

## **Description of the ordering and use of the goods offered by the Service Provider and the procedure for taking delivery, delivery conditions**

The following ordering, delivery and payment information applies to all goods ordered on the website of Hollóházi Porcelánmanufaktúra Kft. (registered office: 3999 Hollóháza, Károlyi utca 11.; company registration number: 05-09-026489; hereinafter referred to as the "Service Provider"). Capitalised terms defined in this statement shall have the same meaning as capitalised terms defined in the general terms and conditions of the Service Provider (hereinafter referred to as "GTC").

### **1. 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. When placing an order 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](mailto:info@hollohazi1777.hu), indicating the details necessary to identify your account.

### **2. 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 basket symbol, which will place a good in the basket, and then you can change the number of items in the basket. 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 your basket. If you delete a product or add a new product, the system will recalculate the price of the product you want to order. You can add as many items as you like to your shopping cart in one purchase.

### **3. Finalise the order, provide 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. In the second step, you can enter your shipping and billing address details by clicking on the "Enter shipping details" button. To complete your purchase, you will need to enter the postal address to which you would like delivery, an e-mail address to which you can send an order

confirmation, your name and a telephone number where you can be contacted for any queries regarding your order or delivery. Please ensure that you only provide 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 you wish to collect the goods in person at the Service Provider's showroom or at the Service Provider's showroom in Budapest, you must select personal delivery from the drop-down menu 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.

Clicking on the summary button will take you to the "Summary" page. On the Summary page you can check the information you have entered so far during the purchase. You can also choose the payment method that suits you. In our webshop, you can pay online by credit card, pay by post 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.

#### **4. Payment and delivery information**

##### 4.1. For domestic orders:

The value of the package ordered can be settled:

- by credit card, via the webshop interface (K&H Bank);
- cash on delivery at the time of receipt of the package;
- by cash or credit card in case of personal pick-up at the Service Provider's own branded store or at the Service Provider's showroom in Budapest.

You can receive the package:

- in person at the Service Provider's own branded shop,
- in person at the Service Provider's showroom in Budapest,
- delivered by courier service to a specified address in Hungary,

##### 4.2. For orders from abroad:

The value of the package ordered can be settled:

- by credit card, via the webshop interface (K&H Bank);
- by cash or credit card in case of personal pick-up at the Service Provider's own branded store or at the Service Provider's showroom in Budapest.

You can receive the package:

- in person at the Service Provider's own branded shop,
- in person at the Service Provider's showroom in Budapest,
- delivered by courier service to a specified address outside Hungary, via our international shipping partner DHL Express;
- DHL Express will inform the Customer of the estimated time of delivery

#### 4.3. Payment information by bank card:

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 K&H Bank Zrt. (company registration number: 01-10-041043), where you can pay with your credit card through the encrypted transaction used by K&H Pénzforgalmi Szolgáltató Kft. (company registration number: 01-09-338123), which is currently considered the most secure. All our customers have to do is 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 K&H Payment Services Ltd. payment server. K&H Payment Services 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, K&H Payment Services 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, K&H Payment Services 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 entered on the payment page are treated confidentially by the secure electronic system of K&H Bank Zrt. Otherwise, the detailed terms and conditions of use of the K&H Bank Zrt. platform are available at <https://www.kh.hu/bank>. Your bank card data will not be processed in any form by Hollóházi Porcelánmanufaktúra Kft.

Cash on delivery 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 branded shop.

#### 4.4. Performance information:

If the order placed can only be fulfilled in part, the buyer

- may withdraw from the order;
- request partial delivery (in which case, of course, only the goods in stock will be paid for);
- ask for deferred delivery (the parcel will be delivered when all the goods have arrived at the warehouse).

## **5. Delivery information**

### **5.1. For a delivery address in Hungary:**

The Service Provider delivers the ordered goods to the domestic delivery address specified in the order. The goods will be delivered to the customer by the Service Provider using the Magyar Posta Courier Service. The Service Provider shall charge packaging costs for the ordered parcels only in case of exclusive packaging, which shall be indicated on a separate line on the invoice.

After the order has been confirmed, the Service Provider will pack and prepare the goods for delivery and hand them over to the logistics partner. The customer will be notified that the status of the order has changed and will be informed of the expected delivery date.

If the customer has chosen to collect the goods in person at the Service Provider's brand store and the ordered goods are available in the stock of the selected Service Provider's brand store, in this case the goods are not delivered from the central warehouse.

In the case of home delivery, the courier will try to reach the customer 1 (one) hour before the delivery using the telephone contact details provided at the time of ordering. The value of the goods can only be settled in cash with the courier. The courier is not obliged to change money, so please have the exact amount of the order ready. The courier will attempt to deliver the goods even if the customer cannot be reached by telephone. If delivery is unsuccessful, the courier will attempt delivery again the next working day. After two unsuccessful attempts, the parcel will be returned to the Service Provider's warehouse with an undeliverable status. In such a case, the customer will be liable to pay the delivery costs incurred.

Magyar Posta Courier service contact information:

- Customer service phone: +36-1-767-8282
- E-mail address: [ugyfelszolgalat@posta.hu](mailto:ugyfelszolgalat@posta.hu)
- Order tracking: [www.posta.hu/ugyfelszolgalat/nyomkövetes](http://www.posta.hu/ugyfelszolgalat/nyomkövetes)

#### **5.1.1. Delivery charges:**

The delivery for individual customers is gross 3 500 HUF under a total purchase of 50 000 HUF, and is free of charge (0 HUF) for purchases over 50 000 HUF.

Delivery is free of charge for personal delivery.

For our partners and individual customers, the cost of delivery is determined by the contract or quotation.

In the case of domestic orders, the delivery costs for orders under the free delivery limit are always calculated automatically by the system after the goods to be ordered have been added to the basket and the delivery and payment method have been specified. The Service Provider shall not be liable for any incorrect information due to a system error!

The delivery address can be your home address or even your work address, i.e. any delivery address in Hungary can be used. The delivery address can also be different from the billing address. The delivery address should be the address where the customer is most likely to be at the time of delivery.

## **5.2. For delivery to an address outside Hungary:**

The Service Provider delivers the ordered goods to the delivery address specified in the order. The Customer shall be served by the Service Provider with the assistance of the international freight forwarder **DHL Express**. The Service Provider shall charge packaging costs for the ordered parcels only in the case of exclusive packaging, which shall be indicated on a separate line on the invoice.

After the order has been confirmed, the Service Provider will pack and prepare the goods for delivery and hand them over to the logistics partner. The customer will be notified that the status of the order has changed and will be informed of the expected delivery date.

If the recipient has provided their contact details for the notification, they will receive a notification by SMS and/or email from DHL Express on the following dates:

- When picking up the package from the Service provider
- Before the first delivery attempt
- Proactively, if the condition of the parcel changes during delivery
- After delivery

If the customer has opted for personal collection from the brand store and the ordered goods are on stock of the chosen brand store, the goods are not delivered from the central warehouse.

For detailed information on delivery, please contact DHL Express.

DHL Express Terms and Conditions: <https://dhlexpress.hu/hu/dhl-express-altalanos-szerzodesi-feltetelek/>

DHL Express current Privacy Policy: <https://www.dhl.com/hu-hu/home/elolab/adatvedelmi-nyilatkozat.html>

### **5.2.1. Delivery charges:**

Delivery to individual customers is priced individually based on weight, parcel size and delivery address, according to the current DHL Express rates.

DHL Express customer service contact details:

[https://mydhl.express.dhl/hu/hu/help-and-support.html#/contact\\_us](https://mydhl.express.dhl/hu/hu/help-and-support.html#/contact_us)

### **5.2.2. International delivery detailed information:**

#### **5.2.2.1. Delivery**

Our international delivery partner is DHL Express. Delivery times are calculated from the day your order is dispatched. DHL Express uses GoGreen for climate neutral shipping worldwide.

#### **5.2.2.2. Import duties and taxes**

Import duties and taxes on online purchases vary from country to country. We do not cover any duties and taxes that your country may impose on your order. Duties are payable separately from the order amount and are charged directly to the buyer. For more information, please contact the local customs office in your country.

#### **5.2.2.3. Force majeure**

While we will make every effort to ensure that your shipment arrives on time, we cannot be held responsible for delays in delivery due to circumstances beyond our control. We will do our best to inform you of unexpected delays.

#### 5.2.2.4. COVID (SARS-CoV-2 coronavirus)

We monitor developments related to COVID-19 and comply with the requirements and guidelines of the World Health Organisation and the Hungarian public health authorities. See DHL Express updates on COVID-19: <https://www.simplydhl.com/covid-19updates>

#### 5.2.2.5 DHL Express ON-DEMAND DELIVERY

If the shipment does not fit into your schedule, this 100% free service allows you to choose the time and place of delivery. It gives you maximum flexibility and greater control over your shipment.

DHL ON-DEMAND DELIVERY offers the following free shipping options:

- Package delivery on another day: scheduled delivery
- Delivery to another address: alternative delivery to work address, family member
- Delivery to a safe place: Leave the parcel in a safe place
- Delivery to neighbour: Delivery to neighbour, doorman, drop off at reception
- Deliver to DHL service point: Pick up in person at DHL service point
- Vacation hold option: hold parcel for up to 30 days in case of holidays

If you choose express delivery, you will be notified by DHL Express ON-DEMAND DELIVERY. ODD will notify you by email/SMS of the shipment progress and estimated delivery date/time.

#### 5.2.2.6. Tracking

All DHL Express shipments are assigned a 10-digit tracking number. You can track the package at <https://www.dhl.com/hu-hu/home/tracking.html>.

### 6. Free delivery for personal delivery.

Contact details of the service provider's flagship store:

3999 Hollóháza, Károlyi u. 11.

Tel.: +36 (20) 592-2488

Service provider's store opening hours:

Monday: CLOSED

Tuesday: 9:00-17:00

Wednesday: 9:00-17:00

Thursday: 9:00-17:00

Friday: 9:00-17:00

Saturday: 9:00-17:00

Sunday: CLOSED

Contact details of the Service Provider's showroom in Budapest:

1055 Budapest, Falk Miksa u. 7.

Phone: +36 70 476 4374

10.05.Miksa, Budapest, 10.05.M:

Monday: CLOSED

Tuesday: 10:00-18:00

Wednesday: 10:00-18:00

Thursday: 10:00-18:00

Friday: 10:00-18:00

Saturday: 10:00-15:00

Sunday: CLOSED

Contact details for the Service Provider's online operation:

Erika Smuczer, Tel: +06 (20) 241-1458; E-mail: [info@hollohazi1777.hu](mailto:info@hollohazi1777.hu)