

General Terms and Conditions

General Terms and Conditions (GTC)

These General Terms and Conditions contain the terms of use for the online product sales service available at the Desirel online store at www.desirel.co.uk (hereinafter referred to as the "Webshop"), applicable to both registered and non-registered users (hereinafter referred to as the "Customer").

The Webshop is accessible on the internet at the URL <https://www.desirel.co.uk>. The current version of the General Terms and Conditions can be downloaded and printed at any time using the Print button available at the bottom of the page.

By viewing the Webshop, registering, or making a purchase (engaging in any of these actions), a contract is formed between the Seller and the Customer in accordance with these General Terms and Conditions.

The Customer, as a user of the Webshop, is required to accept the terms of these General Terms and Conditions. If the Customer does not accept any provision of the General Terms and Conditions, they are not permitted to use the site or make purchases in the Webshop.

The handling of the Customer's personal data is governed by the Privacy Policy, which is available directly from the homepage or via the following link: <https://www.desirel.co.uk/terms>.

The technical information necessary for the use of the Website, which is not covered by these General Terms and Conditions, is provided by the information available on the Website.

The language of the contract is English. The contract is not subject to any code of conduct.

The Seller's system automatically stores orders received in electronic format, which can be viewed later by the Customer by logging into their personal account.

The parties agree that contracts concluded in this manner do not qualify as written contracts, they are not archived by the Seller, and are therefore not accessible at a later date. Hungarian law shall govern these contracts.

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1. Seller information

1.1. The operator of this online Webshop (hereinafter referred to as: Webshop):

Company name: Fantasy Shop Kft.

Registered office: Hungary, 2724 Újlengyel, Nyári Pál street15.

Company registry court: Company Registry Court of the Budapest Metropolitan Court

VAT No.: GB509386763

EORI No.: GB509386763000

Company registration number: Cg. 01-09-332884

Tax number: 26573898-2-13

EU (Community) VAT number: HU 26573898

1.2. The seller of the products offered in the Webshop:

Company name: Webshop Logisztika Kft.

Registered office: 1097 Budapest, Ecseri út 14-16.

Company registry court: Company Registry Court of the Budapest Metropolitan Court

Company registration number: Cg. 01-09-953952

Tax number: 23121076-2-43

EU (Community) VAT number: HU 23121076

Data protection registration number: 03327-0001

(hereinafter referred to as: Seller)

1.3. Customer Service

The contact information for customer service can be found [here](#).

1.4. It is recommended to check the flawless condition and functionality of the clothes and devices purchased from the Webshop before use. Only new products are sold in the Webshop.

1.5. The Seller is entitled to unilaterally amend these General Terms and Conditions, provided that Customers are informed in advance via the Webshop interface. The amended provisions will become effective upon the Customer's first use of the Webshop after the amendments come into force, and the modifications will apply to orders placed after the amendments.

1.6. Any Customer who does not agree with the changes to the rules must refrain from making purchases. The changes do not affect contracts already concluded (confirmed orders).

1.7. The Seller is also entitled to modify the range of products, prices, deadlines, etc., as sold in the Webshop. The change becomes effective upon its publication on the Webshop interface.

1.8. The content of the Webshop is intended exclusively for persons over the age of 18! Persons under the age of eighteen are not permitted to visit the site or make purchases. The deceptive individual is liable for any damages arising from the misleading use of the Webshop.

2. Registration

2.1. All parts of the Webshop's content are accessible to anyone without registration, and making a purchase is not conditional upon a valid registration. However, if the Customer wishes to register in the Webshop, the following information must be provided to the

Seller:

- Name
- Email address
- Password
- Address (shipping and billing address)
- Phone number

The Seller will inform the Customer of the successful registration via email.

2.2. The Customer has the right to delete their registration at any time by sending an email to info@desirel.com. Upon receipt of the message, the Seller is obliged to immediately arrange for the deletion of the registration. The Customer's user data will be promptly removed from the system after deletion; however, this does not affect the retention of data and documents related to orders already placed, nor does it result in the deletion of such data, as their storage is mandated by Section 169 of Act C of 2000 on Accounting. Once removed, the data cannot be restored.

2.3. The Customer is solely responsible for keeping their user access data (particularly the password) confidential. If the Customer becomes aware that an unauthorized third party may have gained access to the password provided during registration, they must immediately change their password. If it is suspected that the third party is misusing the password in any way, the Customer is also required to notify the Seller without delay.

2.4. The Customer agrees to update the personal information provided during registration as necessary to ensure that it is current, complete, and accurate.

3. Purchasing process

3.1. Browsing the Webshop, the selected products to be purchased can be added to the virtual cart by clicking on the "Add to Cart" function on each product's individual page. Once the products are selected, the actual ordering process can be initiated by clicking the "Checkout" button and submitting the order by filling out the order form. Registration is not required before making the first purchase in the Webshop — the Customer can also shop as a guest. If the Customer already has an account, it is recommended to log in for future purchases. Registration makes future shopping easier and allows access to various discounts.

After selecting the products, the actual ordering process begins by clicking the "Proceed to Checkout" button, followed by filling out the order form to submit the order. Prior to the first purchase in the Webshop, registration is not mandatory; the Customer can make purchases as a guest. However, if a Customer has an existing account, it is advisable to log into the registration account when placing subsequent orders. Registration facilitates future purchases and the use of various discounts.

3.2. Orders can only be placed in the Webshop electronically. The Seller can only accept and fulfill the order if the Customer completes all the fields on the registration and purchase page. The Seller is not liable for any damages resulting from failure to complete these fields, nor for any technical issues that may arise during the process. Any additional shipping or other costs arising from incomplete or incorrectly provided address or other information will be borne by the Customer.

3.3. It is particularly important to provide an accurate phone number. The Seller will not fulfill the order if the contact information is incomplete.

3.4. By placing an order, the Customer accepts that the Seller may use intermediary services to fulfill the order. The Seller may engage subcontractors, as the delivery may occasionally be carried out by a third party (courier service). The Seller is both the purchaser and provider of the aforementioned services.

4. Technical options of correcting data entry errors

4.1. Errors in data entry can be corrected before pressing the "Place Order" button. To go back, use the 'Back' button. The information provided during registration, as well as the login password, can be changed at any time after logging in under the 'Customer Information' section. The contents of the "Cart" can be checked, modified, or even deleted at any time. If an error in data entry is detected after submitting the order, it must be reported immediately by sending an email to info@desirel.com.

5. Offer validity, confirmation

5.1. The Seller will confirm the receipt of the offer submitted by the Customer via an automatic confirmation email no later than 48 hours after receiving the offer. This confirmation email will contain the details provided by the Customer during the purchase or registration process (billing and shipping information), the order ID, the date of the order, a list of the ordered products, their quantities, the product prices, shipping costs, and the total amount payable. If the Customer has already submitted their order to the Seller and detects an error in the data contained in the confirmation email, they must notify the Seller within 1 day to avoid the fulfillment of any incorrect orders.

5.2. The Customer is released from the obligation of their offer if they do not receive a confirmation email from the Seller within 48 hours of submitting their order.

5.3. The confirmation email from the Seller shall be considered as the Seller's acceptance of the offer made by the Customer, thereby establishing a valid contract between the Seller and the Customer.

5.4. The order qualifies as a contract concluded electronically, which is governed by the provisions of Act CVIII of 2001 on electronic commerce services and certain aspects of information society services. The contract falls under the scope of Government Decree No. 45/2014 (II.26.) on the detailed rules of contracts between consumers and businesses, and it considers the provisions of Directive 2011/83/EU of the European Parliament and of the Council on consumer rights.

6. Product prices, features, packaging

6.1. Product Prices

The prices displayed next to the products are always the gross prices, including VAT. For products listed with a price of 0 or 1 £, these items are not available for purchase at the time. Ordering such products is invalid, and the display of a price of 0 or 1 £ does not constitute a free offer. The prices listed in the Webshop are valid until withdrawn or modified. The product images and stock information displayed on the Webshop are for informational purposes only and may differ from the actual products. Due to rapid changes in stock levels, it is possible that certain products are shown as "in stock" even though they are not actually available. The Seller assumes no responsibility for such errors and will inform the Customer as soon as the error is recognized. Typos, including erroneous pricing (especially decimal point errors or prices of 0 or 1 £), may occur in the Webshop. The Operator assumes no responsibility for published data and reserves the right to reject an order and not enter into a contract in case of incorrect information, or to withdraw from the contract before fulfilling the order by issuing a statement to the Customer regarding the expected fulfillment of the order.

6.2. Packaging

The ordered products will always be delivered in discreet packaging by the Seller. The packaging will not reveal the content of the shipment, either by its appearance or by the sender's designation. The Seller treats the Customer's data confidentially and will not disclose the order or the Customer's data to anyone other than the Customer, nor transfer it to any other person or company (except for courier companies). For more information, see the Privacy Policy.

6.3. Important Product Features and Sizes

The sizing of erotic apparel sold in the Webshop differs from the typical sizes (they are generally larger), so it is particularly important to use the size chart accessible from the respective product page. The Seller strongly encourages all Customers to select the correct sizes, as erotic clothing cannot be exchanged due to hygiene reasons if the incorrect size is chosen.

The range of products sold in the Webshop includes erotic lingerie, intimate hygiene products, sexual aids, creams, sexual board games, condoms, gift items, drugstore products, etc. All products available in the Webshop are exclusively intended for persons over the age of 18! All products (especially creams, lubricants, and oils) must be kept out of the reach of children! The colors of individual products may be displayed differently by the user's computer, and the Seller is not responsible for any discrepancies in color.

6.4. Customer product review management

The reviews and ratings of products are manually checked and moderated by the staff of the Web Store. Both positive and negative ratings are published. Duplicated, obscene or otherwise illegal or infringing reviews and reviews from non-real customers are removed during the moderation. The buyer can give a product rating after logging in, through External price comparison site, or based on the e-mail received from the Web Store after the purchase. Reviews already checked are marked as such.

8. Payment methods

For the current payment methods and fees, click [here](#).

9. Right of withdrawal

The provisions in this section apply exclusively to a natural person acting outside their profession, independent occupation, or business activity, who purchases, orders, receives, uses, or requests goods, as well as the recipient of any commercial communication or offer related to goods (hereinafter referred to as the "Consumer").

In the case of a contract for the sale of a product, the Consumer is entitled to withdraw from the contract without justification within thirty (30) days from the day...

1. a) of receiving the product,
2. b) in the case of multiple products delivered separately, the last product is received,
3. c) in the case of a product consisting of several items or pieces, the last item or piece is received, or
4. d) for products that are delivered regularly over a defined period, the first delivery is received by the Consumer or a third party other than the carrier designated by the Consumer.

The Seller is legally required to offer a 14-calendar day withdrawal period; however, the Seller extends this period to 30 calendar days for the Consumer to exercise their right of withdrawal.

Registered customers — meaning consumers who create an account on Desirel.co.uk using their email address and password — benefit from an extended right of withdrawal. For these customers, the withdrawal period is extended to 90 calendar days.

The Consumer is entitled to exercise their right of withdrawal during the period between the conclusion of the contract and the receipt of the product.

9.1. Process for Exercising the Right of Withdrawal

If the Consumer wishes to exercise their right of withdrawal, they must send an unambiguous statement of their intent to withdraw (e.g., by post or electronic mail) to the Seller using the contact details provided in Section 1 of these GTC. The Consumer may also use the withdrawal form template available via the following link. The Consumer exercises their right of withdrawal in a timely manner if they send the withdrawal statement to the Seller before the expiration of the above-specified deadline.

The burden of proving that the right of withdrawal has been exercised in accordance with the provisions of Section 10 lies with the Consumer.

In both cases, the Seller will confirm the receipt of the Consumer's withdrawal statement by email without delay.

If the withdrawal is made in writing, it is considered valid if the Consumer sends their statement within 30 calendar days (even on the 30th calendar day).

In the case of notification by post, the date of posting will be considered, and in the case of notification by email, the time of sending will be taken into account by the Seller when calculating the deadline. The Consumer is advised to send the letter by registered post to ensure proof of the date of dispatch.

If the Consumer withdraws, they must return the product to the address specified in Section 1 of these GTC without undue delay, but no later than 30 days from the communication of their withdrawal. The deadline is deemed to have been met if the Consumer sends (posts or hands over to the courier) the product before the 30-day deadline.

The cost of returning the product to the Seller is borne by the Consumer. The Seller is not able to accept a package returned with cash on delivery. Besides the cost of returning the product, the Consumer will not bear any other costs related to the withdrawal.

If the Consumer withdraws from the contract, the Seller will reimburse all payments received from the Consumer, including the delivery costs, without undue delay and no later than 14 days from the receipt of the withdrawal statement. This does not include any additional costs incurred by the Consumer's choice of a delivery method other than the least expensive standard delivery offered by the Seller. The Seller may withhold the reimbursement until the product is returned or until the Consumer provides credible proof of having returned the product, whichever is earlier. Even in this case, the cost of returning the product is borne by the Consumer as per legal regulations.

The Seller will use the same payment method for the refund as used in the original transaction, unless the Consumer expressly agrees to a different method. The Consumer will not incur any additional costs as a result of using this alternative refund method.

The Consumer may only be held liable for the decreased value of the product if the depreciation is due to handling the product beyond what is necessary to establish its nature, characteristics, and functionality.

9.2. The Consumer's Right of Withdrawal is Excluded

The right of withdrawal does not apply to sealed products that, for health or hygiene reasons, cannot be returned after being opened (e.g., sexual aids, cosmetic products, creams, massage oils). The return of such products is not expected of the Seller if the Consumer has already opened the packaging directly protecting the product and/or started using it as intended, as it cannot be excluded that the product has come into contact with the human body, body fluids, or bacteria, thereby compromising its hygienic or health standards.

For these products, the Consumer may only exercise the right of withdrawal if the product packaging has not been opened.

10. Warranty

10.1. Warranty for Defective Performance (Implied Warranty)

In the event of defective performance by the Seller, the Customer is entitled to make a claim under the warranty for defective performance.

In the case of a consumer contract, the Customer may enforce their warranty claims for product defects that existed at the time of delivery within a two-year limitation period from the date of receipt. After the two-year limitation period, the Customer can no longer enforce their warranty rights.

In the case of a contract not made with a consumer, the entitled party may enforce their warranty claims within a one-year limitation period from the date of receipt.

The Customer may choose to request either repair or replacement, unless fulfilling the Customer's chosen remedy is impossible or would result in disproportionate additional costs for the Seller compared to other available remedies. If the Customer does not request or cannot request repair or replacement, they may request a proportional reduction in the price or, at the Customer's own expense, may repair the defect themselves or have it repaired by someone else, or, as a last resort, may withdraw from the contract. Withdrawal is not permitted for insignificant defects.

The Customer may switch from their chosen warranty remedy to another, but the cost of this switch will be borne by the Customer unless justified or prompted by the Seller.

The Customer is required to notify the Seller of the defect immediately after its discovery, but no later than two months from the date of discovery.

The Customer may assert their warranty claim directly against the Seller.

Within six months from the date of performance, there are no other conditions for asserting a warranty claim beyond notifying the Seller of the defect, provided the Customer can prove that the product was purchased from the Seller (by presenting an invoice or a copy thereof). In such cases, the Seller can only be exempt from the warranty if they can refute this presumption and prove that the defect arose after delivery to the Customer. If the Seller can prove that the defect occurred due to a reason attributable to the Customer, the Seller is not obligated to accept the Customer's warranty claim. After six months from the date of performance, the burden of proof shifts to the Customer to prove that the defect existed at the time of delivery.

If the Customer enforces their warranty claim concerning a separable part of the product, the warranty claim is not considered valid for other parts of the product.

10.2. Product Warranty

In the case of a defect in the product (a movable item), the Customer who qualifies as a consumer may, at their discretion, enforce either the rights specified in Section 10.1 or the product warranty.

However, the Consumer may not enforce both a warranty for defective performance and a product warranty for the same defect simultaneously. If the Consumer successfully enforces a product warranty, they may enforce their warranty for defective performance concerning the replaced product or repaired part against the manufacturer.

Under the product warranty, the Consumer may only request the repair or replacement of the defective product. Monetary compensation, price reduction, and withdrawal are not available remedies under the product warranty, as no contractual relationship exists between the manufacturer and the Consumer. The Consumer must prove the defect when enforcing a product warranty claim.

A product is considered defective if it does not meet the quality requirements in effect at the time it was placed on the market or does not possess the features described by the manufacturer.

The Consumer may enforce their product warranty claim within two years of the product being placed on the market by the manufacturer. After this period, the Consumer loses this right. The Consumer must notify the manufacturer of the defect without delay after discovering it. A defect reported within two months of its discovery is considered to have been reported without delay. The Consumer is responsible for any damage resulting from delayed notification.

The Consumer may enforce their product warranty claim against the manufacturer or distributor (Seller) of the movable item.

According to the Civil Code, the manufacturer and the distributor are considered manufacturers.

The manufacturer or distributor (Seller) is only exempt from product warranty liability if they can prove that:

- the product was not manufactured or distributed in the course of their business activity, or
- the defect was not detectable given the state of scientific and technical knowledge at the time of placing the product on the market, or
- the defect results from the application of legislation or mandatory regulatory requirements.

The manufacturer or distributor (Seller) only needs to prove one of these reasons to be exempt from liability.

11. Guarantee

Mandatory warranties for consumer goods are governed by Government Decree No. 151/2003 (IX. 22.) on the mandatory warranty for certain durable consumer goods. The scope of the decree only applies to new products sold under consumer contracts in Hungary and listed in the annex of the decree.

For our motorized products and sex furniture, the warranty periods are as follows:

- For products with a sales price of 22 £ (or the equivalent amount in the local currency of the respective country, calculated based on the daily exchange rate) or more but less than 542£ (or the equivalent amount in the local currency of the respective country, calculated based on the daily exchange rate), the warranty period is 2 years.
- For products with a sales price exceeding 542£, the warranty period is 3 years.

The warranty does not affect the Customer's rights under implied warranty regulations.

The warranty period begins on the date the product is put into operation, which corresponds to the fulfillment date on the invoice issued to the Customer. This invoice also serves as the warranty certificate for the product.

The warranty does not cover defects that arise after the product has been handed over to the Consumer, such as defects resulting from:

- Improper installation (unless the installation was carried out by the Seller or its representative, or the improper installation was due to errors in the user manual),
- Improper use contrary to the instructions in the user manual,
- Incorrect storage, mishandling, or damage,
- Natural disasters or other external factors.

In the case of defects covered by the warranty, the Consumer has the right to:

- Primarily request repair or replacement, unless fulfilling the selected remedy is impossible or would result in disproportionate additional costs for the Seller compared to other remedies, considering the value of the product in flawless condition, the severity of the defect, and the harm caused to the Consumer by the fulfillment of the warranty claim.
- If the Seller does not undertake the repair or replacement, cannot complete it within a reasonable time frame, or if the Consumer's interest in repair or replacement ceases, the Consumer may request a proportional reduction in the purchase price,

repair the defect themselves at the Seller's expense, have it repaired by someone else, or withdraw from the contract. However, withdrawal is not allowed for minor defects.

Repair or replacement must be completed within a reasonable time frame, considering the characteristics of the product and the purpose expected by the Consumer, and without causing significant inconvenience to the Consumer. The Seller will repair or replace the product within a maximum of 8 days.

If the product cannot be repaired, the Seller is obliged to replace it within the warranty period. In this case, no further repair will be offered.

Only new parts may be used for repairs.

The period during which the Consumer cannot use the product due to the repair does not count towards the warranty period. If the product or part of the product is replaced or repaired, the warranty period restarts for the replaced (repaired) product or part, and for any defects arising from the repair.

The costs related to fulfilling the warranty obligations are borne by the Seller.

However, the Consumer may not enforce both a warranty for defective performance and a product warranty for the same defect simultaneously, nor can they enforce a product warranty and a manufacturer's warranty at the same time. Notwithstanding these limitations, the rights arising from the warranty remain available to the Consumer independently of the rights specified in Sections 11.1 and 11.2.

Enforcing Warranty or Implied Warranty Claims

The Customer can assert their warranty or implied warranty claims for the purchased products in person at the Seller's address, by email, or by phone.

Name: Webshop Logisztika Kft.

Address: 1097 Budapest, Ecseri út 14-16

Email: info@desirel.com

Further information on returning products and confirming contracts can be found [here](#).

If the product labeled as defective does not have the defect, and no other defect is found during the inspection, the Seller is not obliged to fulfill any warranty obligations, will not replace the product, and will not refund the purchase price. In such cases, the Customer is still entitled to collect the product in person or request redelivery at their own expense.

In the event of a legal dispute, our customers may also initiate proceedings before the Conciliation Board operated by the county (or capital city) chambers of commerce and industry. Further information can be found here: <https://www.bekeltetes.hu>.

12. Limitation of liability

Purchasing in the Webshop implies that the Customer is aware of and accepts the possibilities and limitations of the internet, particularly regarding technical performance and potential errors.

The Seller is not responsible in any way for the following, regardless of the reason:

- Failure to send or receive any data via the internet, or accidental alteration of any data.
- Any operational failure in the internet network that hinders the smooth operation of the Webshop and the purchasing process.
- Any malfunction in communication lines or reception devices.
- Loss of any data, whether sent by non-registered or registered mail, regardless of whether it was in paper or electronic form.
- Improper functioning of any software.
- The consequences of any software bug, extraordinary event, or technical malfunction.

The Seller is not liable on any grounds for any direct or indirect damages arising from the Customer's connection to or viewing of the Webshop.

The Customer is responsible for any damages resulting from providing or disclosing another person's personal data in the Webshop. In such cases, the Seller will provide full cooperation to the relevant authorities to identify the person responsible for the violation.

The public communication channels within the Webshop (such as writing product reviews) are available to each Customer at their own risk. Although the Webshop is not automatically moderated, if any notification or report is made regarding unlawful or harmful content, or if the Seller becomes aware of such content by other means, the Seller reserves the right to temporarily or permanently remove any part or all of such content without explanation. In the case of repeated or serious violations, the Seller is entitled to permanently ban the Customer from using the site, including the deletion of their registration.

13. Copyright

All content available on the Webshop interface (text, articles, product descriptions, information, this GTC, images, and other data) is the intellectual property of the Seller, without any geographical or temporal limitation. It is expressly forbidden to use, modify, copy, or otherwise utilize any content downloaded from the Webshop for purposes other than making purchases from the Webshop. In case of a violation of the Seller's intellectual property rights or a breach of this contract, the Seller will immediately initiate legal proceedings against the infringing party. By using the Webshop, the Customer acknowledges that copying or using the content of the Webshop for purposes other than those outlined herein constitutes a violation (and a breach of this GTC), even if the content is not protected by copyright. For any such violation, the Customer agrees to pay the Seller a penalty of at least 500 €, without the need for the Seller to provide further proof of damages.

The Seller reserves the right to initiate proceedings before courts or authorities against anyone who commits or attempts to commit an infringement while using the Webshop (including while making purchases). The Webshop cannot be held liable for any infringement committed by a third party against a user or Customer.

In the event of any violation related to the use of the site or any harm to the Seller's interests, the Seller reserves the right to immediately suspend the Customer's registration, delete their personal and other data, and cancel their registration. The data may continue to be processed for the purposes of legal proceedings related to the violation or harm. The Seller is not required to notify the Customer of these actions.

Placing a hyperlink to the Webshop is permitted. However, the Seller reserves the right to request the removal of such links without providing any justification.

Displaying the Webshop or any part of it on another domain, such as in a framed application or as part of another website, is only possible with prior written permission.

Any website that places a link to the Webshop must not create the impression that the Seller endorses or supports the services or products offered or sold on that website.

The linking website must not provide false information about the legal relationship between the Seller and the linking website, nor about the Webshop itself. The Seller will take action against any link to the Webshop that damages the reputation or interests of the Seller or the Webshop.

Certain services of the Webshop place unique identifiers, known as cookies, on the user's computer. These cookies are used solely to facilitate the authentication of users, and the operator does not use them for any other purpose. Disabling cookies does not prevent the use of the Webshop's services.

14. Data protection

The information regarding data processing in the Webshop is available at the following link: <https://www.desirel.co.uk/privacy-policy>.
Barion One-Click Payment (Saved Card Data)

The Barion system offers customers the option to use "One-Click" payment, where credit card data is securely stored in a tokenized form. The advantage of this feature is that future purchases can be completed faster without re-entering card details. Saved card data can be deleted at any time by the customer through their account in the UNAS system or via the Barion platform. The payment service is provided by Barion Payment zrt., a financial institution licensed by the Central Bank of Hungary.

15. Complaints handling

The address, telephone number, and mailing address for submitting complaints and for communication purposes are the same as the Customer Service contact details listed in paragraph no. 1 in the General Terms and Conditions document.

Customers can submit their complaints in writing to the Customer Service.

The Seller will immediately investigate any verbal complaints and remedy them as necessary. If the Customer does not agree with the handling of the complaint, the Seller will immediately record the complaint and its position on the matter in writing and provide a copy of the record to the Customer. If the immediate investigation of the complaint is not possible, the Seller will promptly record the complaint in writing and provide a copy to the Customer, after which it will proceed in accordance with the rules for handling written complaints.

In the case of a verbal complaint made by telephone or other electronic communication services, the Seller will send a copy of the complaint record to the Customer at the same time as providing the substantive response.

In all other cases, the Seller will proceed according to the rules for handling written complaints.

Complaints submitted by phone or other communication devices will be assigned a unique identifier, which will simplify the tracking of the complaint in the future.

The Seller will provide a substantive response to written complaints within 30 days. For the purposes of this agreement, this includes mailing the response.

If the complaint is rejected, the Seller will inform the Customer of the reason for the rejection.

15.1. Other Legal Remedies

If a consumer dispute between the Seller and the Customer is not resolved through negotiations with the Seller, the Customer, who qualifies as a consumer, may apply to the conciliation body that has jurisdiction over their place of residence or domicile and initiate proceedings, or they may also apply to the conciliation body with jurisdiction over the Seller's registered office. In addition, the following legal remedies are available to the Customer:

a) Complaint to the Consumer Protection Authority

If the Customer perceives a violation of their consumer rights, they are entitled to file a complaint with the consumer protection authority in their place of residence. After assessing the complaint, the authority will decide whether to initiate consumer protection proceedings.

Customers can locate the relevant authority based on the area of the complaint via the following link:

List of Regional Authorities: https://fogyasztovedelem.kormany.hu/#/fogyasztovedelmi_hatosag

b) Dispute Resolution via the European Union's Online Dispute Resolution Platform:

In the case of a consumer dispute related to an online sales contract, consumers can electronically resolve their cross-border disputes via the online platform available at the following link:

<https://ec.europa.eu/consumers/odr/main/index.cfm?event=main.home2.show&lng=EN>

To do so, the Consumer must register on the online platform, complete an application, and submit it electronically through the platform to the relevant conciliation body. This allows consumers to enforce their rights even across distances easily.

c) Initiating Conciliation Body Proceedings

Contact information for Conciliation Bodies: <https://bekeltetes.hu/index.php?id=testuletek>

If the Seller rejects the Customer's complaint, the Customer is entitled to initiate conciliation proceedings with the conciliation body with jurisdiction over their place of residence or domicile. The initiation of conciliation proceedings is contingent upon the Customer attempting to resolve the dispute directly with the Seller.

The conciliation body has jurisdiction to resolve consumer disputes outside of court proceedings. Its task is to attempt to facilitate an agreement between the Seller and the Customer to settle the consumer dispute.

Conciliation proceedings are initiated at the Consumer's request. The application must be submitted in writing to the chairperson of the conciliation body.

Conciliation body with jurisdiction over the Seller's registered office:

Budapest Conciliation Body

Address: 1016 Budapest, Krisztina krt. 99. III. em. 310.

Mailing address: 1253 Budapest, Pf.: 10

Email: bekelteto.testulet@bkik.hu

Fax: +36 (1) 488 21 86

Phone: +36 (1) 488 21 31

During the conciliation proceedings, the Seller is obliged to cooperate.

For the purposes of the rules concerning conciliation bodies, consumers are defined as civil organizations, churches, condominiums, housing cooperatives, micro-, small- and medium-sized enterprises that purchase, order, receive, use goods, or are the recipients of commercial communication or offers related to goods.

d) Initiating Court Proceedings

The Customer is entitled to pursue their claim arising from the consumer dispute before the courts under the Civil Code (Act V of 2013) and the Civil Procedure Code (Act CXXX of 2016).