General Terms and Conditions

GENERAL TERMS AND CONDITIONS

These General Terms and Conditions (hereinafter "GTC") contain the terms and conditions of the services available on the website (www, support81.hu). The technical information required for the use of the website, which is not included in these GTC, is provided on the website. By using the Website, the User acknowledges and agrees with the present GTC.

1. DETAILS OF THE SERVICE PROVIDER

Company / Name: Support81

Title: 1085 Budapest, József krt. 69th

Phone: +36304228558

E-mail: info [at] support81.hu

Store Name: support81 webshop

Tax number: 55655648-1-33

Name of the contact person: Dorottya Sárosi

Contact phone number: + 36-30 / 422-8558

Contact Email: spmb81 [at] gmail.com

2. ACCEPTANCE OF THE GENERAL TERMS AND CONDITIONS

2.1 During registration and purchase (in both cases), if you wish to use the support81.hu webshop services, you must accept the terms and conditions of this GTC, which you can do by selecting the check box on the form. If the terms and conditions of the GTC are accepted, a contract shall be concluded between the Service Provider and the User of the webshop in accordance with these GTC.

2.2 If you do not agree to the GTC, you will not be able to use the Web Store Services. In this case, neither registration nor ordering is possible.

3. ORDER STEPS

3.1 In the case of a Registering User: Registration - Accept terms of service - Select product (s) - Use shopping cart - Create order - Check and correct data entry errors - Submit order - Order confirmation - Fulfillment.

3.2 For a non-registrant: Select product (s) - Use shopping cart - Create order - Check and correct data entry errors - Accept contract terms - Submit order - Order confirmation - Complete.

Minimum order amount in support81.hu: 1000Ft

4. THE PURCHASE AGREEMENT HAS BEEN CREATED

4.1 If the user places an order on the web store pages and the service provider confirms the order by email, a sales contract is entered into between the buyer (user) and the service provider. If the customer does not receive the order confirmation email within 48 hours, the buyer is not bound by the offer, he is not obliged to buy the ordered product or use the service.

4.2 The User agrees that the contract so concluded shall be deemed to be in writing and shall be governed by the applicable laws of Hungary. The provisions of these GTC apply to the contract.

4.3 The contract will be concluded in Hungarian or, if English is chosen, in English (based on a separate GTC), and the webshop will automatically store it in electronic form. Available to the user after logging in to the webshop. The user can read, save or print its contents.

5. ESSENTIAL CHARACTERISTICS OF THE PRODUCT

The essential features of the product can be viewed by users on the product demonstration pages. Photo (s), text descriptions, data, parameters inform the customer and user about the products.

6. PRICES

The prices published in the webshop are VAT inclusive of gross prices, which include the price of the products but exclude shipping.

The actual costs of home delivery can be found on the dedicated surface of the web shop for the customer.

The prices are quoted in Hungarian Forints, but the buyer has the opportunity to change currency on the webshop and the prices of the products are displayed in Euro.

7. DELIVERY, PERSONAL RECEIPT

Delivery of the products is carried out by the service provider at the time agreed with the customer.

The purchaser must check the integrity of the package at the time of delivery or personal receipt. In case of damaged packaging, the defect must be recorded on site. Shipping options are available to the user through a dedicated Web Store interface.

Personal pick-up at the service provider's business premises - at a time agreed with the order confirmation process - is free of charge.

Minimum order amount at support81.hu webshop: 1000Ft

8. POSSIBLE PAYMENT METHODS, BILLING

8.1 Personally in cash at the time of receipt of the Goods. (Personal pick-up or pick-up)

8.2 By credit card in case of personal pick-up at the Service Provider's premises

8.3 By bank transfer to the service provider's bank account.

8.4 By bank deposit.

8.5 Online payment by credit card

For details on payment methods, please refer to the dedicated interface of the web shop. The support81.hu webshop uses an electronic billing system. The invoice will be emailed to the buyer via the invoice system, via the invoice system. No paper invoice will be sent automatically. The Buyer has the option of requesting a paper invoice through the Customer Service of the Web Store or by indicating in the "comment" field when ordering. The e-invoice can also be printed by the Customer.

9. RIGHT OF WITHDRAWAL

The Consumer has the right of withdrawal according to Government Decree 45/2014 (II.26).

The Consumer is entitled to cancel the contract without any reason within fourteen (14) days from the date of receipt of the ordered product. If you wish to exercise your right of withdrawal, you must send a clear statement of your intention to withdraw (eg by mail or electronic mail, email) to the Service Provider using the contact details set out in section 1 of these GTC. For this purpose, the Consumer may also use the model "Declaration of Withdrawal" attached to the order confirmation enamel or in section 10 of these GTC. The Consumer shall exercise his / her right of withdrawal within the deadline if he / she sends his / her notice of withdrawal to the Service Provider before the expiry of the deadline indicated above. The Consumer shall bear the burden of proving that he has exercised his right of withdrawal properly. The Service Provider shall immediately confirm the receipt of the Consumer's notice of withdrawal by email. In the event of written cancellation, it shall be deemed to have been validated by the deadline if the Consumer sends its statement to the Service Provider within 14 calendar days (even on the 14th calendar day). In case of notification by post, the date of posting, in case of notification via email, the Service Provider shall take into account the deadline for sending the email. You must mail the Consumer's letter by registered mail to verify the date of dispatch in a credible manner.

In case of cancellation, the Consumer is obliged to return the ordered product to the address of the Service Provider indicated in paragraph 1 without undue delay, but no later than 14 days after the notification of the cancellation. The deadline is deemed to be met if the Consumer sends (delivers or delivers the product to the courier ordered by him) before the 14-day deadline has expired. The cost of returning the Product to the Service Provider shall be borne by the Consumer. The Service Provider will not be able to pick up the package returned by cash on delivery. Apart from the cost of returning the Product, the Consumer shall not bear any other costs in connection with the cancellation. If the Consumer withdraws from the contract, the Service Provider shall reimburse any consideration paid by the Consumer, including the cost of delivery, immediately, but no later than 14 days after receiving the Consumer's notice of withdrawal, except for any costs incurred by the Consumer required a different delivery method than the one offered by the Service Provider, at a higher cost. The Service Provider shall be entitled to withhold the refund until it has received the product or the Consumer has credibly confirmed that it has been returned. The Service Provider shall use the same payment method as the one used in the original transaction for the refund, unless the Consumer expressly agrees to use another payment method. The consumer will not be charged any additional costs due to the use of this refund method.

10. MODEL STATEMENT OF WITHDRAWAL

(Fill in and return it solely and exclusively in the event of withdrawal / cancellation)

Addressee: Dorottya Sárosi 1085 Budapest, József krt. 69th

I, the undersigned, declare that I am exercising our right of withdrawal / termination with respect to the contract to sell or provide the following product (s):

Date of contract:

Date of receipt:

Name of consumer (s):

Consumer (s) address:

Signature of consumer (s)

(in case of paper declaration)

Done:

11. ABOUT DISCLAIMER, PRODUCT WARRANTY

11.1 Supplies Warranty.

In the event of a defective performance of the business, the consumer may enforce a warranty claim against the business in accordance with the provisions of the Civil Code. At your option, you may have the following warranty claims: The Consumer may request repair or replacement unless it is impossible for them to meet the claim they choose or disproportionately additional costs to the business. If no repair or replacement has been requested or requested by the Consumer, then the Consumer may request a proportional reduction of the consideration or the defect at the expense of the Company, or, in the final case, may terminate the contract. You may switch from one of your selected consumable warranty rights, but the cost of the transition will be borne by the Consumer unless justified or justified by the enterprise. The consumer shall report the defect immediately after discovering it, but no later than two months from the discovery of the defect. However, you must take into account that you will no longer be able to enforce your warranty claim beyond the two-year limitation period for the performance of the contract. The Consumer may enforce its warranty claim against the Service Provider under this Agreement. Within six months from the date of delivery, there is no other condition for enforcing a warranty claim unless the Consumer certifies that the product or service was provided by the Service Provider. However, after six months from the date of delivery, the Consumer shall be required to prove that the defect which he has detected already existed at the time of delivery.

11.2 Product Warranty.

In the event of a defect in the product, the consumer may, at his option, assert his right or claim under section 11.1. As a product warranty claim, you may only request the repair or replacement of the defective product. A product is defective if it does not meet the quality requirements applicable at the time of placing on the market or if it does not have the characteristics stated by the manufacturer. The Consumer can claim his product warranty claim within two years of launching the product. After this period, you will lose this right. A product warranty claim may only be made against the manufacturer or distributor of the product. The defect of the product shall be proved by the Consumer in case of a claim for product warranty. The manufacturer (distributor) shall only be exempt from product liability if he can prove that: - the product was not manufactured or marketed in the course of its business. - the defect was not recognizable at the time of placing on the market, according to the state of scientific and technical knowledge. - the defect in the product results from the application of a legal or regulatory requirement. The manufacturer (distributor) must justify one reason for exemption.

Due to the same defect, the Consumer cannot enforce a Warranty and Product Warranty Claim simultaneously. However, if your Product Warranty Claim is effectively enforced, you may enforce your Product Warranty Claim against the manufacturer for the replaced Product or part being repaired.

11.3 Warranty

Government Decree 151/2003 (IX.22.) On Compulsory Warranty for Certain Consumables contains requirements regarding the mandatory warranty for certain durables. The (material) scope of the Regulation applies only to products sold under the new consumer contract concluded in Hungary and listed in the Annex to the Regulation. For consumer durables listed in the appendix to the Government Decree, the mandatory warranty is one year from the date of delivery of the product to the Consumer. The Service Provider shall be exempt from its warranty obligation only if it proves that the cause of the defect occurred after the performance. You may not enforce a Warranty and Warranty Claim or a Product Warranty and Warranty Claim at the same time for one and the same defect, otherwise the rights arising from the Consumer Warranty shall not be subject to the rights set forth in Sections 11.1 and 11.2

12. NOTICE OF WARRANTY OR WARRANTY CLAIM

The User may enforce his warranty or warranty claims at the following contact details:

Name: Dorottya Sárosi

Mailing address: 1085 Budapest, József krt. 69th

Phone number: + 36-30 / 422-8558

Email: info@support81.hu

13. LEGAL ENTITLEMENTS

Place, time and method of complaint handling:

The User may submit any consumer complaints regarding the Product or the Service Provider's activities to the following addresses:

Name: Dorottya Sárosi

Mailing address: 1085 Budapest, József krt. 69th

Phone number: + 36-30 / 422-8558

Email: info@support81.hu

The Service Provider shall promptly rectify any oral complaint. If there is no immediate remedy for the oral complaint, due to the nature of the complaint, or if the User disagrees with the handling of the complaint, the Service Provider shall keep a record of the complaint, which shall be kept for five years together with the substantive response to the complaint. The Service Provider shall hand over a copy of the minutes to the User in person in case of verbal complaints communicated personally (at the business premises) or, if this is not possible, shall follow the written complaint rules detailed below.

The Service Provider shall send a copy of the report to the User at the same time as the substantive reply at the latest in case of verbal complaints made over the telephone or other electronic communication services. In all other cases, the Service Provider shall follow the rules applicable to the written complaint. The Service Provider assigns a unique identifier to the complaint registered by telephone or other means of communication, which in the future simplifies the traceability of the complaint. The Service Provider shall respond to a written complaint received by it and shall respond to it within 30 days. The date of reply under this Agreement is the date of posting. If the complaint is rejected, the Service Provider shall inform the user of the reason for the rejection. Other enforcement options.

If any custody dispute between the Service Provider and the User is not resolved during negotiations with the Service Provider, the following remedies are open to the User:

- Complaint to the Consumer Protection Authority

- Initiate proceedings with the competent regional conciliation body

- Initiate legal proceedings In addition, the consumer may have recourse to an online dispute resolution platform for the settlement of disputes.

The online dispute resolution platform is available at:

https://webgate.ec.europa.eu/odr/main/?event=main.home.show

14. OTHER

GTC, change prices:

The Service Provider may modify the present GTC, the prices of the products sold on the webshop and other indicated prices without retroactive effect, but at any time. the change will take effect after posting on the webshop and will only apply to post-rollback transactions.

Technical limitations:

Purchasing on this Site requires the User to be aware of and accept the capabilities and limitations of the Internet, with particular regard to technical performance and errors. The Service Provider shall not be liable if any malfunction of the Internet network is detected which prevents the operation of the webshop and the purchase.

Privacy policy:

The Service Provider's Privacy Policy is available under the Privacy Policy menu item on the www.support81.hu Web Store.