

General Terms and Conditions

GENERAL TERMS AND CONDITIONS

GENERAL TERMS AND CONDITIONS - IN RELATION TO CONSUMER CONTRACTS

hereinafter: "CONSUMER GTC"

effective from: May 8, 2024, from 0:00

update: 2024.12.19 - Formatting

update: 2025.02.17 9:25 - Amendment of contract termination fees

last update: 2026.03.25 - Formatting

Previously effective GTC: https://shop.unas.hu/shop_ordered/21066/pic/www_tuzoltokeszulek_com_Altalanos-szerzodesi-feltetelek_20260325_elott.pdf

https://www.tuzoltokeszulek.com/shop_ordered/21066/pic/Altalanos-szerzodesi-feltetelek_20240508_elotti.pdf

https://shop.unas.hu/shop_ordered/21066/pic/www_tuzoltokeszulek_com_Altalanos-szerzodesi-feltetelek-2025-02-17-09-25.pdf

Please read this document carefully and in full before finalizing your order, because by finalizing your order, you expressly accept the entire content of these Consumer GTC, which completely forms an integral part of the Consumer Contract (for its definition, see below in Chapter III) concluded between you and the Service Provider, and which contains the contractual rights and obligations due to the Parties, the conditions for the conclusion of the Consumer Contract, the related performance deadlines, delivery and payment terms, liability rules, as well as the conditions for exercising the right of withdrawal. With the conclusion of the Consumer Contract, you declare that you have come to know the conditions contained in these GTC and accepted them as binding upon yourself, furthermore, you have consented to the processing of your data necessary for using the Service within the scope specified in the GTC and in the Privacy Notice available on the Website.

I. SERVICE PROVIDER DATA

- **company name:** Maxfire Brandschutz Korlátolt Felelősségű Társaság
- **registered office:** 2040 Budaörs, Ébner György köz 4.
- **company registration number:** 13-09-172897
- **court of registration:** Registry Court of the Budapest Environs Regional Court
- **tax number:** 24936464-2-13
- **statistical code:** 24936464-7490-113-13
- **European Unique Identifier:** HUOCCSZ.13-09-172897
- **e-mail:** info@tuzoltokeszulek.com, info@maxfire.hu
- **phone number:** +36308353736
- **hereinafter:** "Maxfire Brandschutz Kft." or "Service Provider".

II. HOSTING PROVIDER DATA

- **name:** UNAS Online Kft.
- **registered office:** 9400 Sopron, Kőszegi út 14.
- **contact details:** unas@unas.hu
- **website:** unas.hu

III. DEFINITIONS, CONCEPTS

- **"Goods":** every marketable movable thing that can be taken into ownership and possession, which is included in the offer of the Website and is intended and offered for sale/purchase by the Service Provider on the Website;
- **"Seller's Bank Account":**
 - if the purchase price of the Goods is determined in Hungarian Forint currency, it means the Seller's bank account number 11735050-29901041-00000000 kept at OTP Bank Nyrt. (IBAN: BE89 9670 6490 4985; SWIFT code: TRWIBEB1XXX);
 - if the purchase price of the Goods is determined in Euro currency, it means the Seller's account kept at Wise Europe SA (Avenue Louise 54/S52 Brussels, 1050 Belgium): IBAN: BE89 9670 6490 4985; SWIFT code: TRWIBEB1XXX;
- **"Consumer":** a natural person of legal age who has reached their 18th (eighteenth) year of age, acting outside the scope of their profession, independent occupation, or business activity;
- **"Consumer Contract":** an agreement in which one of the contracting parties qualifies as a Consumer and the subject matter of which is the sale and purchase of Goods;
- **"Manufacturer":** the producer of the Goods; in the case of an imported product, the importer bringing the Goods into the territory of the European Union, as well as any person who presents themselves as a manufacturer by indicating their name, trademark, or other distinguishing mark on the Goods;
- **"Website":** <https://www.tuzoltokeszulek.com>;
- **"Warranty" / "Guarantee":**
 - a) the warranty undertaken for the performance of the contract, which the business voluntarily undertakes for the proper performance of the contract beyond its legal obligation or in the absence thereof, as well as
 - b) the mandatory warranty based on legislation;
- **"Customer" / "Ordering Party":** the Consumer ordering and purchasing the Goods found on the Website through the Website with the intention to buy;
- **"Countervalue of the Order":** the purchase price of the Goods and the delivery and packaging costs related to the order combined;
- **"Ptk.":** Act V of 2013 on the Civil Code;
- **"Contract concluded between distant parties" / "Distance contract":** a consumer contract concluded within the framework of a distance selling system organized for the provision of the goods or services under the contract, without the simultaneous physical presence of the parties, in such a way that the contracting parties exclusively use a means of

communication enabling distance communication for the purpose of concluding the contract;

- **"Means enabling distance communication":** a device suitable for making a contractual declaration in the absence of the parties – for the purpose of concluding a contract. Such a device includes, in particular, addressed or unaddressed printouts, standard letters, advertisements published in press products with order forms, catalogs, telephones, faxes, and devices providing internet access;
- **"Business premises":**
 - a) any immovable property where the business carries out its activity on a permanent basis;
 - b) any movable property where the business carries out its activity on a regular basis;
- **"Off-premises contract":** a consumer contract,
 - a) which was concluded with the simultaneous physical presence of the contracting parties at a place different from the business premises of the business;
 - b) regarding which the consumer made an offer to the business under the circumstances specified in point a);
 - c) which was concluded in the business premises of the business or by using a device enabling distance communication immediately after the business – with the simultaneous physical presence of the parties – contacted the consumer personally and individually at a place different from the business premises of the business; or
 - d) which was concluded during a trip organized by the business, the purpose of which is the sale or promotion of goods or services to the consumer;
- **"Business" / "Enterprise":** a person acting within the scope of their profession, independent occupation, or business activity;
- **"Force Majeure" / "Vis Maior":** an unpredictable, unavoidable force arising after the entry into force of the Consumer Contract, the consequence of which may be, among others, a shortage of raw materials, price increases or price decreases resulting from the inflationary and economic environment and trends.

IV. APPLICABLE LAWS

- Government Decree 373/2021. (VI. 30.) on detailed rules for contracts between consumers and businesses for the sale of goods, the supply of digital content, and the provision of digital services;
- Act CVIII of 2001 on certain issues of electronic commerce services and information society services;
- Act CLV of 1997 on consumer protection;
- Act XLVII of 2008 on the prohibition of unfair commercial practices against consumers (Fttv.);
- Joint Decree 4/2009. (I. 30.) NFGM–SZMM on detailed rules for indicating the selling price and unit price of products, and the fee for services;
- Government Decree 151/2003. (IX.22.) on the mandatory warranty for durable consumer goods;
- Government Decree 45/2014. (II.26.) on detailed rules for contracts between consumers and businesses;
- NGM Decree 19/2014. (IV.29.) on procedural rules for handling warranty and guarantee claims for things sold within the framework of a contract between a consumer and a business;
- Act LXXVI of 1997 on copyright;
- Act CXX of 2011 on freedom of information;
- REGULATION (EU) 2016/679 OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL (21 April 2016) on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation);
- Directives (EU) 2019/770 and (EU) 2019/771 of the European Parliament and of the Council;
- Regulation (EU) No 524/2013 on online dispute resolution for consumer disputes and amending Regulation (EC) No 2006/2004 and Directive 2009/22/EC;
- ITM Decree 26/2019. (VIII. 26.) on rules of application for conciliation board membership tasks and remuneration of conciliation board members, as well as designation of conciliation boards acting in cross-border consumer disputes related to online sales or online service contracts.

V. SCOPE OF THE CONSUMER GTC

1. The scope of these Consumer GTC extends to all legal transactions and services where the Customer purchases Goods from the Service Provider electronically through the Website. Purchasing on the Website is possible with an order submitted through the electronic method specified there, in the manner determined in these GTC.
2. The Consumer Contract between the Parties was concluded in the Hungarian language by purchasing the Goods. The Service Provider sends feedback regarding the conclusion of the Consumer Contract to the e-mail address provided by the Customer during the order process, which the Customer expressly accepts and acknowledges as confirmation of contract conclusion.
3. During the ordering process on the Website, the Customer voluntarily provides the Service Provider with their data necessary for contract conclusion (full name, billing and delivery address, e-mail address, telephone number), which the Service Provider treats within the scope specified in these GTC and according to the provisions of the Privacy Notice published on the Website.
4. The Service Provider does not have a code of conduct under the Act on the Prohibition of Unfair Commercial Practices against Consumers. The Service Provider does not subject itself to the provisions of any code of conduct.

VI. E-INVOICING, BILLING DATA

1. The Service Provider uses electronic invoices according to Section 175 of Act CXXVII of 2007. By accepting these Consumer GTC, the Customer gives their consent to the use of electronic invoices.
2. The invoice is prepared based on the data provided at the time of ordering the Goods, therefore the Customer is obliged to act with sufficient and necessary care when providing billing data. Invoice data can be modified at the latest until the moment of dispatch of the Goods, except for the provisions written in point 3 of this Chapter, regarding which there is no possibility of modification after placing the order. Otherwise, the Customer can make the modification on the profile interface or request it by e-mail at info@maxfire.hu or info@tuzoltokeszulek.com. After dispatching the Goods, there is no possibility to change the Customer (buyer) or modify the Customer's data.
3. An order placed as a Consumer cannot be changed to a Business order, and an order placed by a Business cannot be modified to a Consumer order.
4. The electronically sent invoice will not be pasted or attached to the packaging of the Goods. It is not possible to post the invoice to an address different from the package.

VII. PRICES

1. Prices are understood in Hungarian Forints and include the current value added tax (VAT), the rate of which is 27% at the time of entry into force of these Consumer GTC.
2. The indicated prices are valid and applicable exclusively in the case of ordering through the Website; in the case of ordering by phone, the list prices without discounts are valid and applicable.
3. The Service Provider is entitled to unilaterally modify the prices payable for the Goods, provided that for those Consumer Contracts that the Parties have already concluded with each other, the Service Provider has no entitlement to modify the prices.
4. If the Service Provider incorrectly indicated the price of the Goods and an order has arrived for the Goods, but the Consumer Contract has not yet been concluded by the Parties, the Parties automatically subject themselves to the provisions written in the following point VII.5 of these Consumer GTC ("Procedure in case of an incorrectly indicated price").
5. **Procedure in case of an incorrectly indicated price:** An obviously incorrectly indicated price qualifies as:
 1. the price of 0 (zero) HUF,
 2. a price reduced by a discount, but incorrectly indicating the discount (e.g.: in the case of a 1000 HUF Goods, Goods offered for 500 HUF while indicating a 20% discount).

In case of indicating an incorrect price, the Service Provider offers the possibility of purchasing the Goods at the real (error-free) price, in possession of which information the Customer can decide whether to order the Goods at the real (error-free) price as well or cancel the subject order without any adverse legal consequences.

VIII. INFORMATION ON THE ESSENTIAL PROPERTIES OF THE GOODS

The Service Provider provides information on the essential properties of the Goods in the descriptions listed under each Goods on the Website. By ordering the Goods, the Customer declares that they have read, understood, and accepted the Service Provider's information given in the description appearing at the ordered Goods on the Website.

IX. USE OF THE WEBSITE

1. Purchasing by means of ordering on the Website is not bound to Customer registration ("I purchase without registration" button), but it is also possible for the Customer to purchase as a registered user ("Registration" button) and, following successful registration, to purchase on their own profile interface by logging in with the "Login" button.
2. The Website provides product presentation and online ordering possibilities for users and Customers. On the Website, the user and Customer can browse with the help of menu points. The Goods are found on the Website categorized into a category system. In the "SALE PRODUCTS" category, all discounted Goods available on the Website can be found. For every Goods, the start and expiration date of the sale, or the start date and the designation of the sale lasting while stocks last, are indicated separately.
3. In the case of the designation "You can buy more cheaper" at individual Goods, the Service Provider provides a volume discount in the manner and to the extent indicated on the Website if several pieces of the given Goods are ordered (purchased).
4. The "New" or "Novelty" designation marks newly appearing Goods in the Website's offer. By clicking on the name of the category, the list of Goods included in it can be seen. If all Goods in the given category do not fit on one page, pages can be turned with the help of numbers located above and below the Goods.
5. From the product list, the detailed Goods page can be reached by clicking on the image of the Goods (provided that a photograph illustration has been uploaded of the Goods) and its name; users and Customers can obtain information here regarding the detailed characteristics and price of the Goods.
6. It is possible to search for Goods or other designations on the Website based on keywords. The Goods results matching the search criteria appear in a list-like manner on the Website, similar to the categories.
7. The Goods selected for ordering (purchasing) can be placed into the virtual cart by clicking on the "To Cart" button; if the user and Customer open the detailed Goods page, the panel where the necessary number of pieces can be set with the help of the down and up arrows is located next to the "To Cart" button. The User can check the content of their virtual cart (the list of Goods selected for ordering) with the help of the "Cart" menu point. Here they can modify what quantity they wish to order and purchase from the Goods placed "To Cart", or they can delete the given item. With the help of the "Empty Cart" button, it is also possible to completely empty the "Cart" (the complete deletion of the list of Goods selected for ordering).
8. Following the placement of the Goods intended to be ordered by the user and the Customer into the virtual "Cart", they can continue the order (purchase) by clicking on the "Continue" button. Following this, a pop-up window provides an opportunity for registered buyers (Customers) to log in ("Login" button), for new Customers intending to register to complete registration ("Registration" button), as well as to purchase without registration ("I purchase without registration" button). In the case of registration and purchasing without registration, the user (Customer) must provide the following data: e-mail address, name, telephone number, billing address, and, if different from the billing address, the delivery address. For registration, in addition to the former data, providing a password is also required. The user (Customer) can be informed of successful registration via e-mail and on the Website. The user and Customer can request the deletion of their registration from the Service Provider via e-mail; in this case, they must register again for a new purchase or they can choose the option of purchasing without registration.
9. During the ordering process, before finalization of the order, the Consumer constantly has the opportunity to modify the data entered by them (by clicking on the back button in the browser, the previous page opens, so entered data can be corrected even if the Consumer has already stepped to the next page). We call your attention to the fact that it is the responsibility and risk of the Consumer that the data provided by them are entered accurately and correctly, since billing and delivery of the Goods take place based on the data provided by the Consumer. We call your attention to the fact that a badly provided e-mail address or the full storage space belonging to the mailbox can result in the absence of delivery of the confirmation and can prevent the conclusion of the Consumer Contract.
10. Regarding their registration, the registered user (Customer) is responsible for keeping access data secret and is obliged to immediately notify the Service Provider in writing (via e-mail) if it comes to their knowledge that a third party has abused their data. The User is responsible for updating their data as necessary. In case of a forgotten password, a new password can be requested to the registered e-mail address on the website. If the User previously registered on the website, the ordering process can be continued by clicking on the "Login" button by providing their e-mail address and password.
11. As the next step of the order, the User must select the payment and delivery method suitable for them. Following this, by clicking on the "Continue" button, the user (Customer) can check all previously provided data, and the Goods intended to be ordered and selected for purchase, as well as their quantity, before submitting the order, with the help of a summary "Verify Data" page. In case of data entry errors, the user (Customer) can correct and modify the provided data with the help of a pencil icon.
12. If the user (Customer) finds everything correct and matching their intention to purchase, they reach the submission of the Order by clicking on the "Continue Order" button, which entails a payment obligation in connection with the finalization of the order and

the ordered Goods. They receive confirmation and verification of this on the Website and via e-mail. If, after the recording of the order (e.g., in the confirmation e-mail), they notice incorrect data, they are obliged to indicate this toward the Service Provider immediately, but at the latest within 24 (twenty-four) hours.

13. Independent of ordering intentions, the user can reach login into their personal profile page under the "Profile" menu point, by clicking on it, via the window reachable by clicking on the "Login" button by providing their e-mail address and password. After login, a Modify Data menu point appears, where they can modify their data provided during registration, as well as track the data and status of their submitted order.

X. FINALIZATION OF THE ORDER (PURCHASE) (OFFER MAKING)

1. If the user (Customer) has made sure that the content of the "Cart" corresponds to the Goods intended to be ordered by you, as well as that the data of the user (Customer) feature correctly, they can close their order by clicking on the "Order" button.
2. Information communicated on the Website does not qualify as an offer on the part of the Service Provider regarding the conclusion of a contract. In the case of orders falling under the scope of these Consumer GTC, the user (Customer) qualifies as the offeror.
3. By clicking on the "Order" button, the Customer expressly acknowledges that they are making a purchase offer toward the Service Provider and their offer must be considered made and effective, as well as that their declaration – in case of confirmation by the Service Provider according to these Consumer GTC – entails a payment obligation. The Customer is bound by their purchase offer created and entered into force with their order for a duration of 72 (seventy-two) hours counted from the moment of submitting the order. If the Service Provider does not confirm the Customer's purchase offer according to these Consumer GTC within 72 (seventy-two) hours counted from the moment of submitting the order, the Customer's binding offer automatically – without any further legal action – ceases.

XI. PROCESSING OF THE ORDER, CONCLUSION OF THE CONSUMER CONTRACT

1. Processing of orders happens in two stages. The user (Customer) is entitled to submit their order at any time. First, the Customer receives an automatic feedback regarding the order via e-mail, which only records the fact that the Customer's order has arrived through the Website, but this confirmation does not qualify as acceptance of the Customer's purchase offer. If the Customer notices that this automatic confirmation e-mail notification contains their data incorrectly, the Customer is obliged to communicate this fact – simultaneously with providing the correct data – to the Service Provider via e-mail immediately, but at the latest within 24 (twenty-four) hours. If the Customer does not receive the automatic confirmation e-mail after the lapse of 24 (twenty-four) hours from their order, please contact the Service Provider, because it is possible that due to technical reasons, their order did not arrive in our system.
2. Following the sending of the Customer's offer, the Service Provider confirms the acceptance of the Customer's purchase offer via a second e-mail; the Consumer Contract is concluded between the Parties when the e-mail about the confirmation of acceptance of the Customer's purchase offer sent by the Service Provider becomes accessible for the Customer in their mailing system (second confirmation).

XII. PAYMENT METHODS

- **Advance wire transfer:** You can also settle and pay the Countervalue of the Order by means of a bank wire transfer happening in advance (preceding receipt). We reserve the ordered products for a maximum of 4 business days. In case of payment beyond the deadline, the Consumer's order will be deleted and submitting a new order is necessary. The deadline is determined from the day of sending out the proforma invoice. In the case of clients not qualifying as Consumers, after the expiration of the deadline, a final invoice will be issued, from which deadline day fees related to payment delay will be charged.
- **Cash on delivery (at the courier):** If you wish to settle the Countervalue of the Order at the receipt of the package containing the Goods, then choose the "Cash on delivery (at the courier)" payment method. The handling cost related to payment is the service fee for using the given payment method.
- **Cash payment:** The Customer has the opportunity to pay the Countervalue of the Order in cash at the receipt of the Goods ("Cash" payment option).
- **Borgun (SaltPay) Online Bankcard (pay now) option:** The Hungarian representation of Borgun is performed by B-Payment Szolgáltató Zrt. Borgun is a financial institution possessing membership in all significant card companies of the world, which services POS and online bankcard acceptance in our country as well, among other markets.
- **SimplePay payment (OTP - pay now)**
- **Bank transfer (subsequent payment)**
- **Cash on delivery (at the courier) – PALLET DELIVERY:** If you wish to settle the Countervalue of the Order at the receipt of the package containing the Goods. Payment at the driver can be made exclusively in cash.

In case of an invoice with an expired due date, the Service Provider (or its trustee) sends a payment reminder in electronic form on two occasions to the e-mail address belonging to the order. If the entire Countervalue of the Order is not credited to the Service Provider's bank account even on the 4th (fourth) calendar day following the second payment reminder, the Service Provider is entitled to take other legal steps as well (including payment order, enforcement, litigation procedure).

- **Incorrect transaction:** If the Customer pays the Service Provider in a manner different from the chosen payment method or pays an incorrect amount (different from the Countervalue of the Order) and in connection with this, an extra cost arises for the Service Provider, the Service Provider is entitled to offset these extra costs and deduct them in case of a refund transfer.
- **Online Wallet (Online Pénztárca):** The Customer can use coupons credited into the Online Wallet after the performance of the given order, always only during subsequent purchases, as a discount received subsequently. At the next purchase, exclusively by logging in with their previous account data (e-mail address, secret code), the Customer can redeem a coupon of 500 (five hundred) Forints value per every 10,000 (ten thousand) Forints regarding the purchase price of the Goods. The coupons do not expire, do not lose their value, and can be used at our partners for an unlimited time. The current availability of our partners can be viewed on the website <https://www.onlinepenztarca.hu>.

Conditions of redemption:

- The coupon can be used independent of value limit (for orders with a final total above 10,000 HUF).
- The coupon cannot be converted to cash.
- The coupon cannot be combined with other discounts or unique prices.
- The Customer is obliged to indicate their intention of redemption at ordering; in other cases, the Service Provider cannot accept the coupon. (In case of an online order, the system will automatically offer this opportunity.)
- In case of exchange of a device (Goods), payment with the Online Wallet can be utilized exclusively for the difference.
- Payment from the Online Wallet is possible only for that user who possesses an active account in the Online Wallet.

XIII. METHODS OF RECEIPT, DELIVERY FEES AND COSTS RELATED TO RECEIPT

Serial Number	Delivery Method	Description
1	Free delivery	If there is a product marked with Free delivery on the product page in the cart, the delivery of the product is free with GLS courier service. No delivery is made to a parcel point! It cannot be combined with ordering another product; in other cases, the original delivery cost is determined and the delivery method is not available. Maximum permitted volumetric weight is 120 kg.
2	GLS Parcel Locker and Parcel Point	Hundreds of GLS Parcel Points and Parcel Lockers operate in Hungary. Parcel Lockers are available 24 hours. The majority of GLS Parcel Points are open between 10:00 and 20:00, but many of them are at the disposal of clients even earlier. Companies or private individuals - everyone can send and receive their package through GLS Parcel Points. Maximum 40 kg! You can provide exclusively a Hungarian mobile phone number! Estimated delivery time: 2-5 days (can change depending on the load of parcel lockers).
3	GLS Raben courier service	& Our company delivers products by courier service (GLS, RABEN, Indián Sped) through its contractual partners. Several contractual partners are available for the service. In case of certain products, only a predetermined courier service undertakes delivery. Bankcard payment is not possible at every courier; if you can pay only with a card, we suggest choosing the online bankcard payment method.
4	Foxpost parcel lockers	FOXPOST is a simple, flexible, contact-free, and environmentally conscious method of receiving and sending packages. If you request your order into one of any FOXPOST parcel lockers, you do not have to wait for the courier all day. The lockers of the national, constantly expanding parcel locker network are easily accessible at numerous points of the country, sometimes indoors, sometimes outdoors, and are available from morning until evening. After we hand over the package to FOXPOST, they deliver it into the locker within 1 business day, then they send a notification and a unique code in an SMS, with which you can receive it for 3 days.
5	Magyar Posta Parcel Locker	In accordance with the provisions of Government Decree 335/2012. (XII. 4.), the universal postal service provider can also be chosen for delivering the package. Delivery time is typically 2-3 business days (can change depending on the load of parcel lockers). You can provide exclusively a Hungarian mobile phone number!
6	Pallet shipping (within Budapest borders)	Pallet shipping, exclusively within areas inside the Budapest sign, performed by Indián-Sped.
7	Door-to-door pallet shipping - Zone 1 - 1 pallet	Indián Sped Kft. Zone list: Hungary > Pest; Hungary > Bács-Kiskun > Kecskemét; Hungary > Fejér > Székesfehérvár; Hungary > Fejér > Iváncsa; Hungary > Fejér > Dunaújváros; Hungary > Jász-Nagykun-Szolnok > Jászberény; Hungary > Jász-Nagykun-Szolnok > Szolnok.
8	Door-to-door pallet shipping - Zone 1 - 2 pallets	Indián Sped Kft. Zone list: Same as Zone 1 above.
9	Door-to-door pallet shipping - Zone 2 - 1 pallet	Indián Sped Kft. Zone list: Hungary > Baranya; Hungary > Komárom-Esztergom; Hungary > Fejér; Hungary > Borsod-Abaúj-Zemplén > Miskolc; Hungary > Győr-Moson-Sopron > Győr; Hungary > Szabolcs-Szatmár-Bereg > Nyíregyháza.
10	Door-to-door pallet shipping - Zone 2 - 2 pallets	Indián Sped Kft. Zone list: Same as Zone 2 above.
11	Door-to-door pallet shipping - Zone 3 - 1 pallet	Indián Sped Kft. Zone list: Hungary > Borsod-Abaúj-Zemplén; Hungary > Bács-Kiskun; Hungary > Hajdú-Bihar; Hungary > Győr-Moson-Sopron; Hungary > Szabolcs-Szatmár-Bereg; Hungary > Veszprém. Exceptions: Hungary > Bács-Kiskun > Kecskemét; Hungary > Borsod-Abaúj-Zemplén > Miskolc; Hungary > Győr-Moson-Sopron > Győr; Hungary > Szabolcs-Szatmár-Bereg > Nyíregyháza.
12	Door-to-door pallet shipping - Zone 3 - 2 pallets	Indián Sped Kft. Zone list: Same as Zone 3 above.
13	Door-to-door pallet shipping - Zone 4 - 1 pallet	Indián Sped Kft. Zone list: Hungary > Jász-Nagykun-Szolnok; Hungary > Nógrád; Hungary > Somogy; Hungary > Tolna; Hungary > Heves.

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| 14 | Door-to-door
pallet
shipping
- Zone 4
- 2
pallets | Indián Sped Kft. Zone list: Same as Zone 4 above. |
| 15 | Door-to-door
pallet
shipping
- Zone 5
- 1 pallet | Indián Sped Kft. Zone list: Hungary > Vas. |
| 16 | Door-to-door
pallet
shipping
- Zone 5
- 2
pallets | Indián Sped Kft. Zone list: Same as Zone 5 above. |
| 17 | Door-to-door
pallet
shipping
- Zone 6
- 1 pallet | Indián Sped Kft. Zone list: Hungary > Békés; Hungary > Csongrád. |
| 18 | Door-to-door
pallet
shipping
- Zone 6
- 2
pallets | Indián Sped Kft. Zone list: Same as Zone 6 above. |
| 19 | Door-to-door
pallet
shipping
- Zone 7
- 1 pallet | Indián Sped Kft. Zone list: Hungary > Zala. |
| 20 | Door-to-door
pallet
shipping
- Zone 7
- 2
pallets | Indián Sped Kft. Zone list: Same as Zone 7 above. |
| 21 | MPL Magyar Posta | - In case of this delivery method, under a company order, we cannot guarantee that they will hand over the package without an authorization power of attorney. In accordance with the provisions of Government Decree 335/2012. (XII. 4.), you can also choose the universal postal service provider for delivering the package. Delivery time is typically 2-3 business days. In case of pallet shipments, 4-5 business days. |
| 22 | Delivery arranged by Customer | Delivery is organized by the buyer. In this case, 4500 HUF will be charged, which contains the costs of packaging and the pallet. |
| 23 | Oversized shipment | In case of a quantity above 2 pallets, a unique price is determined based on the price offer of RABEN and Indián Sped. The price is determined by mass, volume, and delivery zip code. If you do not accept the price offer, delivery arranged by the Customer is automatically recorded, the fee of which is a one-time net 9500 HUF. |

Personal receipt

- Address: 5600 Békéscsaba, Orosházi út 2.
- Opening hours:
 - Monday - Thursday: 8.00 - 15.45
 - Friday: 8.00 - 13.30
 - Saturday - Sunday: Closed

If the Customer sends a courier for the shipment, the following packaging fees will be charged:

- Pallet fee: gross 4,500 HUF
- In case of boxed product: gross 500 HUF/box

Delivery costs

If a product requires unique packaging (fragile, sheet metal cabinet, specially transportable), in that case, the store automatically adds the packaging cost indicated on the product page to the delivery cost. The specified amounts include Value Added Tax.

Free delivery

If there is a Smartwares carbon monoxide detector, smoke detector, or certain foam extinguishers in the cart, delivery of the product is free with GLS courier service. No delivery is made to a parcel point!

Product list: <https://www.tuzoltokeszulek.com/smartwares-akcio>

It cannot be combined with ordering another product.

Maximum permitted volumetric weight is 120 kg.

Delivery cost: 0 HUF

GLS Parcel Locker and Parcel Point

Hundreds of GLS Parcel Points and Parcel Lockers operate in Hungary. The majority of GLS Parcel Points are open between 10.00 and 20.00, but many of them are at the disposal of clients even earlier. Companies or private individuals - everyone can send and receive their package through GLS Parcel Points.

You can provide exclusively a Hungarian mobile phone number!

Estimated delivery time: 2-5 days (can change depending on the load of parcel lockers)

Total weight/volumetric weight of products Delivery cost

0 kg - 14.99 kg	1 790 HUF
15 kg - 29.99 kg	2 790 HUF
30 kg - 35 kg	3 590 HUF

GLS & Raben courier service

Our company delivers products by courier service (GLS, RABEN, Indián Sped) through its contractual partners. Several contractual partners are available for the service. In case of certain products, only a predetermined courier service undertakes delivery. Bankcard payment is not possible at every courier; if you can pay only with a card, we suggest choosing the online bankcard payment method.

Total weight/volumetric weight of products Delivery cost

0 kg - 0.99 kg	1 790 HUF
1 kg - 1.99 kg	2 045 HUF
2 kg - 4.99 kg	2 205 HUF
5 kg - 9.99 kg	2 365 HUF
10 kg - 19.99 kg	2 740 HUF
20 kg - 29.99 kg	3 690 HUF
30 kg - 39.99 kg	3 985 HUF
40 kg - 49.99 kg	4 850 HUF
50 kg - 59.99 kg	5 800 HUF
60 kg - 69.99 kg	7 820 HUF
70 kg - 79.99 kg	10 330 HUF
80 kg - 99.99 kg	12 800 HUF
100 kg - 109.99 kg	13 800 HUF
110 kg - 120 kg	19 900 HUF

Magyar Posta Parcel Locker

In accordance with the provisions of Government Decree 335/2012. (XII. 4.), the universal postal service provider can also be chosen for delivering the package. Delivery time is typically 2-3 business days (can change depending on the load of parcel lockers)

You can provide exclusively a Hungarian mobile phone number!

Total weight/volumetric weight of products Delivery cost

0 kg - 19.99 kg	2 850 HUF
20 kg - 25 kg	3 980 HUF

Pallet shipping (within Budapest borders)

Pallet shipping, exclusively within areas inside the Budapest sign, performed by Indián-Sped.

Total weight/volumetric weight of products Delivery cost

120 kg - 299.99 kg	18 500 HUF
300 kg - 449.99 kg	19 900 HUF
450 kg - 699.99 kg	26 500 HUF
700 kg - 900 kg	39 900 HUF

Pallet shipping (within Budapest borders) - 2 pallets Delivery cost: 39 900 HUF

Pallet shipping (within Budapest borders) - 3 pallets Delivery cost: 60 000 HUF

Door-to-door pallet shipping - Zone 1 - 1 pallet

Indián-Sped and Raben domestic pallet delivery service.

Total weight/volumetric weight of products Delivery cost

120 kg - 449.99 kg	22 050 HUF
450 kg - 550 kg	28 500 HUF

Door-to-door pallet shipping - Zone 1 - 2 pallets

Indián-Sped and Raben domestic pallet delivery service.

Total weight/volumetric weight of products Delivery cost

0 kg - 849.99 kg	39 990 HUF
850 kg - 1 200 kg	49 850 HUF

Door-to-door pallet shipping - Zone 2 - 1 pallet

Indián-Sped and Raben domestic pallet delivery service.

Total weight/volumetric weight of products Delivery cost

120 kg - 299.99 kg	32 230 HUF
300 kg - 399.99 kg	36 500 HUF
400 kg - 449.99 kg	46 900 HUF
450 kg - 549 kg	49 185 HUF

Door-to-door pallet shipping - Zone 2 - 2 pallets

Indián-Sped and Raben domestic pallet delivery service.

Total weight/volumetric weight of products Delivery cost

0 kg - 699.99 kg	54 500 HUF
700 kg - 849.99 kg	67 900 HUF
850 kg - 1 200 kg	72 500 HUF

Door-to-door pallet shipping - Zone 3 - 1 pallet

Indián-Sped and Raben domestic pallet delivery service.

Total weight/volumetric weight of products Delivery cost

120 kg - 299.99 kg	34 475 HUF
300 kg - 399.99 kg	41 903 HUF
400 kg - 449.99 kg	47 718 HUF
450 kg - 549 kg	49 320 HUF

Door-to-door pallet shipping - Zone 3 - 2 pallets

Indián-Sped and Raben domestic pallet delivery service.

Total weight/volumetric weight of products Delivery cost

0 kg - 699.99 kg	52 956 HUF
700 kg - 849.99 kg	79 700 HUF
850 kg - 1 200 kg	89 500 HUF

Door-to-door pallet shipping - Zone 4 - 1 pallet

Indián-Sped and Raben domestic pallet delivery service.

Total weight/volumetric weight of products Delivery cost

120 kg - 299.99 kg	34 500 HUF
300 kg - 399.99 kg	41 500 HUF
400 kg - 449.99 kg	49 941 HUF
450 kg - 549 kg	56 173 HUF

Door-to-door pallet shipping - Zone 4 - 2 pallets

Indián-Sped and Raben domestic pallet delivery service.

Total weight/volumetric weight of products Delivery cost

0 kg - 699.99 kg	60 887 HUF
700 kg - 849.99 kg	75 000 HUF
850 kg - 1 200 kg	81 200 HUF

Door-to-door pallet shipping - Zone 5 - 1 pallet

Indián-Sped and Raben domestic pallet delivery service.

Total weight/volumetric weight of products Delivery cost

120 kg - 299.99 kg	34 600 HUF
300 kg - 399.99 kg	39 030 HUF
400 kg - 449.99 kg	50 550 HUF
450 kg - 549 kg	66 255 HUF

Door-to-door pallet shipping - Zone 5 - 2 pallets

Total weight/volumetric weight of products Delivery cost

0 kg - 699.99 kg	60 877 HUF
700 kg - 749.99 kg	67 365 HUF
750 kg - 849.99 kg	75 300 HUF
850 kg - 1 200 kg	78 946 HUF

Door-to-door pallet shipping - Zone 6 - 1 pallet

Indián-Sped and Raben domestic pallet delivery service.

Total weight/volumetric weight of products Delivery cost

120 kg - 299.99 kg	30 480 HUF
300 kg - 399.99 kg	35 260 HUF
400 kg - 449.99 kg	46 765 HUF
450 kg - 549 kg	50 948 HUF

Door-to-door pallet shipping - Zone 6 - 2 pallets

Indián-Sped and Raben domestic pallet delivery service.

Total weight/volumetric weight of products Delivery cost

0 kg - 699.99 kg	53 422 HUF
700 kg - 799.99 kg	58 140 HUF
800 kg - 849.99 kg	68 830 HUF
850 kg - 1 200 kg	69 995 HUF

Door-to-door pallet shipping - Zone 7 - 1 pallet

Indián-Sped and Raben domestic pallet delivery service.

Total weight/volumetric weight of products Delivery cost

120 kg - 299.99 kg	34 546 HUF
300 kg - 399.99 kg	41 246 HUF
400 kg - 449.99 kg	53 520 HUF

450 kg - 549 kg 58 730 HUF

Door-to-door pallet shipping - Zone 7 - 2 pallets

Total weight/volumetric weight of products Delivery cost

550 kg - 699.99 kg 67 600 HUF

700 kg - 849.99 kg 79 202 HUF

850 kg - 1 200 kg 86 500 HUF

IS-MPL Fragile delivery

Certain products can be sent exclusively as fragile goods, with transport insurance. Such are, for example, products in buckets or containing glass.

Total weight/volumetric weight of products Delivery cost

0 kg - 4.99 kg 3 900 HUF

5 kg - 9.99 kg 5 050 HUF

10 kg - 19.99 kg 6 480 HUF

20 kg - 29.99 kg 8 100 HUF

30 kg - 39.99 kg 8 900 HUF

40 kg - 59.99 kg 15 050 HUF

60 kg - 79.99 kg 17 300 HUF

80 kg - 120 kg 21 500 HUF

MPL - Magyar Posta

In case of this delivery method, under a company order, we cannot guarantee that they will hand over the package without an authorization power of attorney.

In accordance with the provisions of Government Decree 335/2012. (XII. 4.), you can also choose the universal postal service provider for delivering the package. Delivery time is typically 2-3 business days. In case of pallet shipments, 4-5 business days.

Total weight/volumetric weight of products Delivery cost

0 kg - 9.99 kg 3 000 HUF

10 kg - 19.99 kg 4 790 HUF

20 kg - 29.99 kg 5 500 HUF

30 kg - 39.99 kg 9 580 HUF

40 kg - 59.99 kg 15 500 HUF

60 kg - 69.99 kg 19 250 HUF

70 kg - 99.99 kg 29 500 HUF

100 kg - 119.99 kg 36 750 HUF

120 kg - 499.99 kg 71 700 HUF

500 kg - 750 kg 101 500 HUF

Delivery arranged by Customer

The delivery is organized by the buyer. Packaging costs will be charged.

The product will be pickable at the following address:

5600 Békéscsaba, Orosházi út 2.

M-TH 8:00-15:30

F 8:00-12:00

Total weight/volumetric weight of products Delivery cost

0 kg - 4.99 kg 635 HUF

5 kg - 9.99 kg 890 HUF

10 kg - 19.99 kg 1 100 HUF

20 kg - 39.99 kg 2 500 HUF

40 kg - 149.99 kg 5 000 HUF

150 kg - 499.99 kg 7 500 HUF

500 kg - 999.99 kg 15 000 HUF

1 000 kg - 1 499.99 kg 22 500 HUF

1 500 kg - 35 000 HUF

Oversized shipment

In case of a quantity above 2 pallets, a unique price is determined based on the price offer of RABEN and Indián Sped.

The price is determined by mass, volume, and delivery zip code. If you do not accept the price offer, delivery arranged by the Customer is automatically recorded, the fee of which is a one-time 9500 HUF.

Delivery to our store for personal receipt: Békéscsaba

We hand out the products without packaging and pallet. In case of pick-up on a pallet, choose delivery arranged by the Customer.

Delivery cost: None

XIV. DEADLINE FOR PERFORMANCE

Regarding the order, the general deadline for performance is a maximum of 30 (thirty) days from the confirmation of the order. The Consumer (Customer) expressly acknowledges and accepts that if the Goods come from production or from a foreign supplier, the deadline for performance may differ – even significantly – from the general deadline for performance.

XV. RESERVATION OF RIGHTS, RETENTION OF TITLE CLAUSE

1. The Service Provider retains its title of ownership regarding the ordered Goods until the full settlement of the Countervalue of the Order.
2. If the Customer has previously ordered Goods from the Service Provider such that they did not take it over during delivery (not

including the case when they legally exercised their right of withdrawal) or if the Goods arrived back to the Service Provider with a "not sought" ("nem kereste") indication, the Service Provider can bind the performance of the order to the advance payment of the countervalue of the order (the purchase price of the Goods and delivery costs).

3. The Service Provider can withhold handing over the Goods until it makes sure that payment of the price of the Goods happened successfully with the use of the electronic payment solution (including the case when in the case of Goods paid by transfer, the Customer transfers the purchase price in the currency according to their member state and due to conversion, as well as bank commissions and costs, the Service Provider does not receive the Countervalue of the Order to the full extent). The Countervalue of the Order is to be considered performed (paid) in every case at the moment when it has been fully credited to the Service Provider's bank account or paid in cash in a verifiable manner. If the Countervalue of the Order has not or has not fully been performed, the Service Provider can call upon the Customer to supplement the Countervalue of the Order.

XVI. SALES ABROAD

1. The Service Provider does not differentiate buyers (Customers) within the territory of Hungary and outside it within the territory of the European Union using the Website. In the absence of a differing provision of these Consumer GTC or a separate unique agreement of the Parties, or a mandatorily applicable statutory requirement, the Service Provider ensures delivery/receipt of the ordered Goods within the territory of Hungary.
2. The provisions of these Consumer GTC are governing for purchases outside Hungary as well, with the proviso that based on the provisions of the relevant regulation, in the interpretation of this chapter, a Consumer who is a citizen of a member state or possesses a place of residence in a member state and purchases goods or uses services within the European Union exclusively for the purpose of end-use, or acts with such intention, qualifies as a Customer (buyer). A natural person who acts for a purpose that falls outside the scope of their commercial, industrial, handicraft, or professional activity qualifies as a Consumer.
3. The language of communication and purchase is primarily the Hungarian language; the Service Provider is not obliged to communicate with the buyer (Customer) in the language according to the member state of the buyer (Customer).
4. The Service Provider is not obliged to comply with non-contractual requirements determined in connection with the affected Goods in the national law according to the member state of the buyer (Customer), for example, labeling or sector-specific requirements, or to inform the buyer (Customer) about these requirements.
5. In the absence of a differing provision, the Service Provider applies the VAT prescribed in Hungary in the case of every Goods.
6. The Customer can live with their options of rights enforcement according to these Consumer GTC.
7. In case of applying an electronic payment solution, payment of the Countervalue of the Order is realized in the currency determined by the Service Provider.
8. The Service Provider can withhold handing over the Goods under point XV.3 of these Consumer GTC.
9. Regarding the handing over of the Goods, the Service Provider ensures the handing over (delivery) possibilities due to Hungarian Customers to non-Hungarian Customers as well.
10. If the Customer can request delivery of the Goods to the territory of Hungary, or to the territory of any other European Union member state according to the Consumer GTC, the non-Hungarian Customer is also entitled to this in any delivery method designated in the Consumer GTC. If the Customer can choose personal receipt of the Goods at the Service Provider according to the Consumer GTC, the non-Hungarian Customer can live with this as well. Otherwise, the Customer can uniquely request to solve the delivery of the Goods abroad at their own cost.
11. The Service Provider performs the order following payment of the delivery fee; if the Customer does not pay the delivery fee for the Service Provider or does not execute delivery happening at own cost until the pre-agreed time, the Service Provider is entitled to terminate the Consumer Contract and refunds the advance-paid purchase price to the Customer.

XVII. INFORMATION ON THE RIGHT OF WITHDRAWAL DUE TO THE CONSUMER CUSTOMER

1. According to Section 8:1, Paragraph 1, Point 3 of the Ptk., only a natural person acting outside the scope of their profession, independent occupation, or business activity qualifies as a Consumer, thus Businesses, legal entities, companies without legal personality, and organizations cannot live with the right of withdrawal due to the Consumer.
2. In case of an off-premises contract and a distance contract, the Consumer is entitled to a right of withdrawal without justification within the deadline determined in Government Decree 45/2014. (II.26.).
3. The Consumer can exercise their right of withdrawal:
 1. a) in case of a contract aimed at the sale and purchase of Goods (such as the Consumer Contract coming into being through the Website) from the day of taking over by the consumer or a third party indicated by them, different from the carrier:
 1. aa) of the Goods,
 2. ab) at the sale and purchase of several Goods, if provision of individual Goods happens at different times, of the last provided Goods,
 3. ac) in case of Goods consisting of several items or pieces, of the last provided item or piece,
 4. ad) if the goods must be provided regularly within a determined period, of the first provision;
 2. b) in case of a contract aimed at provision of a service, within 14 (fourteen) calendar days counted from the day of conclusion of the contract.
4. The right of withdrawal determined in Section 20 of Government Decree 45/2014. (II.26.) must be considered enforced within the deadline if the Consumer sends their declaration of withdrawal before the expiration of the deadline determined in Government Decree 45/2014. (II.26.) (i.e., the above 14 calendar day deadline).
5. However, all this does not affect the right of the Consumer to exercise their right of withdrawal determined in Section 20 of Government Decree 45/2014. (II.26.) also in the period between the day of conclusion of the Consumer Contract and the day of receipt of the Goods.
6. If the offer for the conclusion of the Consumer Contract was made by the Consumer (Customer), the Consumer is entitled to the right of revoking the offer before the conclusion of the Consumer Contract, which ceases the binding offer extending to the conclusion of the Consumer Contract.
7. In case of an order submitted in the name of a Business, legal entity, or company/organization without legal personality, the Customer, by submitting the order, expressly warrants that they were entitled and authorized to submit the order in the name and representation of the given Business, legal entity, or company/organization without legal personality.

XVIII. DECLARATION OF WITHDRAWAL (EXERCISE OF THE RIGHT OF WITHDRAWAL DUE TO THE CONSUMER)

1. The Consumer can exercise their right of withdrawal determined in Section 20 of Government Decree 45/2014. (II.26.) by means

of:

1. a) using the sample declaration found in Annex 2 of Government Decree 45/2014. (II.26.); or
 2. b) an unambiguous declaration extending to this; or
 3. c) using the sample declaration downloadable from the Website (which is directly accessible at the following link: https://www.tuzoltokeszulek.com/shop_ordered/21066/pic/elallasi_nyilatkozat.pdf).
2. It burdens the Consumer to prove that they exercised their right of withdrawal ensured in Section 20 of Government Decree 45/2014. (II. 26.) in harmony with Section 22 of Government Decree 45/2014. (II. 26.).
 3. The Service Provider is obliged to immediately confirm the arrival of the Consumer's (Customer's) declaration of withdrawal on a so-called durable data carrier (in an electronic letter, i.e., via e-mail).
 4. If the Customer does not or does not regularly live with their right of withdrawal determined in legislation, the Service Provider is entitled to invoice the cost of unsuccessful delivery to the Customer, which the Customer is obliged and undertakes to pay to the Service Provider within 8 (eight) calendar days. In case of omission or partial performance of fulfilling the payment obligation, the Service Provider is entitled to enforce its claim against the Customer via legal means.

XIX. OBLIGATION OF THE SERVICE PROVIDER IN CASE OF WITHDRAWAL BY THE CUSTOMER

- **The Service Provider's obligation of refund:** If the Customer withdraws from the Consumer Contract in accordance with Section 22 of Government Decree 45/2014. (II. 26.), the Service Provider immediately, but at the latest within 14 (fourteen) calendar days counted from coming to know of the withdrawal, refunds the total amount paid by the Customer as consideration (Countervalue of the Order), including costs arising in connection with performance, thus the delivery fee as well. If the Customer expressly chooses a delivery method different from the least costly usual transport method, the Service Provider is not obliged to refund extra costs originating from this.
- **The method of the Seller's obligation of refund:** In case of withdrawal of the Customer matching Section 22 of Government Decree 45/2014. (II. 26.), the Service Provider refunds the amount returning to the Customer in a manner identical with the payment method utilized by the Customer at the order, with the proviso that based on the express consent of the Customer, the Service Provider can apply another payment method for the refund as well, but no extra fee can burden the Customer due to this. The Service Provider is not burdened by liability due to delay occurring as a consequence of a bank account number or postal address provided incorrectly and/or inaccurately and/or incompletely by the Customer.
- **Extra costs:** If the Customer expressly chooses a delivery method different from the least costly usual transport method, the Service Provider is not obliged to refund extra costs originating from this. In such a case, our obligation of refund exists up to the lowest amount among the indicated general delivery fee rates.
- **Right of withholding:** The Service Provider can withhold the amount returning to the Customer until the Customer has returned the Goods, or has verified without doubt that they sent it back; the earlier time of the two must be taken into consideration. The business is not entitled to the right of withholding if it undertook to transport the goods back itself. The Service Provider does not have the possibility to accept shipments sent cash on delivery or portos (postage due).

XX. OBLIGATIONS OF THE CUSTOMER IN CASE OF THEIR WITHDRAWAL

- **Returning the Goods:** If the Customer withdraws from the Consumer Contract in accordance with Section 22 of Government Decree 45/2014. (II. 26.), they are obliged to send back the Goods immediately, but at the latest within 14 (fourteen) calendar days counted from the communication of their withdrawal, or to hand it over to the Service Provider or a person authorized by the Service Provider for taking over the Goods. Returning is qualified as performed within the deadline if the Customer sends the Goods regularly before the expiration of the fourteen-day deadline.
- **Bearing direct costs in connection with returning the Goods:** The Customer is obliged to bear the direct cost of sending back the goods. The Goods must be sent back to the following address of the Service Provider: 5600 Békéscsaba, Orosházi út 2. If the enterprise also sells the goods in business premises and the consumer personally exercises their right of withdrawal in the business premises of the enterprise, the consumer is entitled to hand back the goods to the enterprise simultaneously with this.
- **Consumer's liability for diminished value:** The Customer is liable for diminished value originating from use exceeding use necessary for establishing the nature, properties, and operation of the Goods.

XXI. EXCLUSION OF THE RIGHT OF WITHDRAWAL IN THE FOLLOWING CASES

The Customer cannot exercise their right of withdrawal determined in Section 20 of Government Decree 45/2014. (II.26.) in the cases included in Section 29, Paragraph (1) of Government Decree 45/2014. (II.26.), thus in the following cases determined by legislation:

- a) in case of a contract aimed at provision of a service, after the complete performance of the service, however, if the contract creates a payment obligation for the consumer, only if performance began with the express prior consent of the consumer and with the acknowledgment by the consumer that they lose their right of withdrawal as soon as the business has fully performed the contract;
- b) regarding such goods or services whose price, respectively fee, depends on fluctuations of the money market possible during the deadline determined in Section 20, Paragraph (2), which cannot be influenced by the business;
- c) in case of such non-prefabricated goods which were produced based on the instructions or at the express request of the consumer, or in case of goods which were unambiguously tailored to the person of the consumer;
- d) regarding perishable goods or goods preserving their quality for a short time;
- e) regarding such sealed-packaging goods which due to health protection or hygiene reasons cannot be sent back following their opening after handing over;
- f) regarding such goods which by their nature mix inseparably with other goods following handing over;
- g) regarding such alcoholic beverage whose actual value depends on market fluctuations in a manner cannot be influenced by the business, and about whose price the parties agreed at the conclusion of the sales contract, however, performance of the contract takes place only following the thirtieth day counted from conclusion;
- h) – with the exception included in Section 29, Paragraph (2) of Government Decree 45/2014. (II.26.) – in case of such business contract where the business visits the consumer at the express request of the consumer for the purpose of executing urgent repair or maintenance works;
- i) regarding the sale and purchase of a copy of sealed-packaging sound, respectively image recording, as well as computer software, if following handing over the consumer opened the packaging;
- j) regarding newspapers, journals, and periodicals, with the exception of subscription contracts;
- k) in case of contracts concluded at a public auction;

- l) with the exception of housing-purpose services, in case of a contract aimed at provision of accommodation, transport, car rental, catering, or a service connected to leisure activities, if a performance date or deadline determined in the contract was stipulated;
- m) regarding digital content provided on non-tangible data carriers, if the business began performance with the express, prior consent of the consumer, and the consumer simultaneously with this consent declared their acknowledgment of the fact that following the beginning of performance they lose their right according to Section 20, furthermore, the business sent confirmation to the consumer according to Section 12, Paragraph (2) or Section 18.

In the cases determined in points a)–c) and e), the consumer can exercise their right according to Section 20 of Government Decree 45/2014. (II.26.) if they concluded the contract within the framework of off-premises trading determined in the Act on Commerce or product sales combined with a product presentation.

XXII. BESPOKE GOODS AND GOODS IMPORTED AT THE CUSTOMER'S REQUEST

In case of such non-prefabricated Goods which are produced based on the instruction or at the express request of the Consumer/Customer, or in case of such Goods which were unambiguously tailored to the person of the Consumer/Customer, or in case of such Goods which are imported from abroad at the request of the Customer/Consumer, the Service Provider in every case orders the production of the ordered Goods from the Manufacturer or the import from abroad from the importer only following the expiration of the deadline open for exercising the right of withdrawal due to the Customer (Consumer) according to Section 20 of Government Decree 45/2014. (II.26.). At ordering the former determined manufactured or from abroad imported Goods, the Customer is obliged to pay the full purchase price of the Goods and – in case of importing from abroad – the full cost and fee of its importing to the Service Provider in advance. If the Customer wishes to terminate (or withdraw from) the Consumer Contract following ordering production or importing and based on the feedback of the Manufacturer, the production of the Goods can still be revoked or canceled, the Customer is obliged to pay and reimburse the Customer, manufacturer, and importer costs and fees arisen until then, respectively the total damage arisen in causal relationship with termination (withdrawal), which the Service Provider is entitled to deduct from the purchase price paid in advance by the Customer and – in case of importing from abroad – from the full cost and fee of its importing.

The production and importing time featuring in the offer is an estimated time, which does not contain delivery time, which in certain cases happens with groupage transport.

The Service Provider does not assume obligation for Force Majeure (Vis Maior) consequences. The Parties notify each other immediately regarding the occurrence and cessation of the Force Majeure situation, and following cessation they do everything for the sake of contract-conforming performance.

XXIII. IMPLIED WARRANTY, PRODUCT WARRANTY, GUARANTEE

This point of the consumer information was prepared based on the authorization of Section 9, Paragraph (3) of Government Decree 45/2014. (II.26.) with the application of Annex 3 of Government Decree 45/2014. (II.26.) and Government Decree 373/2021. (VI.30.).

1. Implied Warranty (Kellékszavatosság)

- **In what case can you live with your implied warranty right?** In case of defective performance by Maxfire Brandschutz Kft., you can enforce an implied warranty claim against the business according to the rules of the Civil Code.
- **What rights due to you based on your implied warranty claim?** You can live with the following implied warranty claims – according to your choice:

You can request repair or replacement, except if the fulfillment of the claim chosen by you from among these is impossible or would result in disproportionate extra costs for the business compared to the fulfillment of another claim. If you did not request, respectively could not request repair or replacement, you can request the proportional reduction of the consideration, or you can correct the defect yourself at the cost of the business, respectively have it corrected with someone else, or – as a last resort – you can also withdraw from the contract. In case of a contract between a consumer and a business – aimed at the sale and purchase of goods qualifying as a movable thing, supply of digital content, or provision of digital services – you yourself cannot correct the defect at the cost of the business, respectively cannot have it corrected with someone else either, within the framework of exercising your implied warranty rights.

You can also pass from your chosen implied warranty right to another one, the cost of passing is, however, borne by you, except if it was justified, or the business gave reason for it.

- **In what deadline can you enforce your implied warranty claim?** You are obliged to communicate the defect immediately after its discovery, but not later than within two months counted from the discovery of the defect. At the same time, I call your attention to the fact that beyond the two-year limitation period counted from performance of the contract, you can no longer enforce your implied warranty rights. In case of a used thing, this deadline is 12 months, but at least one year.
- **Against whom can you enforce your implied warranty claim?** You can enforce your implied warranty claim against the business.
- **What other condition is there for enforcing your implied warranty rights?** Within one year counted from performance, the enforcement of your implied warranty claim has no other condition beyond the communication of the defect if you verify that the product, respectively service, was provided by the Maxfire Brandschutz Kft. business. However, after the lapse of one year counted from performance, you yourself are already obliged to prove that the defect recognized by you already existed at the time of performance as well.

2. Product Warranty (Termékszavatosság)

- **In what case can you live with your product warranty right?** In case of a defect of a movable thing (hereinafter in the application of this point: product), you can – according to your choice – enforce your right determined in point 1 or a product warranty claim according to the rules of the Civil Code.
- **What rights due to you based on your product warranty claim?** As a product warranty claim, you can request the repair or replacement of the defective product.
- **Against whom can you enforce your product warranty claim?** You can exercise your product warranty rights against the producer or distributor (hereinafter together: manufacturer) of the product.
- **In what case qualifies the product as defective?** The product is defective if it does not comply with quality requirements effective at its placing on the market, or if it does not possess the characteristics featuring in the description given by the manufacturer.
- **In what deadline can you enforce your product warranty claim?** You can enforce your product warranty claim within two years counted from the placing on the market of the product by the manufacturer. With the lapse of this deadline, you lose this entitlement.

- **What proof rule prevails in case of enforcing a product warranty claim?** In case of enforcing a product warranty claim, you must prove that the product defect already existed at the time of placing on the market by the manufacturer.
- **In what case is the manufacturer exempted from its product warranty obligation?** The manufacturer is exempted from its product warranty obligation only if it can prove that:
 - the product was manufactured, respectively placed on the market not within the scope of its business activity, or
 - the defect according to the standing of science and technology was not recognizable at the time of placing on the market, or
 - the defect of the product originates from the application of a legislation or mandatory authority prescription.

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

I call your attention to the fact that due to the same defect, you cannot enforce an implied warranty claim against the business and a product warranty claim against the manufacturer simultaneously, parallel with each other. In case of successful enforcement of your product warranty claim, you can enforce your implied warranty claim for the replaced product, respectively the part of the product affected by repair, subsequently already only against the manufacturer.

3. Guarantee (Jótállás)

- **In what case can you live with your guarantee right?** In case of defective performance, you can enforce a guarantee claim based on legislation and/or a legal declaration creating a guarantee according to the rules of the Civil Code.
- **What rights due to you if the guarantee is based on legislation?** In case of a new durable consumer goods (hereinafter: consumer goods) determined in the ministerial decree on the designation of product groups of durable consumer goods falling under mandatory guarantee, you can enforce your rights determined in point 1 due to the defect of performance, with the conditions included in the government decree on the mandatory guarantee regarding individual durable consumer goods.
- **What further entitlements due to you in case of guarantee based on legislation?** In case of consumer goods, you can primarily request repair during the guarantee time. Replacement has place already following the first repair attempt if it is established that the consumer goods is not repairable, and you do not request performance of another claim. You can also request replacement if within thirty days following the communication of the repair claim, repair does not take place. The replacement claim is also established if the consumer goods defects again even following repair happening on three occasions during the guarantee time, provided that you do not request performance of another claim. If replacement is not possible in the former cases, then you can also hold claim to the refund of the purchase price.
- **Within what deadline can you exercise your rights based on mandatory guarantee?** The duration of guarantee in case of consumer goods is:
 - a) two years in case of a selling price ranging from 10,000 Forints up to 250,000 Forints,
 - b) three years in case of a selling price above 250,000 Forints (starting from 250,001 Forints).
- **With what condition are guarantee claims enforceable?** You can exercise your rights originating from guarantee with the guarantee certificate placed at your disposal; irregular issuance of the guarantee certificate or omission of placing the guarantee certificate at disposal does not affect the validity of the guarantee. In case of omission of placing the guarantee certificate at disposal, conclusion of the contract must be considered proven if you present the voucher verifying payment of the consideration. Returning the opened packaging of the consumer goods is not a condition for fulfilling the guarantee claim.
- **What further requirements can be raised as a condition for exercising guarantee rights?** Special requirements (for example, periodic review) can be raised toward the consumer for the sake of proper commissioning or keeping in operation of the consumer goods, provided if proper commissioning or keeping in operation cannot be ensured in another manner, and fulfillment of the requirement does not mean a disproportionate burden for the consumer.
- **When is the business exempted from its guarantee obligation?** The business is exempted from its guarantee obligation in that case if it proves that the reason for the defect arose following performance.

I call your attention to the fact that due to the same defect, you cannot enforce an implied warranty claim and a guarantee claim, respectively a product warranty claim and a guarantee claim simultaneously, parallel with each other. If, however, you successfully enforced your claim originating from defective performance due to a given defect (for example, the business replaced the product), you can no longer hold claim to this on another legal basis regarding the same defect.

For the validity of the guarantee according to Government Decree 151/2003. (IX. 22.), as well as for the enforcement of rights originating from guarantee, the Service Provider cannot raise further requirements toward the Consumer (Customer) beyond those included in Government Decree 151/2003. (IX. 22.), except if proper commissioning of the consumer goods (Goods) cannot be ensured in another manner and fulfillment of the requirement does not mean a disproportionate burden for the Consumer / Customer.

If the Manufacturer undertakes guarantee conditions more favorable than those included in Government Decree 151/2003. (IX. 22.) for the consumer goods (Goods), rights due to the Service Provider based on the guarantee transfer to the Customer at the time of performance of the Consumer Contract.

The duration of the guarantee:

- a) two years in case of a selling price reaching 10,000 Forints, but not exceeding 250,000 Forints,
- b) three years above a selling price of 250,000 Forints.

Omission of these deadlines – with the exception included in Section 2, Paragraph (4) of Government Decree 151/2003. (IX. 22.) – entails forfeiture of rights.

The business is obliged to place the guarantee certificate at the disposal of the consumer together with the consumer goods or – in case of a contract concluded between distant parties – at the latest on the day following the handing over or commissioning of the consumer goods in a form that ensures good readability of the content of the guarantee certificate until the end of the guarantee deadline.

If the Customer has the consumer goods (Goods) commissioned beyond six months counted from handing over, then the starting time of the guarantee deadline is the day of handing over the consumer goods (Goods).

In case of repair of the consumer goods (Goods), the duration of the guarantee extends, starting from the day of handing over for repair, by that time during which the Customer could not use the consumer goods purposefully due to the defect.

The Service Provider is obliged to place the guarantee certificate at the disposal of the Customer together with the consumer goods (Goods) in a verifiable manner in a form that ensures good readability of the content of the guarantee certificate until the end of the guarantee deadline. The guarantee certificate must be formulated plainly and unambiguously, in the Hungarian language, and on the guarantee certificate there must be indicated:

- a) the name and address of the business,
- b) the designation and type suitable for identification of the consumer goods, as well as – if there is – its manufacturing serial

number,

- c) the name and address of the manufacturer, if the manufacturer is not identical with the business,
- d) the time of contract conclusion, as well as of handing over the consumer goods to the consumer or – in case of commissioning by the business or its contributor – the time of commissioning the consumer goods,
- e) the consumer's rights originating from guarantee, the deadline, place, and conditions of their enforceability, furthermore
- f) information about that in case of a consumer dispute, the consumer can also initiate the procedure of the conciliation board operated by county (capital) chambers of commerce and industry,
- g) the stamp imprint of the business and the signature of the person acting in its representation during issuance, with the exception of the guarantee certificate handed over electronically based on Paragraph (5), as well as
- h) the purchase price of the consumer goods paid by the consumer.

The guarantee certificate must refer to that the guarantee does not affect the consumer's rights originating from legislation.

In case of a contract concluded between distant parties, the Service Provider can also hand over the guarantee certificate complying with prescriptions of Government Decree 151/2003. (IX. 22.) electronically to the consumer. The invoice handed over electronically to the consumer can be accepted as a guarantee certificate if its content complies with prescriptions of this decree relating to the guarantee certificate as well. The Service Provider is obliged to hand over the guarantee certificate via electronic means at the latest on the day following the handing over or commissioning of the consumer goods. If the Service Provider hands over the guarantee certificate as an electronic document not by direct sending, but places it at the disposal of the consumer in the form of an access address ensuring downloading, it cannot cease downloadability of the electronic guarantee certificate until the end of the guarantee time; availability of the download address must be ensured.

In case of a dispute, the Service Provider is obliged to prove fulfillment of the obligation determined in this paragraph.

Rights originating from guarantee – with the exception included in Section 4, Paragraph (3) of Government Decree 151/2003. (IX. 22.) – can be enforced with the guarantee certificate, whose condition cannot be made the returning of the opened packaging of the consumer goods (Goods) by the Customer. Irregular issuance of the guarantee certificate or omission of placing the guarantee certificate at the Customer's disposal does not affect the validity of the guarantee. In case of omission of placing the guarantee certificate at the Customer's disposal, conclusion of the Consumer Contract must be considered proven if the Customer presents the voucher verifying payment of the consideration – the invoice or receipt issued based on the Act on Value Added Tax. In this case, rights originating from guarantee can be enforced with the voucher verifying payment of the consideration.

The Customer can report their claim for guarantee according to their choice at the registered office of the Service Provider, at any site, branch office, and directly at the repair service indicated by the Service Provider on the guarantee certificate. During repair, only new parts can be built into the consumer goods (Goods). At fulfilling a claim for repair, the Service Provider or – in case of a claim for repair enforced directly at the repair service – the repair service must indicate on the guarantee certificate or attached to it:

- a) the time of reporting the claim for repair and of taking over for repair,
- b) the cause of the defect and the method of repair, furthermore
- c) the time of handing back the consumer goods (Goods) to the Customer.

At fulfilling a claim for replacement, the Service Provider must indicate the fact and time of replacement on the guarantee certificate.

If during the first repair of the consumer goods (Goods) during the guarantee duration determined in Government Decree 151/2003. (IX. 22.) it is established by the Service Provider that the consumer goods (Goods) is not repairable, in the absence of a differing provision of the Customer, the Service Provider is obliged to replace the consumer goods (Goods) within 8 (eight) calendar days. If replacement of the consumer goods is not possible, the business is obliged to refund the purchase price indicated on the guarantee certificate, in its absence on the voucher presented by the consumer verifying payment of the consideration of the consumer goods – the invoice or receipt issued based on the Act on Value Added Tax – within eight days to the consumer.

If during the guarantee duration determined in Government Decree 151/2003. (IX. 22.) the consumer goods defects again even following repair happening on three occasions, – in the absence of a differing provision of the consumer – the business is obliged to replace the consumer goods within eight days. If replacement of the consumer goods is not possible, the business is obliged to refund the purchase price indicated on the guarantee certificate, in its absence on the voucher presented by the consumer verifying payment of the consideration of the consumer goods – the invoice or receipt issued based on the Act on Value Added Tax – within eight days to the consumer.

If repair of the consumer goods does not take place by the thirtieth day counted from the communication of the repair claim to the Service Provider, – in the absence of a differing provision of the consumer – the Service Provider is obliged to replace the consumer goods within eight days following the unsuccessful lapse of the thirty-day deadline. If replacement of the consumer goods is not possible, the Service Provider is obliged to refund the purchase price indicated on the guarantee certificate, in its absence on the voucher presented by the consumer verifying payment of the consideration of the consumer goods – the invoice or receipt issued based on the Act on Value Added Tax – within eight days following the unsuccessful lapse of the thirty-day repair deadline to the consumer.

Prescriptions of the previous three paragraphs do not apply to electric bicycles, electric scooters, quads, motorcycles, mopeds, passenger cars, motorhomes, caravans, caravans with trailers, trailers, as well as motorized watercraft determined in point 9.

The consumer goods (Goods) with fixed connection, respectively heavier than 10 kg, or which cannot be transported as hand luggage on public transport vehicles – with the exception of vehicles – must be repaired at the place of operation. If repair cannot be executed at the place of operation, the Service Provider, or – in case of a claim for repair enforced directly at the repair service – the repair service provides for disassembly and assembly, as well as for removing and returning.

If the Customer enforces a replacement claim due to the defection of the consumer goods (Goods) within 3 (three) business days counted from purchase (commissioning), the Service Provider cannot refer to disproportionate extra costs in the sense of Section 6:159, Paragraph (2), Point a) of the Ptk., but is obliged to replace the consumer goods (Goods), provided that the defection prevents purposeful use.

Provisions included in Sections 2–7 of Government Decree 151/2003. (IX. 22.) are consumer protection provisions and in case of their violation, the consumer protection authority acts according to rules determined in the Act on Consumer Protection.

- **What is the relationship of the guarantee with other warranty rights?** The guarantee prevails next to warranty rights (product and implied warranty); a basic difference between general warranty rights and the guarantee is that in case of guarantee, the burden of proof is more favorable for the consumer (Customer).
- **When is the Service Provider exempted from its guarantee obligation?** The Service Provider is exempted from its guarantee obligation only in that case if it proves that the cause of the defect arose following performance.

We call your attention to the fact that due to the same defect, you cannot enforce an implied warranty claim and a guarantee claim, respectively a product warranty claim and a guarantee claim simultaneously, parallel with each other; otherwise, however, rights originating from guarantee due to the Customer independently of entitlements determined in points 1 (Implied Warranty) and 2

(Product Warranty).

Regarding guarantee, buyers not qualifying as Consumers can live with their implied warranty claims.

- **What is the consequence of not exercising the right of withdrawal?** In case of courier service or other package delivery methods, a package not taken over or package rejection at the courier does not qualify as withdrawal. It can happen by means of an unambiguous declaration of the client, a sample declaration of withdrawal, or other declaration happening via e-mail. If the Buyer does not declare withdrawal within the deadline determined in legislation from the time of package rejection or non-take-over, the Service Provider invoices the delivery fee for the Customer / buyer, which the Customer / buyer is obliged to perform to the bank account of the Service Provider by means of bank transfer within 8 (eight) calendar days based on the sent proforma invoice. If the Customer / buyer does not or only partially reimburses the delivery cost within 8 (eight) calendar days, the Service Provider is entitled to enforce its claim via legal means.

XXIV. COMPLAINT HANDLING, LEGAL ENFORCEMENT AND CLAIMS

The consumer can submit consumer objections connected to the Goods or the activity of the Service Provider at the following contact details:

- Phone: +36308353736
- Internet address: <https://www.tuzoltokeszulek.com>
- E-mail: info@maxfire.hu or info@tuzoltokeszulek.com

The Customer can communicate their complaint to the Service Provider orally or in writing, which relates to the conduct, activity, or omission of the Service Provider, respectively of a person acting in the interest or favor of the Service Provider, in direct connection with the distribution, respectively sale of the Goods for Consumers.

The Service Provider must examine the oral complaint immediately, and remedy it as necessary. If the Consumer does not agree with the handling of the complaint, or immediate investigation of the complaint is not possible, the Service Provider is obliged to immediately record minutes about the complaint and its standpoint connected to it, and to hand over a copy duplicate of it locally to the Consumer in case of an oral complaint communicated personally. In case of an oral complaint communicated by telephone or using other electronic telecommunication service, it must be sent to the Consumer at the latest within 30 (thirty) calendar days – in accordance with prescriptions relating to the response given to a written complaint – simultaneously with the substantive response. Otherwise, it is obliged to act as follows regarding a written complaint. The Service Provider – if a directly applicable legal act of the European Union does not dispose otherwise – is obliged to answer the written complaint substantively in writing within 30 (thirty) calendar days following its arrival and provide for its communication. A shorter deadline can be established by legislation, a longer deadline by law. The Service Provider is obliged to justify its standpoint rejecting the complaint. The Service Provider is obliged to supply the oral complaint communicated by telephone or using an electronic telecommunication service with a unique identification number.

The minutes recorded about the complaint must contain the following:

- the name and address of the Consumer,
- the place, time, and method of submitting the complaint,
- the detailed description of the Consumer's complaint, the list of documents, files, and other evidence presented by the Consumer,
- the declaration of the Service Provider about its standpoint connected to the consumer's complaint, if immediate investigation of the complaint is possible,
- the signature of the person recording the minutes and – with the exception of the oral complaint communicated by telephone or using other electronic telecommunication service – of the Consumer,
- the place and time of recording the minutes,
- in case of an oral complaint communicated by telephone or using other electronic telecommunication service, the unique identification number of the complaint.

The Service Provider is obliged to retain the minutes recorded about the complaint and the copy duplicate of the response for 5 (five) years, and to present it to supervisory authorities at their request.

In case of rejecting the complaint, the Service Provider is obliged to inform the Consumer in writing about which authority or conciliation board procedure they can initiate with their complaint – according to its nature. The information must furthermore contain the registered office, telephone, and internet contact details, as well as the mailing address of the competent authority, respectively of the conciliation board according to the place of residence or place of stay of the Consumer. The information must also extend to whether the Service Provider utilizes the conciliation board procedure for the sake of settling the Consumer dispute.

If a consumer dispute possibly existing between the Service Provider and the Consumer does not settle during negotiations, the following options of rights enforcement stand open for the Consumer:

- **Consumer protection procedure:** Filing a complaint at consumer protection authorities. If the Consumer notices violation of their consumer rights, they are entitled to turn with a complaint to the consumer protection authority competent according to their place of residence. Following evaluation of the complaint, the authority decides about conducting the consumer protection procedure. The consumer protection first-instance authority tasks are performed by capital and county government offices competent according to the place of residence of the Consumer; their list can be found here: <https://kormanyhivatalok.hu/>
- **Court (litigation) procedure:** The Consumer is entitled to enforce their claim stemming from the consumer dispute before a court within the framework of a civil procedure according to provisions of the Ptk. and of Act CXXX of 2016 on the Code of Civil Procedure.
- **Conciliation board procedure:** The Consumer can live with a consumer complaint against the Service Provider. If the Service Provider rejects the consumer complaint of the Consumer, the Consumer is entitled to turn also to the Conciliation Board competent according to the place of residence or place of stay of the Consumer: the condition for initiating the procedure of the conciliation board is that the Consumer attempts directly to settle the disputed matter with the affected business (Service Provider). For the procedure – based on the application of the Consumer aiming at this – instead of the competent board, the conciliation board designated in the Consumer's application is competent.

The Service Provider is burdened by an obligation of cooperation in the conciliation board procedure.

Within the framework of this, there exists the obligation of businesses (Service Provider) to send a response document at the call of the conciliation board, furthermore, the obligation to appear before the conciliation board is recorded as an obligation ("ensuring participation of a person authorized for creating an agreement at the hearing").

If the registered office or site of the Service Provider is not registered in the county according to the chamber operating the territorially competent conciliation board, the obligation of cooperation of the Service Provider extends to offering the possibility of concluding a written agreement matching the Consumer's claim.

In case of violating the above cooperation obligation, the consumer protection authority possesses competence, based on which, as a consequence of modification of legislation, in case of infringing conduct of businesses (Service Provider), mandatory fine imposition is applicable; there is no possibility to disregard the fine. Next to the Act on Consumer Protection, the relevant provision of the Act on Small and Medium-sized Enterprises was also modified, thus fine imposition cannot be omitted in case of small and medium-sized enterprises either.

The amount of the fine can range from 15 thousand Forints up to 500 thousand Forints in case of small and medium-sized enterprises, while in case of non-small and medium-sized enterprises possessing an annual net turnover exceeding 100 million Forints falling under the scope of the Act on Accounting, it can range from 15 thousand Forints up to 5% of the annual net turnover of the business, but at most up to 500 million Forints. With the introduction of the mandatory fine, the legislator aims at emphasizing cooperation with conciliation boards, respectively at ensuring active participation of businesses in the conciliation board procedure.

It belongs to the competence of the conciliation board to settle consumer disputes outside court procedures. The task of the conciliation board is to attempt to create an agreement between the parties for the purpose of settling the consumer dispute; in case of its unsuccessful nature, it makes a decision in the matter for the sake of ensuring simple, fast, efficient, and cost-saving enforcement of consumer rights. At the request of the Consumer or the Business (Service Provider), the conciliation board gives advice in connection with rights due to the Consumer and obligations burdening the Consumer.

The procedure of the conciliation board starts at the application of the Consumer. The application must be submitted in writing to the president of the conciliation board: the requirement of writing can be satisfied via letter, telegram, telex, or fax, furthermore via any other such device as well which enables for the addressee the permanent storage of data addressed to them for a duration matching the purpose of the data, and display of stored data in unaltered form and content.

The application must contain:

- the name, place of residence, or place of stay of the Consumer,
- the name, registered office, or affected site of the business (Service Provider) affected by the Consumer dispute,
- if the Consumer requests a board instead of the competent conciliation board, designation of the requested board,
- the short description of the Consumer's standpoint, the facts backing it up and their evidence,
- the declaration of the Consumer about that the Consumer directly attempted to settle the disputed matter with the affected business (Service Provider),
- the declaration of the Consumer to the effect that they did not initiate the procedure of another conciliation board in the matter, mediation procedure did not start, submission of a statement of claim, respectively submission of an application for issuing a payment order did not take place,
- the motion aiming at the decision of the board,
- the signature of the Consumer.

To the application there must be attached that document, respectively its copy duplicate (extract), to whose content the Consumer refers as evidence, thus particularly the written declaration of the business (Service Provider) about rejection of the complaint, in its absence other written evidence available to the consumer about attempting the prescribed reconciliation.

If the Consumer acts via a proxy trustee, the power of attorney authorization must be attached to the application.

Broader information about Conciliation Boards is accessible here: <http://www.bekeltetes.hu>

Broader information about territorially competent Conciliation Boards is accessible here: <https://bekeltetes.hu/index.php?id=testuletek>

Contact details of individual territorially competent Conciliation Boards:

- **Baranya Vármegyei Békéltető Testület** 7625 Pécs, Majorossy I. u. 36.,
phone: +36-72/507-154, 20/283-3422
KRID: 667360112
e-mail: info@baranyabekeltetes.hu
web: www.baranyabekeltetes.hu
- **Bács-Kiskun Vármegyei Békéltető Testület** Address: 6000 Kecskemét, Árpád krt. 4.
Mailing address: Bács-Kiskun Vármegyei Békéltető Testület operated by Bács-Kiskun Vármegyei Kereskedelmi és Iparkamara, 6001 Kecskemét Pf. 228.
Tel.: (+36) 76 501 525, 501 532
Fax: (+36) 76 501 538
Mobile: (+36) 70 938 4765
E-mail: bekeltetes@bacsbekeltetes.hu
homepage: www.bacsbekeltetes.hu
- **Békés Vármegyei Békéltető Testület** Address: 5600 Békéscsaba, Penza ltp. 5.
Phone number: 06-66-324-976
Fax: 06-66-324-976
E-mail: bekeltetes@bmkik.hu
- **Borsod-Abaúj-Zemplén Vármegyei Békéltető Testület** Address: 3525 Miskolc, Szentpáli u. 1.
Phone: 46/501-090 (new cases), 46/501-871 (ongoing cases)
E-mail: bekeltetes@bokik.hu
www.bekeltetes.borsodmegye.hu
- **Budapesti Békéltető Testület** Address: 1016 Budapest, Krisztina krt. 99.
Phone: 06-1-488-2131
E-mail: bekelteto.testulet@bkik.hu
Homepage address: bekeltet.bkik.hu
- **Csongrád-Csanád Vármegyei Békéltető Testület** Address: 6721 Szeged, Párizsi krt. 8-12.
Chamber contact person: Zoltán Jerney
Phone: +36-62/554-250/118
Office hours: Monday and Wednesday: between 9.00-11.00

E-mail: bekelteto.testulet@csmkik.hu

- **Fejér Vármegyei Békéltető Testület** Address: 8000 Székesfehérvár, Hosszúsétatér 4-6.
Hajnalka Lencsés conciliation board administrator, client relations coordinator
Phone: 06-22/510-310
E-mail: bekeltetes@fmkik.hu
Homepage: <https://www.bekeltetesfejer.hu/>
- **Győr-Moson-Sopron Vármegyei Békéltető Testület** Address: 9021 Győr, Szent István út 10/a.
Phone: 06-96-520-217
email: bekelteto.testulet@gymsmkik.hu
<https://bekeltetesgyor.hu/>
- **Hajdú-Bihar Vármegyei Békéltető Testület** Registered office: 4025 Debrecen, Petőfi tér 10.
Place of administration: 4025 Debrecen Vörösmarty u. 13-15.
Phone: 06-52-500-710, 06-52-500-745
Fax: 06-52-500-720
E-mail: bekelteto@hbkik.hu
- **Heves Vármegyei Békéltető Testület** Address: 3300 Eger, Hadnagy utca 6. ground floor
Office hours: Monday 9.00 - 12.00, Wednesday 9.00 - 12.00, Friday 9.00 - 12.00
Phone: +36 36 416-660/ext. 105
E-mail: bekeltetes@hkik.hu (both personally and by phone)
Letter address: 3300 Eger, Postafiók 440.
- **Jász-Nagykun-Szolnok Vármegyei Békéltető Testület** Address: 5000 Szolnok, Versegly park. 8.
Client service: ground floor CHAMBER CLIENT SERVICE
Consultation: II. floor room 212.
e-mail: bekeltetotestulet@iparkamaraszolnok.hu
phone: 20/373-2570
Postal address: Békéltető Testület next to Jász-Nagykun-Szolnok Vármegyei Kereskedelmi és Iparkamara, 5000 Szolnok, Versegly park 8.
- **Komárom-Esztergom Vármegyei Békéltető Testület** Address: 2800 Tatabánya, Fő tér 36.
Phone: 06-34-513-010
Fax: 06-34-316-259
Email: bekeltetes@kemkik.hu
<https://kem-bekeltetes.hu/>
- **Nógrád Vármegyei Békéltető Testület** Address: 3100 Salgótarján, Mártírok útja 4. ground fl. 14.
Phone: 06-32-520-860
E-mail: nkik@nkik.hu
Web: www.nkik.hu , www.bekeltetes-nograd.hu
The board's official portal access: KRID: 166469396
- **Pest Vármegyei Békéltető Testület** 1055 Budapest, Balassi Bálint utca 25. IV/2.
Mailing address: 1055 Budapest, Balassi Bálint utca 25. IV/2.
E-mail address: pmbekelteto@pmkik.hu
Phone: 06-1-792-7881
Homepage: <http://www.panaszrendezes.hu/homepage/index.php> or www.pestmegyeibekelteto.hu
electronic submission of complaint: sending online application on website
via PMKIK official portal to PMKIKBEKEL KRID:560351920
- **Somogy Vármegyei Békéltető Testület** Address: 7400 Kaposvár, Anna u. 6.
Phone: 06-82-501-000, 06-82-501-026
e-mail address: skik@skik.hu
www.skik.hu
- **Szabolcs-Szatmár-Bereg Vármegyei Békéltető Testület** Address: 4400 Nyíregyháza, Széchenyi u. 2.
Phone: 06-42-420-180
Fax: 06-42-420-180
e-mail address: bekelteto@szabkam.hu
- **Tolna Vármegyei Békéltető Testület** President: Gréta Mónus
Address: 7100 Szekszárd, Arany J. u. 23-25.
Phone: 06-74-411-661
Mobile: 06-30-664-2130
Fax: 06-74-411-456
E-mail: kamara@tmkik.hu, monus.greta@tmkik.hu
- **Vas Vármegyei Békéltető Testület** Office hours: 9700 Szombathely, Rákóczi Ferenc u. 23.
Monday: 8.00-18.00, Tuesday, Wednesday, Thursday, Friday: 8.00-13.00
phone: 06-94-312-356, 06-94-506-645
Bea Pergel Conciliation Board staff member, e-mail: bea@vmkik.hu
Dr. Zoltán Kövesdi president of the Conciliation Board, phone: 30/9566-708

- **Veszprém Vármegyei Békéltető Testület** Address: 8200 Veszprém, Radnóti tér 1. Pf.: 220
Phone: during office hours: 06-88-814-121, chamber secretariat: 06 88 814-111
Fax: 06-88-412-150
E-mail: info@bekeltetesveszprem.hu
Homepage: www.bekeltetesveszprem.hu
Official portal KRID, short name: 262219313, VKIKBT
Electronic administration: e-papír Case type: Initiation of conciliation board procedure, making statement connected to procedure (VKIKBT)
- **Zala Vármegyei Békéltető Testület** Address: 8900 Zalaegerszeg, Petőfi u. 24.
Phone: 06-92-550-513
Fax: 06-92-550-525
E-mail: zmbekelteto@zmik.hu
<http://www.bekelteteszala.hu/>

Online dispute resolution platform

The European Commission has created a website into which Consumers can register, thus through this they have the opportunity to settle their legal disputes connected to online purchasing through this by filling out an application, avoiding court procedures. Thus, Consumers can enforce their rights without, for example, distance preventing them from this.

If the Consumer wishes to make a complaint connected to a product (Goods) or service purchased on the internet, and does not absolutely want to turn to court, they can utilize the tool of online dispute resolution.

On the portal, the Consumer and the merchant (Service Provider) against whom they lived with a complaint can jointly select the dispute resolution board they wish to entrust with handling the complaint.

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

XXV. COPYRIGHTS

In the sense of Section 1, Paragraph (1) of Act LXXVI of 1999 on Copyright (hereinafter: Szjt.), the Website qualifies as a copyright work, thus every part of it stands under copyright protection. Based on Section 16, Paragraph (1) of the Szjt., it is forbidden to use the graphic and software solutions, computer program creations found on the Website without permission, respectively to use any such application with which the website or any part of it can be modified. Taking over any material from the Website and from its database is possible even in case of the written consent of the right holder only with reference to the Website, by indicating the source. The right holder: Maxfire Brandschutz Korlátolt Felelősségű Társaság

XXVI. PARTIAL INVALIDITY, CODE OF CONDUCT

1. If individual provisions of these Consumer GTC are partially or wholly invalid, ineffective, unenforceable, or would become so, this does not affect the validity, effectiveness, and enforceability of the remaining provisions of these Consumer GTC. The Parties are obliged to replace the invalid provision with such a valid, effective, or enforceable provision which complies best with the goal of the invalid, ineffective, or unenforceable provision and the original business intention and goal of the Parties. If the Parties do not satisfy this, those prescriptions featuring in the relevant and applicable legislations and best complying with the original business intention, goal, and contractual will of the Parties must be applied.
2. The Service Provider does not have a code of conduct under the Act on the Prohibition of Unfair Commercial Practices against Consumers. The Service Provider does not subject itself to the provisions of any code of conduct.

XXVII. OPERATION OF DIGITAL DATA CONTENT, TECHNICAL PROTECTION MEASURES

The availability of servers providing the data appearing on the Website is above 99.9% annually. Regularly, a backup is made of the total data content, thus in case of a problem, the original data content can be restored. The Service Provider stores data appearing on the Website in an MSSQL and MySQL database. Sensitive data are stored with encryption of appropriate strength; the Service Provider uses hardware support built into processors for their encoding.

XXVIII. OTHER PROVISIONS

1. The Service Provider is entitled to change – unilaterally – the provisions of these Consumer GTC within the framework of relevant legislations. A possible modification of the Consumer GTC – in the absence of a differing provision of the Service Provider – is effective from appearance on the Website. Possible changes do not affect Consumer Contracts already came into being until then (orders confirmed according to point XI.2 of these Consumer GTC).
2. These Consumer GTC were prepared in the Hungarian language; in its interpretation, the rules of Hungarian law are governing.

GENERAL TERMS AND CONDITIONS - FOR BUSINESS CONTRACTS

hereinafter: "BUSINESS GTC"

effective from: July 31, 2023, from 10:34

Update: May 30, 2024, 10:12.

Modification: Implied warranty and guarantee changes

Update: October 21, 2024, 10:10.

Modification: Product exchange based on point 13

Update: December 19, 2024, 10:10.

Modification: Contract termination by mutual consent based on point 14

Update: May 11, 2026, 15:25.

Modification: Contract termination by mutual consent based on point 14, modification of liquidated damages (penalty)

If the Service Provider does not conclude a uniquely negotiated "GOODS (PRODUCT) SALES CONTRACT BETWEEN BUSINESSES" with customers not qualifying as Consumers, then for customers (buyers) not qualifying as Consumers, the provisions of the Consumer GTC must be applied with the following deviations:

1. Under the concept "Parties", the Service Provider and the customer (buyer) not qualifying as a Consumer are to be understood jointly.
2. Under the concept "Customer", the customer (buyer) not qualifying as a Consumer is to be understood.
3. The duration of the implied warranty (kellékszavatosság) relating to the Goods is 1 (one) year.

4. The Service Provider excludes its liability for damages regarding subsequent, secondary, indirect damage occurred connected to the Goods if it resulted from selecting or using an inappropriate device (Goods). An exception to this is if the Service Provider executed consulting connected to the Goods within the framework of another contract.
5. In case of sending orders via e-mail, the Service Provider is not obliged to accept unique stipulations described in it.
6. By sending the order via e-mail, the Customer accepts that the Service Provider records the order on the online interface and following login of the customer (buyer) not qualifying as a Consumer finalizes it on the "Cart" interface. If the Customer maintains their order even in the absence of this, the Service Provider executes system-level approval instead of the customer (buyer) not qualifying as a Consumer, in which case the Customer accepts that they request performance according to the Business GTC effective at submitting the order.
7. Connected to the expected handover (delivery) time of the Goods, the Customer expressly declares that they conclude the sales contract relating to the Goods based on the Business GTC with the Service Provider in full knowledge and with assuming the risk of that the Goods come from a foreign supplier / are manufactured uniquely based on the order of the Customer, therefore the expected handover (delivery) time of the Goods can differ – even significantly – and fall to a later time from the time indicated in the price offer / at ordering. Parties expressly record that handover and delivery of the Goods does not qualify as a fixed deadline, because the Goods do not have a recognizable purpose by virtue of which its handover or delivery should be performed at a determined fixed time. Based on all this, Parties agree that if due to a reason occurring following conclusion of the present sales contract relating to the Goods or in connection with it, the expected handover (delivery) time of the Goods falls to a later time from the time indicated in the price offer / at ordering, the Parties in writing – including agreement happening via e-mail – set a reasonable grace period for the delivery time, which cannot be less than 60 (sixty) calendar days. If parties cannot agree on the amount of the reasonable grace period, the grace period is in every case 60 (sixty) calendar days – counted from the day following the day of falling into delay. Parties expressly agree such that performance within the grace period qualifies as contract-conforming performance.
8. Parties expressly record their agreement that it is the exclusive responsibility and obligation of the Customer to fully inspect the Goods (including its parts, accessories, documentation, thus particularly its user manual, technical description, etc.) during handover-takeover (including the case as well if the Customer transports or has the Product(s) transported from the Service Provider, thus the carrier acting from the assignment of the Service Provider takes over the Goods), and if the Goods are defective, to document defective performance – in a written declaration made at least in a form of a private document with full probative force. Parties agree such that if the carrier company acting from the assignment of the Service Provider delivers the Goods, the Customer is obliged to inspect, examine the Goods at the handover-takeover to them and make sure of its defect-free nature (respectively execute documentation according to the above in case of a defect), while in that case if the Customer – including the shipping/carrier company acting from its assignment – transports the Goods, it is the responsibility and obligation of the Customer to inspect, examine the Goods taken over for shipping/carrying from the Service Provider to the Customer – whether via assignment given to the carrier or other regular representation – and make sure of its defect-free nature (respectively execute documentation according to the above in case of a defect). The Service Provider excludes its liability regarding any defect occurring or happening during shipping by the Customer or the carrier acting from its assignment. If the Customer notices a defect during inspection during handover-takeover, they are obliged to refuse take-over of the Goods with reference to the defect and communicate this, respectively the cause of the defect described in sufficient detail, to the Service Provider in their written declaration made at least in a form of a private document with full probative force such that they are obliged to send the original declaration in scanned format via e-mail to the Service Provider on the day of refusing take-over of the Goods, and simultaneously with this send 1 (one) original copy of the declaration via post to the Service Provider as well. Parties record that take-over of the Goods by the Customer – including the shipping/carrier company acting from its assignment – presumes contract-conforming performance of the sales contract between the Parties regarding the Goods.
9. Parties expressly agree that the liability of the Service Provider for any kind of damage – not including liability for breach of contract caused intentionally, furthermore damaging human life, bodily integrity, or health – originating from, connected to, or suffered outside of the sales contract concluded on the subject of sale and purchase of Goods between the Parties is limited, and the extent of damages is maximized in the amount of the purchase price(s) of the Goods (or its part) proven and actually paid by the Customer to the Service Provider such that the Service Provider is liable under all circumstances exclusively for direct damages; the Service Provider – in the absence of a differing provision of a mandatorily applicable legislation – is not liable for indirect or consequential damages.
10. The Customer expressly and definitively acknowledges that the Service Provider does not assume liability and excludes its any kind of liability in connection with damages occurring as a consequence of or in connection with non-regular and/or non-appropriate utilization or use (including storage, repair, maintenance) of the Goods, or inappropriate environmental conditions or impacts affecting the Goods. The Service Provider expressly calls the attention of the Customer that regular and appropriate maintenance and use of the Goods (including compliance with user manual(s), technical and other descriptions as well) is the exclusive obligation and responsibility of the Customer, which the Customer expressly accepts and acknowledges with the conclusion of the sales contract concluded on the subject of sale and purchase of Goods between the Parties. Parties expressly agree such that the Customer bears its burdens from the moment of take-over of the Goods (including the case of shipping and having it shipped by the Customer), such that the bearing of risk of loss also transfers at this time from the Service Provider to the Customer.
11. If the Goods are defective, for the enforceability of implied warranty rights, it burdens the Customer to prove that the defect of the Goods already existed or was present at the time of performance (handover-takeover).
12. In case of delayed payment, the default interest established in the Civil Code is determined with the value of the central bank base rate increased by 8%, taking into consideration the central bank base rate effective on the first day of the given half-year.
13. The Customer expressly and definitively acknowledges that in that case if they wish to exchange the Goods ordered by them not within the scope of an implied warranty right, the Service Provider is not obliged to do so. The Service Provider at the same time undertakes that if the Goods were not ordered uniquely from the Manufacturer based on the Customer's order and the Goods belong exclusively to the category of factory-coupled hoses respectively fittings (stems, couplings, caps, storz), the Customer has the possibility for exchange with the following combined conditions:
 1. a) Within 48 (forty-eight) hours following take-over of the Goods intended to be exchanged (forfeiture of rights deadline), the Customer submits the order for the new Goods on the Website in such a manner that at ordering, in the comment column, they accurately indicate the Goods intended to be exchanged and the previous order number (the Service Provider expressly excludes its liability in connection with data indicated incorrectly or incompletely by the Customer in the comment column and in such a case exchange is not the duty of the Service Provider); and
 2. b) The exchange of the Goods is realized through the GLS courier service ExchangeService service, for which a 50% surcharge will be charged. There is no possibility for pallet delivery and delivery into a parcel point or parcel locker.The Customer expressly and definitively acknowledges that in connection with the exchange written in this point, the Service Provider is entitled to charge 20% of the purchase price of the Goods returned for exchange as handling cost(s) (this handling cost features as charged regarding every Goods intended to be exchanged, wherefore if the Customer ordered

several Goods falling under the scope of this point with one order and wishes to exchange these or several from among these, the handling cost determined here is due to the Service Provider in connection with every Goods intended for exchange), which handling cost(s) will be invoiced to the Customer on the invoice issued in connection with the new Goods written in this point and whose payment the Customer expressly and definitively accepts and undertakes to pay to the Service Provider simultaneously with paying the purchase price of the new Goods by means of the order submitted in connection with the exchange.

14. The Customer expressly and definitively acknowledges that in that case if the sales contract relating to the Goods came into being according to these GTC (i.e., following sending of the Customer's offer, the Service Provider confirmed acceptance of the Customer's purchase offer via a second e-mail and the e-mail about the confirmation of acceptance of the Customer's purchase offer sent by the Service Provider becomes accessible for the Customer in their mailing system (second confirmation)) and the Customer wishes to have the order submitted for the Goods ordered by them deleted, this means the initiation of termination of the sales contract relating to the Goods by mutual consent, therefore the Service Provider is not obliged to do so. The Service Provider, at the same time, based on its unique consideration and unilateral decision – communicated in writing to the Customer – can accept the application relating to the deletion of the subject order (termination of the sales contract relating to the Goods by mutual consent) if the Customer applies for this in writing from the Service Provider and the Goods requested to be deleted were not uniquely ordered from the Manufacturer based on the Customer's order, as well as if the Customer pays gross 10% of the purchase price of the Goods requested to be deleted (but in every case a minimum of gross 5000 HUF) as compensation via bank transfer to the Service Provider (which payment obligation of handling cost the Customer expressly and definitively accepts by submitting their application aiming at deletion (withdrawal) and whose payment they undertake to the Service Provider by this). Crediting happened to the Service Provider's bank account 11735050-29901041-00000000 qualifies as payment, with the proviso that the sales contract relating to the Goods ceases exclusively with the full crediting of the above conditions (including the unique decision of the Service Provider communicated in writing to the Customer) and of this compensation to the Service Provider's bank account.

The Customer is obliged to communicate this defect to the Service Provider without delay following discovery of the defect of the Goods, with the proviso that the Customer is responsible for damage originating from delay of communication.

If the Customer proves that the defect of the Goods already existed or was present at the time of performance (handover-takeover), they can enforce their implied warranty claim within 1 (one) year counted from the time of performance (handover-takeover) (with the lapse of this one year, the implied warranty right expires).

Parties record that if the Customer proves that the defect of the Goods already existed or was present at the time of performance (handover-takeover), the following implied warranty rights are due to them:

- primarily they can request repair or replacement, except if performance of the chosen implied warranty right is impossible, or if it would result in disproportionate extra costs to the Service Provider – compared with performance of another implied warranty claim – taking into consideration the value represented by the Goods in defect-free state, the weight of the breach of contract, and the injury of interest caused to the Customer with performance of the implied warranty right; or
- secondary they can request the proportional reduction of the consideration, can correct the defect themselves at the cost of the debtor, or have it corrected with someone else, or – provided that the defect of the Goods is not insignificant – can withdraw from the sales contract concluded on the subject of sale and purchase of Goods between the Parties if the Service Provider did not undertake repair or replacement, cannot satisfy this its obligation within appropriate deadline, sparing the interests of the Customer – taking into consideration the characteristics of the Goods and the purposeful destination expectable by the Customer, or if the Customer's interest tied to repair or replacement ceased.

Parties record their agreement regarding implied warranty rights that withdrawal cannot be exercised in that case if the Customer is not willing or cannot return the Goods to the Service Provider.

That technical information necessary for using the Website which these Consumer GTC and Business GTC do not contain is provided by other information available on the Website.