

# Terms & Conditions

## General Terms and Conditions (GTC)

These General Terms and Conditions contain the conditions for the use of the online product sales service available in the <https://www.lovesexshop.co.uk> online store (hereinafter referred to as the Webshop) by both registered and non-registered users (hereinafter referred to as the Buyer).

The Webshop is available on the internet under the URL <https://www.lovesexshop.co.uk>. The current version of the General Terms and Conditions can always be downloaded and printed in PDF format by clicking the Print button at the bottom of the page.

By viewing the Webshop, registering, or making a purchase (by engaging in any of these activities), a contract is created between the Seller and the Buyer under these Terms and Conditions.

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

The handling of the Buyer's personal data is governed by the Privacy Policy, which is directly accessible from the homepage or via the following link: <https://www.lovesexshop.co.uk/privacy-policy>

Any technical information necessary for the use of the website that is not included in these Terms and Conditions is provided on the website itself.

The language of the contract is English. No code of conduct applies to this contract.

Orders received by the Seller's system are automatically stored electronically, and the Buyer can later review them by logging into their account.

The parties agree that contracts made in this manner do not qualify as written contracts, are not recorded by the Seller, and therefore cannot be accessed afterward. The laws of Hungary shall apply.

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## 1. Seller's Details

**1.1.** The developer and operator of the online Webshop (hereinafter referred to as the Webshop) and the seller of the products available in the Webshop is:

Company name: Webshop Logisztika Kft. (hereinafter referred to as the Seller)

Head office: 14-16 Ecséri út, 1097 Budapest, Hungary

Court of registration: Court of Registration of the Budapest-Capital Regional Court

VAT No.: GB509386763

EORI No.: GB509386763000

Company registration number: Cg. 01-09-953952

Tax number: 23121076-2-43

EU VAT number: HU23121076

Data processing ID: 03327-0001

Data processing registration numbers: NAIH-60933/2012 and NAIH-60934/2012

EORI:

Authority permitting commercial activity and registration number: Mayor's Office of Budapest District IX, Ferencváros, registration number 12164/2024

### 1.2. Customer Service

Customer Service contact details can be found [here](#).

**1.3.** Before using the clothes and equipment purchased from the Webshop, it is recommended to check the product for perfect condition and functionality. Only new products are sold in the Webshop.

**1.4.** The Seller is entitled to unilaterally modify these General Terms and Conditions, with prior notice to Buyers via the Webshop interface. The modified provisions become effective upon the first use of the Webshop after the modification and apply to orders placed after the modification.

**1.5.** Any Buyer who disagrees with the changes must cease making purchases. Changes do not affect contracts that have already been concluded (confirmed orders).

**1.6.** The Seller is also entitled to change the range of products, prices, deadlines, etc. The changes take effect from the moment they are published on the Webshop interface.

**1.7.** The content of the Webshop is intended exclusively for persons over the age of 18! Persons under the age of 18 may not visit the site or make purchases. Any damages resulting from the deception of the Webshop will be the responsibility of the deceptive individual.

## 2. Registration

**2.1.** All parts of the content of the Webshop are accessible to anyone without registration, and making a purchase does not require a valid registration. However, if the Buyer wishes to register in the Webshop, they must provide the following information to the Seller:

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

The Seller will notify the Buyer of the successful registration via email.

**2.2.** The Buyer is entitled to delete their registration at any time by sending a message to [info@lovesexshop.co.uk](mailto:info@lovesexshop.co.uk). Upon receipt of the message, the Seller is obliged to immediately delete the registration. After deletion, the Buyer's user data will be immediately removed from the system; however, this does not affect the retention of data and documents related to orders already placed, and it does not result in the deletion of such data, as the retention of these is required by Section 169 of Act C of 2000 on Accounting. Once removed, it is no longer possible to restore the data.

**2.3.** The Buyer is solely responsible for keeping their user access data (especially the password) confidential. If the Buyer becomes aware that an unauthorized third party may have accessed their password, they are obliged to change the password immediately. If it is suspected that the third party may misuse the password in any way, the Buyer is also required to notify the Seller simultaneously.

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

### **3. Order Process**

**3.1.** While browsing the Webshop, products that the Buyer wishes to purchase can be added to the virtual cart by clicking the "Add to cart" button on the product's individual page. Once the products are selected, the actual ordering process can be started by clicking the "Checkout" button and submitting the order through the order form.

After selecting the products, the actual ordering process can be initiated by clicking the "Proceed to checkout" button, and the order can be submitted by completing the order form. Before making a first purchase in the Webshop, registration is not required, and the Buyer may also make purchases as a guest. For future orders, it is recommended to log into the already created registration account if the Buyer has one. Registration facilitates future purchases and the use of various discounts.

**3.2.** Orders can only be placed in the Webshop electronically. The Seller can only accept and fulfill the order if the Buyer completes all the required fields on the registration and purchasing page. The Seller is not responsible for any damages resulting from the failure to complete this process or any technical issues that arise during the process. Any additional shipping or other costs arising from incorrectly or insufficiently provided address or other information will be borne by the Buyer.

**3.3.** It is especially important to provide accurate phone contact details. If contact details are incomplete, the Seller will not fulfill the order.

**3.4.** By placing an order, the Buyer agrees that the Seller may use third-party services to fulfill the order. The Seller may engage subcontractors, as the delivery is sometimes carried out by a third party (courier service). The Seller is both a customer and provider of the aforementioned services.

### **4. Technical Options for Correcting Input Errors**

**4.1.** Errors in data entry can be corrected before pressing the "Order" button. To go back, use the "Back" button. The information provided during registration, as well as the login password, can be changed at any time after logging in via the "Customer information" menu. The contents of the "Cart" can be checked, modified, or even deleted at any time. If a data entry error is noticed after submitting the order, it should be reported immediately via email to [info@lovesexshop.co.uk](mailto:info@lovesexshop.co.uk).

### **5. Offer Obligation, Confirmation**

**5.1.** The Seller confirms the receipt of the offer sent by the Buyer via an automatic confirmation email within 48 hours of receiving the offer. This confirmation email contains the information provided by the Buyer during the purchase or registration (billing and shipping details), the order ID, the order date, a list of the ordered items, their quantities, the price of the products, shipping costs, and the total amount to be paid. If the Buyer notices any errors in the data provided in the confirmation email after submitting their order, they must notify the Seller within 1 day to avoid the fulfillment of unintended orders.

**5.2.** The Buyer is released from the obligation of the offer if they do not receive a confirmation email from the Seller regarding the submitted order within 48 hours.

**5.3.** This confirmation email from the Seller is considered the acceptance of the offer made by the Buyer, thereby creating a valid contract between the Seller and the Buyer.

**5.4.** The order is considered a contract concluded electronically, and is governed by the provisions of Act CVIII of 2001 on certain issues of electronic commerce services and services related to the information society. The contract is subject to Government Decree 45/2014 (II.26.) on the detailed rules of contracts between consumers and businesses, taking into account the provisions of Directive 2011/83/EU of the European Parliament and of the Council on consumer rights.

### **6. Product Price, Characteristics, Packaging**

#### **6.1. Price of products**

The price displayed next to each product is always the gross price, which includes VAT. For products listed with a price of 0 or 1 EUR (zero or one), those products are not available at the given time. Orders for such products are not valid, and the listing of a price of 0 or 1 EUR does not constitute a free offer. The prices listed in the Webshop are valid until revoked or changed. The product images and stock information displayed in the Webshop are for informational purposes only and may differ from reality. Due to the rapid changes in stock, it may happen that some products are marked as "in stock" even though they are not available. The Seller does not take responsibility for such errors and will notify the Buyer upon recognizing the issue. The Webshop may contain typos, including incorrect price listings (particularly decimal point errors, 0 or 1 EUR prices, etc.). The Operator is not responsible for such published errors and reserves the right not to accept the order or conclude a contract in the case of erroneous data entry, and if a contract is concluded, to withdraw from it by notifying the Buyer before the expected fulfillment of the order.

#### **6.2. Packaging**

The ordered products are always delivered in a DISCREETLY packaged shipment, which does not reveal the content in its appearance or sender label. The Seller treats the Buyer's data confidentially, so the order and the Buyer's details are not disclosed or transferred

to any other person or company (except courier companies). (For more details, see the Privacy Policy section.)

### **6.3. Important Product Features, Sizes**

The sizing of erotic clothing sold in the Webshop differs from the sizes commonly used in Hungary (typically larger), so it is especially important to use the size chart available on the product's page. The Seller strongly advises all Buyers to choose sizes carefully, as purchased erotic clothing cannot be exchanged due to hygiene reasons if the incorrect size is selected.

Product categories available in the Webshop include: erotic lingerie, intimate hygiene, sexual aids, creams, sexual board games, condoms, gifts, drugstore items, etc. Every product in the Webshop is exclusively intended for persons over the age of 18! All products (especially creams, lubricants, and oils) should be kept out of reach of children! The colors of individual products may appear differently on the user's computer screen than in reality, and the Seller does not take responsibility for exact color matching.

### **6.4. Customer product review management**

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

## **7. Delivery**

### **7.1. Delivery**

The Seller generally fulfills orders within 1-2 business days, provided the product is in stock. The Seller strives to meet the delivery deadline but is not liable if the above usual delivery time cannot be maintained. In the event of any delay, the Seller will notify the Buyer and inform them of the exact fulfillment time of the order.

Please provide a shipping address (e.g., workplace address) where someone is available to receive the package continuously between 8 AM and 6 PM on business days.

The Buyer is obliged to check the integrity of the package and the number of items upon delivery or personal pickup and sign the receipt if everything is in order with the product. If the packaging or product is damaged, the Buyer must request a damage report on the spot. The Buyer accepts the product in non-intact packaging at their own risk. The Seller cannot accept quantity or quality complaints afterward without a damage report. By signing the receipt, the Buyer acknowledges that the received package meets the terms of their order both externally and in content (the package is not incomplete, and the packaging or product is not damaged).

If the package cannot be delivered successfully, the carrier will leave a notification and will attempt to deliver the package up to two more times. Delivery takes place on business days between 8 AM and 6 PM. The Buyer must provide a shipping address where they can be reached during these hours. The delivered package is discreet, so the address can also be a workplace!

#### **7.1.1. Delivery Methods**

For the current delivery methods and fees, [click here!](#)

## **8. Payment Methods**

For the current payment methods, [click here!](#)

## **9. Right of Withdrawal**

The provisions in this section apply exclusively to a natural person acting outside their trade, profession, or business activity who purchases, orders, receives, uses, or consumes a product and is the target of commercial communication or an offer related to the product (hereinafter referred to as the "Consumer").

In the case of a sales contract for goods, the Consumer has the right to withdraw from the contract without any reason within thirty (30) days from the day the Consumer or a third party, other than the carrier and indicated by the Consumer, takes possession of:

- a) the product,
- b) in the case of multiple products, the last product delivered,
- c) in the case of a product consisting of multiple lots or pieces, the last lot or piece delivered,
- d) if the product is to be delivered regularly within a specific period, the first service.

The Seller's legal obligation is 14 calendar days; however, the Seller provides the Consumer with 30 calendar days to exercise their right of withdrawal.

The Consumer also has the right to exercise the right of withdrawal during the period between the conclusion of the contract and the receipt of the product.

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

### **9.1. Procedure for exercising the right of withdrawal**

If the Consumer wishes to exercise their right of withdrawal, they must send a clear statement of withdrawal to the Seller using the contact details provided in Section 1 of these Terms and Conditions (e.g., by mail or electronic message). The Consumer may use the withdrawal form template available at the following link for this purpose. The Consumer shall be deemed to have exercised the right of withdrawal within the deadline if they send their withdrawal statement to the Seller before the expiry of the aforementioned period.

It is the Consumer's responsibility to prove that they have exercised their right of withdrawal in accordance with the provisions of Section 10.

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

In the case of withdrawal in writing, the notice shall be deemed timely if the Consumer sends their statement to the Seller within 30 calendar days (including on the 30th day).

For notification by mail, the date of posting, and for notification by email, the time of sending the email will be considered by the Seller for calculating the deadline. The Consumer should send the letter by registered mail to ensure the posting date can be credibly proven.

In the event of withdrawal, the Consumer is obliged to return the product to the address specified in Section 1 of these Terms and Conditions without undue delay and no later than 30 days from the notification of their withdrawal. The deadline shall be deemed to have been met if the Consumer sends the product before the 30-day period expires (e.g., by posting it or handing it over to the courier ordered by the Consumer).

The cost of returning the product to the Seller's address shall be borne by the Consumer. The Seller is not able to accept parcels

returned with cash on delivery. Apart from the cost of returning the product, the Consumer will not incur any additional costs related to the withdrawal.

If the Consumer withdraws from the contract, the Seller will refund all payments received from the Consumer, including the cost of delivery (excluding any additional costs resulting from the Consumer's choice of a delivery method other than the least expensive standard delivery method offered by the Seller), without undue delay and no later than 14 days from the date the Seller receives the Consumer's withdrawal notice. The Seller is entitled to withhold the refund until they have received the returned product or until the Consumer has provided evidence that the product has been returned, whichever is earlier. The cost of return shipping shall be borne by the Consumer in this case as well, according to the law.

The refund will be made using the same payment method that the Consumer used for the original transaction unless the Consumer has expressly agreed to another payment method. The Consumer will not incur any additional fees as a result of using the refund method.

The Consumer is only liable for the depreciation in the value of the product if the depreciation is due to use beyond what is necessary to determine the nature, characteristics, and functioning of the product.

## **9.2. The Consumer is not entitled to the right of withdrawal**

In the case of sealed products which are not suitable for return for health protection or hygiene reasons after opening (e.g., sexual aids, cosmetics, creams, massage oils), the right of withdrawal is not applicable. It is not expected for the Seller to accept the return of such products if the Consumer has already opened the product's direct protective packaging and/or has started using the product since it cannot be guaranteed that the product has not come into contact with the human body, bodily fluids, or bacteria, thus compromising its hygiene or health safety.

In the case of such products, the Buyer is entitled to the right of withdrawal only if the product's packaging has not yet been opened.

# **10. Warranty**

## **10.1. Warranty for Defective Performance**

In the case of defective performance by the Seller, the Buyer may assert a warranty claim against the Seller.

In consumer contracts, the Buyer can assert warranty claims for defects that existed at the time of delivery within a limitation period of 2 years from the date of receipt. After the 2-year limitation period, the Buyer can no longer enforce warranty rights.

In non-consumer contracts, the entitled party can enforce their warranty rights within a limitation period of 1 year from the date of receipt.

The Buyer may choose to request repair or replacement, unless the chosen remedy is impossible or would result in disproportionate additional costs for the Seller compared to other remedies. If the Buyer did not request or could not request repair or replacement, they may request a proportionate reduction of the price, or they may repair the defect themselves at the Seller's expense, or have it repaired by someone else, or – as a last resort – withdraw from the contract. There is no right of withdrawal in the case of minor defects.

The Buyer may switch from the chosen warranty right to another, but they must bear the cost of the switch unless it was justified or the Seller provided a reason for the switch.

The Buyer must notify the Seller of the defect immediately upon discovery, but no later than two months after discovering the defect.

The Buyer may enforce their warranty claim directly against the Seller.

Within six months of the performance of the contract, the Buyer's warranty claim has no further conditions beyond reporting the defect, provided the Buyer can prove that the product was purchased from the Seller (by presenting the invoice or a copy of the invoice). In such cases, the Seller can only be released from the warranty if they can rebut this presumption, i.e., prove that the defect occurred after the product was delivered to the Buyer. If the Seller can prove that the defect was caused by the Buyer, they are not obligated to meet the Buyer's warranty claim. However, after six months from performance, the burden of proof shifts to the Buyer to demonstrate that the defect already existed at the time of performance.

If the Buyer enforces a warranty claim for a part of the product that is separable from the product as a whole in terms of the indicated defect, the warranty claim does not apply to the other parts of the product.

## **10.2. Product Warranty**

In the case of a defect in the product (movable item), the Buyer who qualifies as a Consumer may choose to assert a warranty claim as defined in Section 11.1 or a product warranty claim.

However, the Consumer may not simultaneously assert a warranty claim and a product warranty claim for the same defect. If a product warranty claim is successfully enforced, the Buyer may assert their warranty claim for the replaced or repaired part against the manufacturer.

Under a product warranty claim, the Consumer may only request the repair or replacement of the defective product, i.e., there is no possibility of monetary compensation, price reduction, or withdrawal, as no contractual relationship was established between the manufacturer and the consumer. The Consumer must prove the product's defect when asserting a product warranty claim.

A product is considered defective if it does not meet the quality requirements valid at the time of its release to the market or if it does not have the properties specified by the manufacturer.

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

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

According to the Civil Code, the manufacturer is considered to be both the producer and distributor of the product.

The manufacturer or distributor (Seller) is only released from their product warranty obligation if they can prove that:

- the product was not manufactured or distributed within the scope of their business, or
- the defect was not detectable according to the state of scientific and technical knowledge at the time the product was released to the market, or
- the defect in the product arises from the application of legislation or mandatory regulatory requirements.

To be released from liability, the manufacturer or distributor (Seller) needs to prove only one of these reasons.

# **11. Warranty**

The mandatory warranty for consumer goods is regulated by Government Decree 151/2003 (IX. 22.) on the mandatory warranty for certain durable consumer goods. The scope of the decree applies only to new products sold under a consumer contract within

Hungary and listed in the annex of the decree.

For our motorized products and sex furniture, the warranty period is as follows: The warranty period is two years.

The warranty does not affect the Buyer's rights under the statutory warranty.

The warranty period starts on the date the product is put into operation, which corresponds to the date of performance indicated on the invoice issued to the Buyer. This invoice also serves as the warranty card for the product!

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

- improper installation (unless the installation was carried out by the Seller or its agent, or the improper installation is due to an error in the user manual),
- misuse, failure to follow the instructions in the user manual,
- improper storage, improper handling, damage,
- natural disasters or damage caused by natural events.

In the case of a defect covered by the warranty, the Consumer may:

- primarily choose between repair or replacement unless the chosen remedy is impossible or would result in disproportionate additional costs for the Seller compared to the other remedy, taking into account the value of the product in a faultless condition, the severity of the breach, and the inconvenience caused to the Consumer by fulfilling the warranty claim.
- If the Seller does not undertake the repair or replacement, cannot fulfill the obligation within a reasonable time, or the Consumer's interest in repair or replacement has ceased, the Consumer may request a proportionate reduction in the purchase price, repair the defect at the Seller's expense, have it repaired by someone else, or withdraw from the contract. There is no right of withdrawal in the case of minor defects.

The repair or replacement must be carried out within a reasonable period, taking into account the nature of the product and the Consumer's expected purpose.

The Seller will repair or replace the product within a maximum of 8 days.

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

During the repair, only new parts may be installed in the product.

The warranty period does not include the time during which the Consumer cannot use the product as intended due to the repair. If the product or part of the product is replaced (repaired), the warranty period for the replaced (repaired) product or part starts anew, as does the warranty period for any defects resulting from the repair.

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

However, the Consumer may not assert both warranty and product warranty claims, or both warranty and statutory warranty claims simultaneously for the same defect. Regardless of these limitations, the Consumer's rights under the warranty are independent of the rights specified in Sections 11.1 and 11.2.

For more information on returning the product(s) and confirming the contract, please see the detailed guide [here](#):

If the product marked as defective does not have a defect and no other defect is detected during inspection, the Seller is not obligated to fulfill the warranty claim, exchange the product, or refund the purchase price. However, in such cases, the Buyer is entitled to personally collect the product or request its reshipment at their own expense.

Note: A two-year warranty is provided for motorized products, regardless of their value.

## 12. Limitation of Liability

Purchasing in the Webshop assumes that the Buyer is aware of and accepts the possibilities and limitations of the internet, particularly in regard to technical performance and potential errors.

The Seller is in no way responsible for the following, regardless of the cause:

- Any data sent and/or received over the internet that fails to arrive or is accidentally altered.
- Any operational failure in the internet network that prevents the smooth operation of the Webshop and the purchasing process.
- Any malfunction in any receiving device on the communication lines.
- Any loss of data from letters sent in non-recommended or non-registered form, whether received in paper or electronic form.
- Improper operation of any software.
- Any consequences of a program error, exceptional event, or technical failure.

The Seller is not liable under any circumstances, for any direct or indirect damages caused by connecting to or viewing the Webshop.

The Buyer is responsible for any damages arising from providing another person's personal data or disclosing it on the Webshop. In such cases, the Seller will provide full assistance to the authorities in determining the identity of the violator.

Public communication channels (such as writing product reviews) in the Webshop are used by each Buyer at their own risk. The Webshop is not automatically moderated; however, if the Seller is informed, either through a notice or by any other means, of content that is illegal or infringing upon the rights of others, the Seller reserves the right to temporarily or permanently remove any content, in whole or in part, without providing justification. In the case of repeated or serious violations, the Seller reserves the right to permanently exclude the Buyer from using the site, including deleting their registration.

## 13. Copyright

All content found on the Webshop interface (text, including articles, product descriptions, information, this Terms and Conditions document, etc., graphics, images, and other information or data) is the exclusive intellectual property of the Seller, without geographical or temporal limitations. It is strictly prohibited to use content downloaded from the Webshop for purposes other than shopping in the Webshop, including but not limited to modifying, copying, etc. In the event of any infringement of the Seller's copyright or other rights, or a breach of this agreement, the Seller will immediately initiate legal proceedings against the violator. By using the Webshop, the Buyer agrees that copying or using the content for purposes other than those specified here constitutes a violation (of these Terms and Conditions), even if such content is not protected by copyright. In the event of such a violation, the Buyer agrees to pay a penalty of at least 500 € to the Webshop operator without the need for the Seller to prove damages.

The Seller reserves the right to initiate legal or regulatory proceedings against any individual who commits or attempts to commit a violation through the use of the Webshop (including purchases). The Webshop cannot be held liable for any infringement committed by a third party at the expense of any user or Buyer.

In the event of any infringement related to the use of the Webshop, or any harm caused to the Seller's interests, the Seller reserves the right to suspend the Buyer's registration with immediate effect and to delete the Buyer's personal and other data, as well as their

registration. These data may still be processed for the purposes of legal proceedings related to the infringement or harm. The Seller is not obligated to notify the Buyer of such actions.

Internet links to the Webshop can be freely placed on other websites. However, the Seller reserves the right to request the removal of such links without providing justification.

Displaying the Webshop or any part of it on another domain, such as framed content appearing as part of another website, is only permitted with prior written consent.

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

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

Certain services of the Webshop place an individual identifier, known as a cookie, on the user's computer. These cookies are solely used to facilitate the "authentication" of users, and the operator does not use them for other purposes. Disabling cookie reception does not prevent the use of the Webshop's services.

## 14. Data Protection

Information regarding the handling of data in the Online Store can be found at the following link: [Terms of purchase](#)

Barion One-Click Payment (Saved Card Data)

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

## 15. Complaint Handling

### 15.1. Other Legal Remedies

If any consumer dispute between the Seller and the Buyer is not resolved through negotiations with the Seller, the Buyer, who qualifies as a consumer, may contact the conciliation body competent for their place of residence or habitual residence and initiate the body's procedure, or they may also turn to the conciliation body competent for the Seller's registered office. Additionally, the Buyer has the following legal remedies available:

#### a) Filing a Complaint with the Consumer Protection Authority

If the Buyer notices a violation of their consumer rights, they are entitled to submit a complaint to the consumer protection authority competent for their place of residence. After assessing the complaint, the authority will decide whether to initiate a consumer protection procedure.

The Buyer can find the consumer protection authority responsible for their area at the following link:

[List of Territorial Authorities](#)

#### b) Dispute Resolution through the European Union's Online Dispute Resolution Platform [EU Online Dispute Resolution Platform](#)

In the event of a consumer dispute related to an online sales contract, Consumers have the option to resolve their cross-border disputes electronically via the online platform accessible at the link above.

To do so, the Consumer simply needs to register on the platform, fill out a complete application form, and submit it electronically through the platform to the relevant conciliation body. This way, Consumers can enforce their rights conveniently, even across distances.

#### c) Initiating Conciliation Body Procedures

Contact details for conciliation bodies can be found here:

[Conciliation Bodies](#)

If the Seller rejects the Buyer's complaint, the Buyer has the right to refer the matter to the conciliation body competent for their place of residence or habitual residence. To initiate a conciliation procedure, the Buyer must first attempt to resolve the dispute directly with the Seller.

The conciliation body is responsible for out-of-court resolution of consumer disputes. The role of the conciliation body is to attempt to facilitate an agreement between the Seller and the Buyer in order to settle the consumer dispute.

The conciliation body's procedure is initiated at the request of the consumer. The request must be submitted in writing to the chair of the conciliation body.

Conciliation body competent for the Seller's registered office:

#### **Budapest Conciliation Body**

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

Mailing address: 1253 Budapest, P.O. Box 10

Email: [bekelteto.testulet@bkik.hu](mailto:bekelteto.testulet@bkik.hu)

Fax: +36 (1) 488 21 86

Phone: +36 (1) 488 21 31

The Seller has a legal obligation to cooperate in the conciliation body's procedure.

For the purposes of applying the rules concerning the conciliation body, a Consumer is also defined as a civil organization, church, condominium, housing cooperative, or micro, small, and medium-sized enterprises that buy, order, receive, use, or are the target of commercial communication or offers related to goods.

#### d) Initiating Court Proceedings

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

These terms and conditions have been in effect since 19.02.2026.