

HOLLOHÁZI PORCELAIN MANUFACTORY
WEBSHOP
GENERAL TERMS AND CONDITIONS

The present General Terms and Conditions of Hollóházi Porcelánmanufaktúra Kft. (registered office: 3999 Hollóháza, Károlyi út 11., company registration number: Miskolc General Court Court 05-09-026489, tax number: 24798954-2-05; hereinafter referred to as the "Service Provider") set out the general terms and conditions of purchase of goods available in its webshop, in particular the terms and conditions related to the ordering of goods, payment of the purchase price and delivery of goods (hereinafter referred to as the "GTC"). The present GTC define the rights and obligations of the Service Provider and the User, the conditions of the contract, the terms and conditions relating to the ordering of goods, the payment of the purchase price, the delivery of goods and the rules applicable to the User who is a consumer.

Before ordering the goods, please be sure to read our information, because by placing your order (by clicking on the "place order" button), the Service Provider and you enter into a contract of sale for the goods(s) in your shopping cart, subject to the terms and conditions set out in these GTC, which you accept by placing your order (except for orders from abroad, see below).

The contract concluded by order of the User is considered as a contract concluded by electronic means between remote parties, which is registered by the Service Provider in its case management system. The language of the contract is Hungarian.

The prices indicated in the webshop are in Hungarian forints and include VAT. The prices are indicative, the Service Provider reserves the right to change the prices for business policy reasons, with the proviso that price changes are not possible for contracts already concluded. In the event that the Service Provider has incorrectly indicated a price, the Parties shall proceed in accordance with the section of these GTCs entitled "Procedure for incorrect prices" in the case of contracts already concluded.

For information about the personal data processing carried out by the webshop, please consult the Privacy Notice on the website. If you have a consumer protection complaint, you can contact the conciliation body competent for your place of residence or domicile using the contact details in the information provided in Annex 1 to these GTC.

1. Interpretive provisions

Products	all marketable movable property included in the offer of the webshop and offered for sale by the Service Provider, which is the subject of the Contract
Contact details:	Registered office and business postal address: 3999 Hollóháza, Károlyi út 11. E-mail: info@hollohazi1777.hu

	Phone number: [+06 (20) 241-1458]
Parties:	Service Provider and User together
User:	the natural or legal person buying the goods;
Consumer:	natural persons acting outside the scope of their profession, self-employment or business activity;
Consumer contract:	a contract where the User is a Consumer;
Cart:	a collection container containing the product(s) selected by the User and intended to be purchased;
Non-registered user:	unregistered user without username and password;
Registered user:	a User who has registered as described in Chapter 3 and therefore has a username and password;
Contract:	a sales contract between the User and the Service Provider;
Service provider's showroom in Budapest	Service Provider Showroom at 7. Falk Miksa Street, 1055 Budapest, Hungary
Service provider's flagship store:	The Service Provider's store at 3999 Hollóháza, Károlyi út 11.
Service provider:	Hollóházi Porcelánmanufaktúra Korlátolt Felelősségű Társaság (registered office: 3999 Hollóháza, Károlyi út 11., company registration number: Miskolc General Court, Court of Registration 05-09-026489, tax number: 24798954-2-05)
Webshop:	the online store available on the https://www.hollohazi.hu website managed by the Service Provider

2. Browsing the webshop

You can freely browse the Webshop without registering, get to know our goods and prices. The goods are sorted by categories according to various sorting principles. You can select the different categories from the menu bar or by clicking on the tiles on the main page. Within a category, you will find several subcategories to help you find your way around the range. The price of each product is shown gross, i.e. plus the VAT in force, and is the purchase price to be paid when placing an order (the price shown does not include delivery charges).

3. Registration

When using the webshop, visitors can register to create an online user account, which means they do not have to provide personal information each time they make a purchase and can track their current and previous purchases with their registered profile. For orders placed after

logging in with a Registered User Profile, there is no need to fill in the personal data required to complete the order again.

For more information about the personal data required for registration and how we handle the personal data you register, please see our Privacy Notice and Privacy Statement at the bottom of this website.

You can cancel your registration by sending a request to info@hollohazi1777.hu, indicating the details necessary to identify your account.

4. Shopping in the webshop

4.1. Selecting the goods, adding them to the basket:

From the list of goods, you can initiate the purchase of a good by clicking on the button marked with the shopping cart symbol, which will place a good in the shopping cart, and then you can change the number of items in the cart. Once you have placed the item you like in the basket, you can continue shopping and add more items to the basket.

While browsing and shopping, you can view the current contents of your shopping cart at any time by clicking on the shopping cart symbol in the top right corner of the page. At this point, you can continue shopping, return to a new search or delete items from the basket. If you delete a product or add a new product, the system will recalculate the total sum of the price of the products you want to order. You can add as many items as you like to your shopping cart in one purchase.

4.2. Finalising the order, providing the necessary personal data:

If you do not wish to add any more items to your basket, you can click on the basket symbol in the top right-hand corner of the browser to go to the basket where you can finalise your order. By clicking on the "enter delivery details" button, in the second step you can enter your delivery and billing address details. This is where you will be asked to enter the postal address to which you would like delivery, your e-mail address to which your order confirmation can be sent, your name and a telephone number where you can be contacted for any queries regarding your order or delivery. Please ensure that you only enter a valid, current e-mail address and telephone number on the interface. If your billing and shipping addresses are the same, please tick the Same as shipping address option and the details will be copied to the correct locations. If you do not require home delivery and would like to collect the goods in person from the Hollóházi brand store or the Budapest showroom, you will need to select Personal delivery from the drop down bar at the top of the page.

For domestic deliveries, the delivery cost is shown in the summary table, for international deliveries, the delivery cost is calculated after entering the country and the address.

Click on the summary button to go to the "Summary" page. On the Summary page you can check the information you have entered so far during the purchase. You can also select the payment method you prefer. In our webshop, you can pay online by credit card, or pay in cash if you pick up your order in person at our store. If you have entered incorrect information, you can correct it by going back to the previous menu. You can place your order by clicking on the "place order" button.

5. Payment:

Paying by credit card is a convenient and secure way to shop in our store. After ordering the selected goods, in case of payment by credit card, by clicking on the Place Order button, the site will redirect you to the secure payment page operated by OTP Bank Nyrt., where you can pay with your credit card through the encrypted transaction used by OTP Mobil Ltd. All our customers have to do is to click on "pay by credit card" when selecting the payment method, and then enter the card number, expiry date and three-digit security code on the payment server of OTP Mobil Ltd. OTP Mobil Ltd. accepts VISA, VISA Electron, V-Pay, MasterCard and Maestro cards. Debit cards issued for electronic use only can only be accepted if their use is authorised by the issuing bank! Please check with your bank whether your card can be used for online purchases. After a successful purchase, OTP Mobil Ltd. will issue an authorisation number for the transaction, which you should write down or print out the whole page. In the event of an unsuccessful transaction, OTP Mobil Ltd. will send an error message stating the reason for the error.

The payment page contains the exact amount of the order. The credit card details provided on the payment page are treated confidentially by the secure electronic system of OTP Bank Nyrt. Otherwise, the detailed terms and conditions of use of the OTP Bank Nyrt. platform are available at <https://otpbank.hu>. Your bank card data will not be processed in any form by the Service Provider.

Redelivery is only possible to a delivery address in Hungary. In this case, payment can be made in cash at the courier upon receipt of the goods. In this case, we will issue a cash on delivery invoice and send it to you separately with the shipment. In the case of personal collection, you can pay by cash or credit card at the Service Provider's showroom in Budapest or at the Service Provider's flagship store.

6. Electronic invoice, confirmation:

The system will send an electronic confirmation of your order placed via the online interface within 1 working day at the latest to the valid e-mail address you provided during the order or registration. We do not process orders on weekends and public holidays. Orders received during this time will be processed the next working day.

If you have placed your order by mistake or in error, you can cancel your order by phone or email no later than 9am the next working day after the incorrect order has been placed, without any consequences.

The Service Provider shall issue an electronic invoice for each purchase, which shall contain the details of the goods ordered (name of the goods, VAT rate, VAT value, net unit price, quantity, net and gross value), the details of the Service Provider and the User, the payment details and the cost of delivery, if any.

The issued invoice complies with the provisions of Act CXXVII of 2007 on Value Added Tax and other relevant legislation. The applicable purchase price of the goods is always indicated next to the selected goods, plus VAT.

7. Delivery/receipt:

7.1. In case of delivery to Hungary:

The goods selected and ordered on our website will be delivered to you as soon as possible (2-3 working days), but if the goods are in stock, within a maximum of 5 (five) working days. In case of personal delivery, we will inform you by e-mail that the goods can be picked up at the Service Provider's showroom or at the Service Provider's showroom in Budapest. If the goods you have purchased are not in stock, we will inform you of this and the expected time of delivery or collection by e-mail confirmation of your order.

The cost of packaging is not charged at the time of purchase.

You can choose from the following delivery options:

7.1.1. Home delivery in Hungary:

Our courier service (CS-SPRINT) will deliver the ordered goods to your door within 5 (five) working days after the order has been confirmed. The delivery is made by courier service on working days between 8:00 and 17:00.

For information on the current prices for home delivery in Hungary, please refer to the "Delivery and order information" menu, which is available at the bottom of the website.

7.1.2. Personal pick-up:

The goods ordered can be picked up by marking personal delivery:

- in person at the Service Provider's brand store at 3999 Hollóháza, Károlyi utca 11.
- in person at the Service Provider's showroom in Budapest, at 1055 Budapest, Falk Miksa u. 7.

Personal collection is free of charge.

7.2. In case of orders from abroad:

The goods you have selected and ordered on our website will be delivered to our international shipping partner DHL Express (DHL) within 2-3 (two to three) working days, if the goods are in stock. DHL will then contact the customer and inform them of the expected delivery time. In case of personal delivery, we will inform you by e-mail that the goods can be picked up at the Service Provider's showroom or at the Service Provider's showroom in Budapest. If the goods you have purchased are not in stock, we will inform you of this and the expected time of delivery or collection by e-mail confirmation of your order.

The cost of packaging is not charged at the time of purchase.

You can choose from the following delivery options:

Home delivery outside Hungary:

Our international shipping partner (DHL Express) will notify you of the estimated delivery time after the order has been confirmed.

The current individual delivery charges for deliveries to Hungary are calculated on the summary page, and you can find out the current rates on the DHL Express website at <https://www.dhl.com/hu-hu/home.html>.

8. Procedure in case of incorrect price

In the case of an obviously incorrectly indicated price, the Service Provider offers the possibility to purchase the ordered goods at the real price, which the User has the right to accept or reject. In the case of acceptance, the contract between the Parties shall be concluded on the basis of the real price. In case of rejection, the Contract shall not be concluded between the Parties.

A price of HUF 0 or a price reduced by a discount but incorrectly indicated with the discount shall be deemed to be a price which is obviously incorrectly indicated.

9. Complaints handling and redress:

The User may submit a complaint about the goods or the Service Provider's activities to the following contact details:

Complaints can be made to:

3999 Hollóháza, Károlyi út 11.

Customer Service:

3999 Hollóháza, Károlyi út 11.

Postal address: 3999 Hollóháza, Károlyi út 11.

phone: [Monday, Wednesday, Friday (9:00 - 17:00)]

Internet: <https://www.hollohazi.hu>

e-mail: info@hollohazi1777.hu [working days (9:00 - 17:00)]

The User may make the complaint at the above mailing address, telephone number or e-mail address.

The User may lodge a complaint at the above postal address, telephone number or e-mail address.

The User may communicate his complaint to the Service Provider, orally or in writing, concerning the conduct, activity or omission of the Service Provider or of any person acting in the interest of or on behalf of the Service Provider, directly related to the distribution or sale of the goods to the User.

The verbal complaint should be investigated immediately and remedied as necessary. If the User does not agree with the handling of the complaint or if it is not possible to investigate the complaint immediately, the Service Provider shall immediately take a record of the complaint and its position on the complaint and shall provide a copy of the record

- a) in the case of a verbal complaint communicated in person, to the User on the spot,
- b) in the case of an oral complaint communicated by telephone or other electronic communications service, to the User within 30 days at the latest, at the same time as the reply on the merits, in accordance with the provisions applicable to replies to written complaints.

Unless otherwise provided for in a directly applicable legal act of the European Union, the Service Provider shall reply to the written complaint in writing within thirty days of receipt and shall take measures to communicate the complaint. A shorter time limit may be set by law, or a longer time limit by statute. The Service Provider shall state the reasons for rejecting the complaint.

The Service Provider shall keep the record of the complaint and a copy of the reply for three years and shall present it to the supervisory authorities upon request.

In the event that the User's complaint is rejected, the User shall have the right to apply to a consumer protection authority or a conciliation body for the settlement of the consumer dispute, as follows:

If the User detects a violation of his/her consumer rights, he/she has the right to lodge a complaint with the consumer protection authority. The general consumer protection authority is the government office competent for the User's place of residence or domicile, a list of which is available at the following link: <https://www.kormanyhivatal.hu/hu/elerhetosegek>.

In the event of a consumer dispute, the User shall have the right to apply to the conciliation body competent in the place of residence or domicile in order to settle the dispute out of court. The procedure of the conciliation body shall be initiated at the request of the User, and the initiation of the procedure shall be subject to the User's attempting to settle the dispute directly with the Service Provider.

The contact details of the competent territorial conciliation bodies are set out in Annex 1 to these GTC. If the User does not have a domicile and residence in the country, the competent conciliation body for the procedure is the one in the country where the Service Provider is established, the contact details of which are as follows:

Budapest Conciliation Board run by the Budapest Chamber of Commerce and Industry

1016 Budapest, Krisztina krt. 99.

Phone: 06-1-488-2131

Fax: 06-1-488-2186

E-mail: bekelteto.testulet@bkik.hu

The User may use the online dispute resolution platform operated by the European Commission to settle out-of-court consumer disputes related to online purchases and to enforce his/her rights. The online dispute resolution platform is available here: <http://ec.europa.eu/odr>

Finally, the User shall also be entitled to enforce its claims arising from the consumer dispute before the court in civil proceedings in accordance with Act V of 2013 on the Civil Code and Act CXXX of 2016 on the Code of Civil Procedure.

The Service Provider does not have a Code of Conduct.

10. Cancellation, termination, warranty rights

You have the right to withdraw from the contract concluded by placing an online order in the Service Provider's webshop within 14 (fourteen) days of receipt of the goods(s), without giving any reason, or to terminate the contract without giving any reason, in accordance with the provisions of Government Decree 45/2014 (26.II.) on the detailed rules of contracts between consumers and businesses.

The period of notice shall expire 14 (fourteen) days after the day on which you or a third party other than the carrier and indicated by you takes delivery of the goods.

For more useful information on how, where and under what conditions to exercise the right of withdrawal/cancellation, as well as your rights and options concerning the warranty and the guarantee of the goods, please consult our information leaflet on the right of withdrawal/cancellation and the guarantee at the bottom of the website.

11. Mixed provisions

The Service Provider reserves the right to amend these GTC unilaterally, with prior notice to the Users. The amended provisions shall become effective upon the first use of the webshop's website by the visitor after their entry into force and shall apply exclusively to orders placed thereafter.

Throughout the duration of the Contract, the Parties shall cooperate with each other, keep each other informed and conduct the necessary consultations. The Parties shall attempt to settle by negotiation any dispute arising out of or in connection with this Contract.

Any delay or failure on the part of the Service Provider to enforce any right under the Contract and these GTC shall not constitute a waiver of such right, nor shall the partial or exclusive enforcement of any right preclude the enforcement of any other or remaining right.

Each provision of these GTC shall be construed consistently with each other and if any provision or identifiable part of these GTC is held invalid, such invalidity shall not affect the other provisions or identifiable parts of these GTC.

In matters not regulated in these GTC, the rules of Hungarian law, in particular the provisions of Act V of 2013 on the Civil Code, shall prevail.

The current version of the GTC entered into force on 1 September 2022.

Annexes:

Annex 1: Contact details of each territorially competent Conciliation Body.

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<p>Conciliation Board run by the Bács-Kiskun County Chamber of Commerce and Industry 6000 Kecskemét, Árpád krt. 4. Phone: 06-76-501-525 Fax: 06-76-501-538 E-mail: bekeltetes@bacsbekeltetes.hu Mailing address: 6001 Kecskemét Pf. 228.</p> <p>Conciliation Board of the Békés County Chamber of Commerce and Industry 5600 Békéscsaba, Penza ltp. 5. Phone: 06-66-324-976 Fax: 06-66-324-976 E-mail: bekeltetes@bmkik.hu</p> <p>Conciliation Board of the Borsod-Abaúj-Zemplén County Chamber of Commerce and Industry Address: 3525 Miskolc, Szentpáli u. 1. Phone: 06-46-501-091 (new cases) 06-46-501-871 (pending cases) Fax: 06-46-501-099 E-mail: bekeltetes@bokik.hu Postal address: 3501 Miskolc, Pf. 376.</p> <p>Budapest Conciliation Board operated by the Budapest Chamber of Commerce and Industry Address: 1016 Budapest, Krisztina krt. 99. Phone: 06-1-488-2131 Fax: 06-1-488-2186 E-mail: bekelteto.testulet@bkik.hu</p> <p>Conciliation Board of Heves County Chambers of Commerce 3300 Eger, Faiskola út 15. Phone: 06-36-416-660/105 extension</p>	<p>Conciliation Board run by the Csongrád-Csanád County Chamber of Commerce and Industry 6721 Szeged, Párizsi krt. 8-12. Phone: 06-62-554-250/118 Fax: 06-62-426-149 E-mail: bekelteto.testulet@csmkik.hu</p> <p>Conciliation Board of the Fejér County Chamber of Commerce and Industry Address: 8000 Székesfehérvár, Hosszúsétatér 4-6. Telephone: 06-22/510-310 Fax: 06-22-510-312 E-mail: bekeltetes@fmkik.hu</p> <p>Conciliation Board of the Győr-Moson-Sopron County Chamber of Commerce and Industry Address: 9021 Győr, Szent István út 10/a. Phone: 06-96-520-217 Fax: 06-96-520-218 E-mail: bekeltetotestulet@gymkik.hu</p> <p>Conciliation Board of the Hajdú-Bihar County Chamber of Commerce and Industry Petőfi tér 10, 4025 Debrecen. Place of administration: 4025 Debrecen Vörösmarty u. 13-15. Phone: 06-52-500-710/745 Fax: 06-52-500-720 E-mail: bekelteto@hbkik.hu</p> <p>Somogy County Chamber of Commerce and Industry Conciliation Board Address: Phone: 06-82-501-000 Fax: 06-82-501-046 E-mail: skik@skik.hu</p>
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<p>Fax: 06-36-323-615</p> <p>E-mail: bekeltetes@hkik.hu</p> <p>Postal address: 3301 Eger, PO Box 440.</p> <p>Conciliation Board of the Jász-Nagykun-Szolnok County Chamber of Commerce and Industry</p> <p>Address: 5000 Szolnok, Verseghy park. 8. 305-306.</p> <p>Phone: 20-373-2570</p> <p>E-mail: bekeltetotestulet@iparkamaraszolnok.hu</p> <p>Conciliation Board of the Komárom-Esztergom County Chamber of Commerce and Industry</p> <p>Address: 2800 Tatabánya, Fő tér 36.</p> <p>Phone: 06-34-513-010</p> <p>Fax: 06-34-316-259</p> <p>Email: bekeltetes@kemkik.hu</p> <p>Nógrád County Chamber of Commerce and Industry Conciliation Board</p> <p>Address: 3100 Salgótarján, Mártírok útja 4.</p> <p>Phone: 06-32-520-860</p> <p>Skype: 06-32-520-860</p> <p>Fax: 06-32-520-862</p> <p>E-mail: nkik@nkik.hu</p> <p>Baranya County Conciliation Board run by the Pécs-Baranya Chamber of Commerce and Industry</p> <p>Address: 7625 Pécs, Majorossy I. u. 36.,</p> <p>Phone: +36-72/507-154,</p> <p>Fax: +36-72/507-152</p> <p>Mobile: 20/283-3422</p> <p>E-mail: info@baranyabekeltetes.hu</p> <p>Conciliation Board of the Pest County Chamber of Commerce and Industry</p> <p>Address: 25, Balassi Bálint u. 4/2.</p> <p>Phone: 06-1-792-7881</p> <p>Fax: 06-1-792-7881</p> <p>E-mail: pmbekelteto@pmkik.hu</p>	<p>Szabolcs-Szatmár-Bereg County Chamber of Commerce and Industry</p> <p>Address.</p> <p>Phone: 06-42-420-180</p> <p>Fax: 06-42-420-180</p> <p>E-mail: bekelteto@szabkam.hu</p> <p>Conciliation Board of Tolna County Chamber of Commerce and Industry</p> <p>Address: 7100 Szekszárd, Arany J. u. 23-25.</p> <p>Phone: 06-74-411-661</p> <p>Mobile: 06-30-6370-047</p> <p>Fax: 06-74-411-456</p> <p>E-mail: kamara@tmkik.hu</p> <p>Conciliation Board of the Chamber of Commerce and Industry of Vas County</p> <p>Address: 9700 Szombathely, Honvéd tér 2.</p> <p>Phone: 06-94-312-356</p> <p>Fax: 06-94-316-936</p> <p>E-mail: pergel.bea@vmkik.hu</p> <p>Conciliation Board of the Veszprém County Chamber of Commerce and Industry</p> <p>Address: 8200 Veszprém, Radnóti tér 1 (Pf.: 220)</p> <p>Phone: 06-88-814-121</p> <p>Fax: 06-88-412-150</p> <p>E-mail: info@bekeltetesveszprem.hu</p> <p>Conciliation Board of the Zala County Chamber of Commerce and Industry</p> <p>Address.</p> <p>Phone: 06-92-550-513</p> <p>Fax: 06-92-550-525</p> <p>E-mail: zmbekelteto@zmkik.hu</p>
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