Bring statutory warranty claims against the Seller.

Proof requirements

Within one year of performance, it is sufficient to notify the Seller of the defect and show that the Seller supplied the Goods. After one year, you must also prove that the defect already existed at the time of performance.

Special rules for digital content

Depending on the seriousness of the breach, the consumer may request a proportionate reduction in the price or terminate the contract for digital content if:

a. Repair or replacement is impossible or would impose disproportionate additional costs on the Seller.

b. When repair or replacement is requested, the Seller fails to bring the performance into conformity free of charge and within a reasonable period after being notified of the defect, without significant inconvenience to the consumer, taking into account the nature and purpose of the digital content or service.

c. A defect recurs despite the trader’s attempt to bring the supply into conformity.

d. The defect is sufficiently serious to justify an immediate price reduction or immediate termination.

e. The Seller has not undertaken to bring the supply into conformity or it is clear from the circumstances that it will not do so within a reasonable time or without significant inconvenience to the consumer.

When the consumer requests repair or replacement, the Seller must bring the performance into conformity free of charge and within a reasonable period after the consumer notifies it of the defect, without significant inconvenience to the consumer, taking into account the nature and purpose of the digital content or service. The Seller may choose the method of bringing digital content into conformity based on its technical characteristics.

A price reduction is proportionate if it equals the difference between the value of conforming performance and the value actually provided. For continuous supply over a specified period, the reduction relates to the period during which the supply failed to conform.

If the consumer seeks to terminate for lack of conformity, the Seller bears the burden of proving that the defect is minor. If the Seller supplies or undertakes to supply digital content and the consumer supplies or undertakes to supply only personal data, the consumer may terminate even for a minor defect, but may not request a proportionate price reduction.

The consumer exercises the right to terminate by sending the Seller a declaration expressing the decision to terminate.

If the Seller fails to perform, the consumer must call on the Seller to do so. The consumer may terminate if, despite that request, the Seller fails to supply the digital content without delay or within an additional period agreed by the Parties.

The consumer may terminate without first calling on the Seller to perform if:

- The Seller has not undertaken to supply the digital content or it is clear from the circumstances that the Seller will not supply it.
- The Parties agreed, or the circumstances at conclusion of the Contract make it clear, that performance at a particular time was essential to the consumer and the Seller missed that time.

On termination, the Seller must refund the full amount paid by the consumer. If performance conformed for a period before termination, the amount due for that period is not refunded. The Seller must refund the portion relating to the period of non-conforming performance and any advance payment for the period that would have remained had the Contract continued.

If the consumer is entitled to a proportionate price reduction or to terminate, the Seller must make the refund without delay and no later than 14 days after learning that the consumer exercised the right.

The trader must use the original payment method. With the consumer’s express consent, the Seller may use another method at no additional charge to the consumer. The Seller bears the cost of the refund.

On termination, the Seller may prevent further use of the digital content, including by blocking access to the digital content or service or disabling the consumer’s account. The consumer must stop using the digital content and refrain from making it available to third parties.

If digital content was supplied on a physical medium, the consumer must return it without delay at the Seller’s expense if the Seller asks within 14 days after learning of termination.

The consumer must pay for use of the digital content before termination in proportion to the period of conforming performance.

Product warranty

When may you make a claim?

If a movable item (Goods) is defective, you may choose to make a statutory warranty claim against the Seller or a product warranty claim under the Civil Code.

What remedies are available?

Under the product warranty, you may request repair or replacement of the defective Goods.

When are Goods defective?

Goods are defective if they fail to meet the quality requirements in force when they were placed on the market or lack the characteristics stated in the manufacturer’s description.

Time limit

You may bring a product warranty claim within two years from the date the manufacturer placed the Goods on the market. The right expires after that period.

Who is responsible?

You may exercise product warranty rights against the producer or distributor of the product, collectively referred to here as the manufacturer.

Burden of proof

You must prove that the product defect existed when the manufacturer placed the product on the market.

When is the manufacturer exempt?

The manufacturer is exempt from product warranty obligations if it proves any one of the following:

- It did not produce or place the Goods on the market in the course of its business.
- The defect could not have been detected at the time of placing on the market given the state of scientific and technical knowledge.
- The defect results from application of legislation or a binding requirement imposed by an authority.

You may pursue a statutory warranty claim against the trader and a product warranty claim against the manufacturer concurrently for the same defect. If the product warranty claim succeeds, any subsequent statutory warranty claim concerning the replaced product or the repaired part may be pursued only against the manufacturer.

Guarantee

The Seller does not sell products subject to mandatory guarantees. The products sold by the Seller do not fall within the scope of Government Decree 151/2003 (IX. 22.) on mandatory guarantees for certain durable consumer goods.