



GENERAL TERMS AND CONDITIONS

Our Company, **Euro-Matic Műanyagfeldolgozó Korlátolt Felelősségű Társaság** (hereinafter referred to as: “**Provider**”, “**we**” or “**us**”) lays down the general rules for the services available on the website <https://euro-matic.eu> (hereinafter referred to as: “**the Website**”) and the use of the Website in present General Terms and Conditions (hereinafter referred to as: “**GTC**”) in order to ensure that both the use of the Website and our services can be smooth for the visitors of the Website and the recipients of those services that are available on the Website (hereinafter collectively referred to as: “**Client**” or “**you**”).

If you, as a Customer, decide to use any of our services, please be sure to read the provisions of present GTC as set forth herein. We hereby inform you, that by using our services you accept the provisions of present GTC.

We hereby inform you that, for example, on the parameters and description of the products we provide information on the Website, within the Products menu item or through our Webshop, so they are not included in the provisions of the GTC. The product images and photos displayed on the Website are for illustration purposes only and may differ from reality, as well as the product descriptions are given for information purposes only.

We hereby inform you that the language of the contract is Hungarian and the contract does not qualify as a written contract, they are not filed, thus they cannot be accessed or viewed afterwards. We do not subject ourselves to any code of conduct.

1. Provider information

Name:	Euro-Matic Műanyagfeldolgozó Korlátolt Felelősségű Társaság
Company registration No.:	01-09-194259
Registry Court:	Fővárosi Törvényszék Cégbírósága
Tax No.:	25005758-2-43
Registered office:	1224 Budapest, Máriás utca 30.
Customer service:	1224 Budapest, Máriás utca 30.
Representative's name, title:	Hermann László managing director, individually
Representative's contact:	z.hermann@euro-matic.eu
Phone number:	+36-1-787-6692

Customer service opening hours:

Monday - Friday: 8:00-16:00

Saturday: closed

Sunday: closed

2. Definitions

- a) “Webshop”: webshop available on <https://euro-matic.eu>
- b) “Registration”: registration on our Webshop.
- c) “Registered user”: who registered on our Webshop as a user.
- d) “Customer account”: our service for registered users.
- e) “New Customer”: who uses our Webshop while ordering a product, without registration.
- f) “Customer”: who purchases one of our products in our Webshop, can be a natural person, a legal entity or an entity without legal personality, the joint name of the Registered user and the New Customer.
- g) “Purchased product” or “ordered product”: the product from our Webshop and indicated by the Customer in the order, which is ordered and purchased from us.
- h) “Order”: Customer's express and clear legal statement regarding the ordering and purchase of our selected product in our Webshop in accordance with sections 4.1.6.-4.1.7 of these GTC, resulting in a binding offer.

- i) “Courier”: a representative/employee/agent of a courier service acting on our behalf.
- j) “Newsletter”: our service through which subscribers can be informed about our news, services and products by subscribing to the newsletter service based on their consent.
- k) “Subscriber”: person subscribing to our newsletters.
- l) “Direct Marketing Inquiry”: contacting those persons who have previously gave their consent to direct marketing inquiries, either by post, e-mail or telephone (SMS).
- m) “Facebook page”: Provider’s Facebook page available at <https://www.facebook.com/euromaticballs/>
- n) “Contact”: the contact details available on the Website and the collective name of the contact form through which the visitors of the Website and the Customers can contact us.
- o) “Contacting person”: who establishes contact with us via the Contact menu item.
- p) “Our Services”: Assurance of purchasing in the Webshop, sending newsletters, providing direct marketing inquiries, contact, complaint handling, operating a Facebook page, assistance in connection with guarantee issues and regarding products purchased on the Webshop, request for quotations.
- q) “Recipient of the services available on the Website”: the collective name of Customer, Subscriber, Contacting person and recipients of additional services available on the Website.
- r) “Client”: collective name of the person visiting the Website, and the person using the services available on the Website.

3. Principles

We provide our services lawfully and fairly as well as in a transparent manner to our Clients, including you, and we also respect your fundamental rights and freedoms. With our wide range of products and expert care, we strive to ensure that you are always served to your satisfaction as a Customer. We strive to provide support and assistance to you regarding our products and services.

4. Provider’s services

We emphasise that it is possible for you to purchase from our Webshop not only after registration but without registration too. Moreover, as a visitor to the Website, you can subscribe to our newsletter, so you can be informed about our latest news, as well as our new products and services, contact us at any of the contact details provided on the Website, or even request quotation by clicking on the “quotation request” button.

4.1. Using the Webshop

4.1.1. Finding the product in the Webshop

If you are interested, you can choose from different products in our Webshop, you can also narrow down the search criteria. You can set whether you want to search by ball size, colour, possibly weight, or possibly the material of the ball. You can select the language in which you want to browse our Website by using the language selector.

4.1.2. Viewing the product

Once you have found the product that you were looking for, you can also access a more detailed product information by clicking on the product – this includes product size, code number, price of the product, available package sizes, colour, material and efficiency. In addition, you can use the ball calculator to enter different ball shapes, side lengths, widths, depths, ball diameters, and then use the “**Calculate**” button to calculate how many balls you would need to fill the area of your needs. You can use the “**Reset**” button to reset the calculator to its original position at any time.

The products listed in the Webshop are only available until stocks last. If the ordered product is not in stock at the time of ordering, we will most certainly notify you of the expected date of delivery.

4.1.3. Registration

If you would like to register in our Webshop, you can do so by filling out the registration form, which is available at the following link: <https://euro-matic.eu/hu/en/registration/>. It is important for you to know that the registration is not a prerequisite for making a purchase in our Webshop, it is possible to make a purchase without it too.

When filling out the form, you need to enter your e-mail address and password. In order for your registration application to be sent to us, you must accept the content of our Privacy Notice and our GTC, furthermore you must declare your consent to the processing of your personal data. Without these, we cannot accept your registration request.

After submitting your registration request, we send you an activation e-mail to your previously given e-mail address, which includes an activation link. To complete the registration, you need to click on this activation link and confirm your registration intention as well as your e-mail address.

4.1.4. Creating a customer account

If you have registered in our Webshop and have a customer account, you can log into your own account at the following link: <https://euro-matic.eu/hu/en/login/>. To log in, you need to enter your e-mail address and password, then you need to press the “**Login**” button.

After logging in as a Registered user, you have the option to enter your billing and shipping address, phone number and name in the “**Account Details**” menu item, you can also subscribe to our newsletter service and/or direct marketing service by using the checkbox given there. You can edit your personal data by pressing the “**Save Changes**” button, and by using the “**Change Password**” button you can also change your password by entering your previous password and your new password, then pressing the “**Submit**” button.

Under the “**Orders**” menu item, you can view the details of your previous order(s), you can also see the order number, the date of placing the order, and the summary of your order(s).

You can delete your customer account at any time after pressing the “**Account Details**” menu item and then pressing the “**Delete Account**” button. It is important that if you delete your customer account, it will no longer be recoverable and all data from our system will be deleted, with the exception of those which we must store under law. If you have purchased from our Webshop as a Registered user, even after the deletion of the customer account we are under obligation to process certain data for the period specified in relevant legislations, due to tax, accounting and civil law regulations.

If you would like to log out of your customer account, you can do so by clicking the “**Log out**” button.

4.1.5. Forgotten password option

If you have a customer account, but you have forgotten your password, you can request a new password via the following link: <https://euro-matic.eu/hu/en/forgot-password/>.

In this case, you need to enter the e-mail address that you used during registration, after which we will send you a new password to this e-mail address, by which you will be able to log in to your customer account. After logging in, you can change your password within your profile under “**Account Details**” by pressing the “**Change Password**” button.

4.1.6. Purchase process

4.1.6.1. Adding the product into the Shopping cart and the content of the Shopping cart

You can order from our Webshop if you select the appropriate quantity for the product you would like to order, and then add the product to your Shopping cart by clicking the “**Add to cart**” button.

You can view the contents of your Shopping cart by clicking on the “**Shopping cart**” icon. You can see what product and in what quantity would you order, and what is the total cost of the order. You can increase the quantity of the

product with the “+” sign, decrease it with the “-” sign, and you can also delete the product from your Shopping cart by pressing the “Trash” icon. You can update your cart by clicking on the “Refresh cart” button. If you have a discount code based on your previous purchases, you can enter it in the “Discount Code” interface. In order to validate your discount code, you also need to press the “Redeem” button.

If you have checked the contents of your Shopping cart and you have found everything in order, after clicking on the “Go to Checkout” button you can enter the missing details required for billing and delivery, also choose the payment method most suitable for your needs.

4.1.6.2. Delivery

The delivery of the ordered products is performed by our cooperating partner, GLS General Logistics Systems Hungary Kft. (Registered office: 2351 Alsónémedi, GLS Európa utca 2.) (hereinafter referred to as: “the Courier”).

We would like to emphasize that the price of the product does not include the cost of delivery. To view the expected cost of delivery, firstly you need to select the product you want to order, click on the “Add to cart” button, review the contents of the Shopping cart, then click the “Go to Checkout” button and enter your missing details for your order, lastly you need to press the “Summary” button. The delivery cost of the ordered product is indicated in the “Summary” menu, because the cost of delivery depends on the quantity and size of the ordered balls, which varies from case to case and it is automatically generated by the system in accordance with the current costs provided to us by the Courier.

The order is delivered to the given delivery address, in principle on weekdays. The Courier will notify you in advance of the exact date and time of the delivery by e-mail or telephone. If you have chosen to pay via bank transfer, your order will not be shipped to the Courier until the total amount of your order has been credited to our bank account number. If the ordered product is not in stock, we will notify you about this by e-mail.

By accepting these GTC, as a Customer, you give your consent to the fact that the Provider transfers your data (name, delivery address, telephone number, e-mail address) and any additional data related to the delivery (e.g. note for delivery, in case of cash on delivery the amount that is payable) to the Courier so the delivery can be completed. You can find more information about our data processing in section 9 of present GTC.

As a Customer, you are under obligation to ensure that the Courier can approach the place indicated as the delivery address with sufficient safety and that you or your authorized representative are available at the place indicated as the delivery address in order to receive the ordered product.

After the first unsuccessful delivery attempt, the Courier will try again to deliver the ordered product before initiating a return. In this case, the previous delivery time limit is automatically extended by the time limit for the second delivery attempt.

If the ordered product is not delivered for a reason for which you are at fault, and because of this the Courier returns the ordered product to us, you are obliged to pay our additional costs incurred due to this at our written request without delay. If you do not take over your order at the address you previously provided, the product will be returned to our warehouse so you will need to contact us for a re-delivery and pay the cost of this re-delivery to us.

We store the ordered product in our warehouse for one month after the unsuccessful delivery. If during this period you do not contact us about taking over your order, we will charge a storage fee that is 10% of your order. In this case, we can only deliver your order to you if you also settle the storage costs incurred, otherwise we withhold the ordered product until the costs are paid. If you cancel your order the ordered product can be sold again.

During delivery, our contributors are entitled to verify your (or your authorised representative’s) identity. If it is not you who receives the order, it is your responsibility to make sure that your authorised representative has an authorisation that includes the receipt of the order and the signing of the documents. If the recipient does not prove his/her identity, the Courier is entitled to refuse to hand over the ordered product and return the ordered product to us, at your expense. In this case, you, as a Customer are obliged to bear the costs arising from the re-delivery.

The receiving person shall always sign the delivery note legibly.

Upon delivery of the ordered product, you must check the quality and quantity of the ordered product(s) item by item. This means that after the receipt (after the Courier has left), we are not able to accept a quantitative and qualitative complaint, not including the provisions of section 4.1.10. of these GTC.

If you accept the delivered product by signing the delivery note, you acknowledge that, as a Provider, we have fulfilled your order completely and without damage, performed in conformity with the contract. In case of complete and undamaged delivery, you must either sign a delivery note or receipt to the Courier, otherwise the ordered product cannot be left with you and you must pay the costs of re-delivery to us without delay.

If during the delivery you notice a defect, incompleteness of the product or, in the case of ordering several products, a lack of a product, you must report it to the delivery person. If the package delivered by the Courier is damaged, its contents are incomplete or defective, you must record a detailed report with the Courier covering all facts and circumstances and to indicate your claim for damages therein.

If the packaging or the product is visibly damaged at the time of receipt and the damage occurred before the receipt of the goods, we will take back the product free of charge. We recommend that if the product arrives to you damaged, you must suspend its receipt and return the product to us by the Courier. If, in case of an order consisting of several items, you find only one item to be damaged as a result of delivery, you must return the entire shipment to us so that we can resend it on the next working day. We are not responsible for any damage detected after receipt!

We hereby inform you that in case of a foreign delivery address, you can only pay by credit card or bank transfer, the Courier does not handle cash on delivery. The delivery cost for abroad differs from the domestic delivery by the Courier.

4.1.6.3. Payment details

We hereby inform you that you can choose from the following payment methods:

- bank transfer
- payment by credit card
- cash on delivery, if you choose home delivery

If you choose cash on delivery, you need to pay the total cost of the order in cash to the delivery person. You can only use the cash on delivery option if you have a delivery address located in Hungary.

If you choose bank transfer, as a Customer, you can pay the total cost of the order to us before the delivery or receipt of the product as follows:

Name of payment service provider: UniCredit Bank Hungary Zrt.

Bank account number: HU06109180010000007292440013

SWIFT code: BACXHUHB

In case of bank transfer, you must always indicate the order number in the message to payee box. In case of bank transfer, you can only receive the order if the transfer has been credited.

If you select credit card payment option, you will be redirected to the page of UniCredit Bank and you can pay the total cost of your order on this interface. It is important that we do not process your credit card information.

As a Provider, we are not liable for any additional costs incurred by you due to the electronic payment method you have chosen, in particular, but not exclusively, imposed by your account holder or card issuing bank, in addition to the total amount of the order.

We hereby inform you that the prices indicated on our Website are in Hungarian Forint and the rate of VAT is also indicated on our Website. The prices indicated on the Website are the current net purchase price of the products and does not include the cost of delivery. The gross amount of the products, the cost of delivery and the total cost of the order can be viewed by clicking on the “**Summary**” menu item.

We hereby inform you that we are entitled to change the prices in the Webshop, which change will take effect upon publication on the Website and will not affect your orders that you already submitted as a Customer before that.

We take care to ensure that our prices are accurate and kept up to date. If despite this there is an error in the price, especially if the price is obviously inaccurate (e.g. price significantly different from the common, generally accepted or estimated price of the product; price due to system malfunction is HUF "0" or HUF "1"), we are under no obligation to deliver the product to you at the incorrect price, but rather offer you the correct price and you may withdraw your intention to purchase in the knowledge of the correct price. If the price displayed on our Webshop is incorrect, we suspend the performance of your order until your decision is received. If you are not available at the contact details provided by you, we will consider this as a cancellation of your order and we will notify you of this in writing.

4.1.6.4. Placing the order

After checking the contents of your Shopping cart, and you pressed the **“Go to Checkout”** button, you need to enter the details, which are required for billing and delivery. You can return to your Shopping cart or to the Webshop by using the **“Back to the cart”** button, and after pressing this button you can even change the content of your Shopping cart.

If you registered on our Website, then after logging in, your billing and delivery information as well as contact details (e-mail address, phone number) will be loaded after you press the **“Go to checkout”** button. If you did not previously provide this information, then you need to fill out the missing information.

It is not necessary to register on our Webshop to place an order.

If you would like to order from us as a New customer, you need to provide us your e-mail address and phone number for contact purposes, as well as your name, billing address, tax number in case of a company or sole proprietor for billing purposes, and in addition to these you can also add your delivery address if it differs from your billing address.

Once you have given all the required information, you need to select the payment method. After selecting this, you need to press the **“Summary”** button.

You need to check your order and the information you have provided in the **“Summary”** menu item before finalizing your order.

If there is an error in the details, you can change it after clicking the **“Back to the cart”** button, or if you have a customer account, you can also change your details within your profile in the **“Account Details”** menu item.

When checking your order, you can write us other, supplementary information in the **“Note”** section.

If you have checked your order and the details you have provided, and you have found them correct, you can finalize and send your order to us by pressing the **“Order”** button. Pressing the **“Order”** button creates a payment obligation for you as a Customer. In order to finalize and send your order to us, it is necessary to accept the content of our Privacy Notice and our GTC, as well as to make a statement in connection with processing your personal data by using a checkbox. You cannot send us your order without these.

4.1.7. Binding effect of the offer

Until the order is accepted and confirmed by us, you have the right to cancel your order, in which case you are not under the binding effect of the offer. If you have already paid the total amount of the order and you cancel your order before the Confirmation (acceptance by us), you are entitled to a refund. In this case, at the same time as cancelling the order, you must also indicate when the total amount of the ordered product was paid by you, and to which bank account number as well as to which bank account number you request the refund to be paid. We fulfill our refund obligation within 15 days of the expiry of the offer's binding effect, provided that we have all the information necessary for the payment of the refund.

We are entitled to ask you to confirm your payment of the order by credible evidence in case of doubt as to whether it has taken place. In this case, the 15-day refund period is binding on us from the time your payment of the order is confirmed by credible evidence.

We will confirm the Order immediately, but no later than within 48 hours. The binding effect of the offer commence with our Confirmation of the order, as a result, the contract is formed by our confirmation (acceptance) of the order. In our Confirmation, we indicate the most important details of the order, such as the details of the ordered product, the payment method you have chosen, and our contact details if you have any questions.

You are under obligation to check the confirmation of the Order and if you notice any discrepancy in the confirmation compared to the Order, you must notify us within 1 working day.

4.1.8. Data entry errors

At any stage of the order, until it is sent to us, you can correct the incorrectly put in data. As a returning customer you can do this in your customer account under the “**Account Details**” menu item or after clicking on the “**Go to Checkout**” button in your Cart. As a New customer, you can also change your details as well as the quantity and type of the ordered product in the Shopping Cart by clicking on the “**Trash**” icon, or change it with the “+” and “-” signs.

If after you placed the order you notice that you have provided incorrect delivery or billing information, you can notify us via our central telephone number within one working day after our confirmation of the Order, in which case our competent colleague after speaking with you on the phone will send you a confirmation e-mail and you need to reply to it via e-mail too. Until you get back to us, we suspend the performance of your order. In this case, the time limit for performance is extended by the interval we have been waiting for your response.

If you do not indicate your intention to change the data within one working day after our confirmation of the Order, we cannot change it later. If the delivery address is changed and we incur additional costs as a result of this, you must pay these additional costs to us before the order is delivered. The delivery cost for abroad differs from the domestic delivery by the Courier.

As Provider, we are not liable for any delivery delays or other problems, errors that occur because of the incorrectly and/or inaccurately provided data.

4.1.9. Billing

We use the billing software of Kulcs-Soft Nyrt. (Registered office: 1016 Budapest, Mészáros u. 13., Company registration No.: 01-10-045531, Tax No.: 13812203-2-41). After placing your order, we send you an electronic invoice to your previously given e-mail address.

4.1.10. Cancellation, warranty, guarantee

4.1.10.1. Right of cancellation

4.1.10.1.1. Customised products

If we manufacture a customised product(s) to your request, according to the needs and conditions specified by you, then regarding the customised product(s) in accordance with Section 29 Subsection (1) Point (c) of Government Decree No. 45/2014. (II. 26.) *on the detailed rules on contracts between consumers and undertakings* you as a Customer are not entitled to the right of cancellation if the customised products are non-prefabricated products that we manufacture according to your instructions or at your explicit request.

4.1.10.1.2. Other products

If the product is not manufactured according to your request and instructions, then pursuant to Government Decree No. 45/2014. (II. 26.), if you qualify as a consumer, you have the right to cancel the order. You can exercise the right of cancellation between the dates of concluding the contract and the receipt of the product as well as within 14 days of the receipt of the product. The right of cancellation is provided by law and can be exercised without justification. Consumer is a natural person acting outside his/her profession, independent occupation or business activity.

As a Consumer if you purchase more than one product, and each product is delivered at a different time, you can exercise your right of cancellation within 14 days of the receipt of the last delivered product or in case of a product consisting of several pieces the receipt of the last delivered piece.

If you would like to exercise your right of cancellation, you must either send a clear statement of your intention to cancel to either our shop@euro-matic.eu e-mail address or to our registered office (H-1224 Budapest, Máriás utca 30.). There is a sample statement of cancellation in Annex No. 2 of present GTC that can be used by you to exercise the right of cancellation.

You exercise your right of cancellation within the time limit if you send us your statement of cancellation before the expiry of the time limit mentioned above. You are the one who must prove that you exercised your right of cancellation in accordance with the provisions of this section.

In both cases we confirm the receipt of your statement of cancellation without delay via e-mail.

In case of a written cancellation it shall be considered enforced within the time limit, if as a Customer (Consumer) you send us your statement of cancellation within 14 calendar days (even on the 14th calendar day). When notifying by post, the date of posting and, in the case of notification by e-mail, the time of sending the e-mail will be taken into account for the calculation of the time limit. You need to send your letter as a registered letter in order to be able to provide credible evidence of the date of dispatch.

In case of cancellation you must send us back the ordered product to our main location (H-1224 Budapest, Máriás utca 30.) without undue delay, but no later than within 14 days following the notification of your cancellation. The time limit is considered met if you send it (you post it or hand over to a courier) before the 14-day time limit.

You shall bear the cost of returning the product to us. We are not able to accept the package if it has been sent by cash on delivery. Apart from the cost of returning the product, you do not bear any other cost in connection with the cancellation.

If you cancel the contract, we will refund all consideration you have previously paid to us without delay, but no later than 14 days from the receipt of your statement of cancellation, including delivery costs, except for those additional costs incurred as a result of choosing a mode of transport other than the cheapest standard mode of transport we offer. We are entitled to withhold the refund until we receive the product back, or you provide credible evidence that you have returned it to us, we take into account the earlier of these two dates.

When refunding, we use the same payment method as the original payment method was, unless you explicitly consent to use another payment method; you will not incur any additional costs as a result of using this refund method.

You can only be held liable for the depreciation of the product if it happened because its usage has exceeded the use required to determine the nature, characteristics and functioning of the product.

Apart from section 4.1.10.1.1. of present GTC, under Section 29 of Government Decree No. 45/2014. (II. 26.) you are not entitled to the right of cancellation in case of a product which, due to its nature, is inseparably mixed with another product after the handover.

4.1.10.2. Warranty and guarantee claims

As a Customer, you can indicate us your warranty or guarantee claim by sending us a statement to our e-mail address shop@euro-matic.eu or to our registered office (H-1224 Budapest, Máriás utca 30.)

If you qualify as a consumer, we are under obligation pursuant to Section 4 of Decree No. 19/2014. (IV. 29.) NGM of Minister for National Economy to take a record of your warranty and guarantee claim, which we make available to you, and in accordance with Section 4 Subsection (6) of Decree No. 19/2014. (IV. 29.) NGM of Minister for National Economy we keep it for 3 years from taking it.

4.1.10.2.1. Guarantee

In case of defective performance we undertake 2 years guarantee in case of playpen balls, 3 years guarantee in case of ball cleaning machine and 1 year guarantee of ball collecting machine. Regarding the industrial balls, cover and bird balls we do not undertake guarantee.

We are exempted from our obligation of guarantee if we prove that the reason of the defect occurred after the performance. The guarantee period begins on the day of your receipt of the product, in case of installation on the day of installation.

We hereby inform you that for the same defect you cannot enforce both warranty for material defects and guarantee claims at the same time. As a Customer, you are entitled to the rights arising from the guarantee regardless to the rights mentioned in the Warranty for material defects and Product warranty sections.

If you are entitled to request the guarantee, you can claim repair or replacement of the product. If we cannot replace the product due to stock shortage, you can claim repair. In addition, you can claim the reduction of the price, as well as a refund if neither replacement nor repair of the product is possible. We are under obligation to replace the product, provided that you enforce your right to replacement within 3 days from receipt of the product and the defect obstructs the designated use.

4.1.10.2.2. Product warranty

In the event of a defect in the Product you may – at your option – enforce your rights mentioned in the Warranty for material defects section (see section 4.1.10.2.3.) or your rights of product warranty.

As a product warranty claim you can only request the repair or replacement of the defective product.

A product is defective if it does not comply with the quality requirements applicable at the time of placing the product on the market, or if it does not have the characteristics indicated in the description provided by the producer.

You can enforce your product warranty claim for two years after the producer placed the product on the market. The expiry of this time limit shall cause the forfeiture of rights. Following the detection of the defect, you are required to communicate the defect to the producer without delay. A defect communicated within two months following the detection shall be considered communicated without delay. You are liable for the damage arising from the delayed communication.

You can only exercise your product warranty claim against the producer or distributor of the movable thing (product).

The producer shall be exempted from the product warranty obligation if he proves that:

- he has not produced or distributed the product within his business activities or independent professional activities;
- the defect was not recognisable given the state of scientific or technical knowledge when the product was placed on the market; or
- the product's defect was caused by the application of a law or a mandatory authority provision.

The producer, distributor needs to prove only one cause of the above mentioned.

For the same defect you cannot enforce both warranty for material defects and product warranty at the same time. However, after the successful enforcement of the product warranty claim, you may enforce the warranty for material defects claim against the producer regarding the replaced Product or the repaired part of it.

4.1.10.2.3. Warranty for material defects

In the event of our defective performance you may enforce warranty for material defects claim in accordance with the Hungarian Civil Code as set forth herein (remedies for breach of warranty for material defects):

- You may claim repair or replacement of the product, unless the performance of the chosen remedy is impossible, or if it would result in disproportionate additional costs to us.
- You may claim the pro rata reduction of the consideration (purchase price) if you did not or could not claim repair or replacement; you may repair the defect yourself or have it repaired by somebody else at the our expense or - as a last resort - you may cancel the contract (or the part affected by the defective performance of it). An insignificant defect shall not give rise to cancellation.

You may switch from the chosen remedy for breach of warranty for material defects to another remedy, but you shall pay the costs caused to us by the switch, unless we caused the switch or the switch was otherwise justified.

Following the detection of the defect, you are required to communicate the defect to us without delay, but no later than two months from the detection of the defect. You cannot enforce your claim of warranty for material defects after the two years limitation period from the time of the performance of the contract.

Unless proven to the contrary, it is presumed that the defect detected by you within six months following the performance already existed at the time of performance, unless this presumption is incompatible with the nature of the thing or the characteristics of the defect. However, after six months from the performance, you must prove that the defect you detected already existed at the time of performance. If we can prove that the cause of the defect is due to a fault attributable to you, we are not obligated to accept your warranty claim.

If the contract is formed with a Customer who does not qualifies as a Consumer, the right holder may enforce claim of warranty for material defects within one year of limitation period from the receipt of the product.

4.1.11. Request for quotation

As a Customer, you can request a quotation from us prior to ordering from our Webshop, by pressing the “**Quotation request**” button and filling out the Quotation form, which is available at this link:

<https://euro-matic.eu/hu/en/get-a-quote/>

Above a certain amount the Webshop system does not allow to place an order, but rather switches to quotation mode and you can request quotation for the products in your Cart. In this case we contact you at one of your contact details and send you our price offer for the products placed in you Cart. In this case, the contract between us will be concluded if you provide us with written feedback on our price offer and it contains your acceptance of it. By confirming the acceptance of the price offer, the contractual legal relationship is established between us, and it is necessary to apply the provisions of these GTC.

4.2. Facebook page

We operate a Facebook page on <https://www.facebook.com/> as a Provider, which is available at the following link: <https://www.facebook.com/euromaticballs/>

On this Facebook page we share information and images relating to our professional portfolio, services, products, if you visit the Facebook page you can express your opinion about our products and services, you can send us a message too. We collect data and analyse the activity of visitors on the Facebook page with the Site Analysis function. You can subscribe to our Facebook page by pressing the “Like” button.

- a) As a Provider, we consider it essential that we comply with the law and Facebook’s Community Standards and Terms of Service, so as a visitor to our Facebook page, you must comply with certain basic conduct requirements, principles and rules.

You can learn more about Facebook’s Community Standards at <https://www.facebook.com/communitystandards/>

The Facebook Terms of Service are available at <https://www.facebook.com/legal/terms/update>

By using the Facebook page, you acknowledge and agree to be bound by the conduct requirements set forth in the Facebook Community Standards and Terms of Service as well as acknowledge that in the event of a breach of the Community Standards, we may apply the consequences of the Community Standards and Terms of Service, and we can enforce our rights through legal means to protect our rights.

As a Provider, we do not tolerate among other things the following:

- use of an expression that is capable of harming one’s reputation,
- defamation,
- use of an expression that violates one’s good reputation,
- line of conduct that violates one’s human dignity.

In case of violation of the above mentioned points, we are entitled to delete the illegal or otherwise objectionable content, and in case of serious violation to report the visitor of the Facebook page to Facebook and take legal action.

If, as a visitor to the Facebook page, you notice objectionable content on our Facebook page, you are obliged to notify us immediately. If, during our good faith process, we find the notification to be well-founded, we reserve the right to delete or modify the information without delay.

- b) The contents on our Facebook page in accordance with Act LXXXVI of 1999 on *Copyright* are protected by copyright under the law. As a visitor to the Facebook page, you are only allowed to use this content for your private use.

As a visitor to the Facebook page, you acknowledge that any unlawful use or abuse constitutes as copyright infringement and may result in criminal and civil law consequences.

4.3. Newsletter and direct marketing inquiry

As a Provider, we provide you with the opportunity to subscribe to our newsletter service or indicate to us that you consent to us contacting you for direct business purposes, either by post, e-mail or telephone (SMS).

You can give us both your consent to send a newsletter and your consent to a direct marketing inquiry in two ways:

- you can indicate your consent on our Website under the “**Contact**” menu item by checking the appropriate checkbox and entering your name and e-mail address in case of newsletter sending; while regarding the direct marketing inquiry you can indicate your consent by entering your name, e-mail address, phone number and address as well as accepting our Privacy Notice and GTC by pressing the “**Send**” button at the same time, or
- you can indicate your consent as a Registered user, within your profile, under the “**Account Details**” menu, by selecting the appropriate checkbox and clicking the “**Save Changes**” button.

You are entitled to withdraw your consent at any time, both in the case of newsletters and in the case of direct marketing inquiries. You can do this by writing us an e-mail to shop@euro-matic.eu or, if you have a customer account, by logging in to your profile and under the “**Account Details**” menu item, you uncheck the appropriate checkbox. In the latter case, you also need to press the “**Save Changes**” button.

In addition, regarding newsletters, you have the option to withdraw your consent by clicking on the “**Unsubscribe**” link in our newsletter.

4.4. **Contact**

In order to make it easier for you to communicate with us, you can contact us at one of the contact details indicated on the Website, also you can contact us by filling out a form available under the “**Contact**” menu item.

5. **Legal remedies**

5.1. **Handling complaints**

If you qualify as a consumer under Act CLV of 1997 on *consumer protection* (hereinafter referred to as: “Consumer Protection Act”), then as a Customer you can submit your consumer complaints regarding our products or services to the undermentioned contact details in writing, electronically or orally at our customer service on weekdays, during opening hours:

Name:	Euro-Matic Műanyagfeldolgozó Korlátolt Felelősségű Társaság
Customer service address:	H-1224 Budapest, Máriás utca 30
E-mail address:	shop@euro-matic.eu

Complaints received by us are handled in accordance with the Consumer Protection Act, thus pursuant to applicable legislation, an oral complaint (given at our customer service) is investigated without delay and remedied as deemed necessary due to the nature of the complaint. If you do not agree with the handling of the complaint or it is not possible to investigate the complaint without delay, we take a report of the complaint without delay and in the event of an oral complaint we provide you with a copy of it on the spot. In the event of a complaint sent to our customer service address or e-mail contact details, we investigate and respond to the written complaint within thirty days of its receipt, and make sure that our response reaches you. If we reject your complaint, we inform you about our reasons in writing, by giving you a substantive response and justification. We are under obligation to keep the report of the complaint and a copy of the response for five years.

5.2. **Other remedies**

If the prevailing consumer dispute is not resolved during negotiations, you are entitled to use the enforcement options set forth hereunder:

Submitting complaints to consumer protection authorities. If you notice a violation of your consumer rights, you have the right to submit a complaint to the competent consumer protection authority of your place of residence or habitual residence. Following the assessment of the complaint, the authority shall decide on the conduct of the consumer protection proceedings. The list and contact details of the competent authorities are available at <http://jarasinfo.gov.hu>.

Conciliation board. You can initiate a proceeding out of court concerning the quality and safety of the service as well as the conclusion and performance of the contract before the competent conciliation board of your place of residence or habitual residence, also you can turn to the conciliation board operating under the professional chamber that has territorial competence over our registered office. For the purposes of the rules on conciliation board, the following organisations qualify as consumers subject to separate Acts: non-governmental organisations, ecclesiastical legal persons, condominiums, housing cooperatives, micro, small and medium-sized undertakings which purchase, order, receive or use goods or are the recipient of commercial communication or of an offer related to goods. The conciliation board that has territorial competence over our registered office is:

Budapest Conciliation Board (Budapesti Békéltető Testület)

Address: 1016 Budapest, Krisztina krt. 99.

Phone number: +36 1 488-2131

Fax number: +36 1 488-2186

Chairman: Dr. Baranovszky György

E-mail address: bekelteto.testulet@bkik.hu

You are entitled to turn to another competent conciliation board based on your place of residence (habitual residence) in order to settle the consumer dispute. The contact details of the competent conciliation boards are set out in Annex No. 1 to these GTC. As a Provider, we are obligated to participate in and cooperate with you in the dispute resolution procedure of the conciliation board. For the purposes of this section, the sending of a response is also considered cooperation.

If you would like to conduct and settle a consumer dispute online, you can do so via the online dispute resolution platform at <http://ec.europa.eu/odr>.

In the case of a cross-border consumer dispute relating to an online sales contract, you can also settle these cross-border disputes electronically through an electronic complaint submitted at the platform available at <https://webgate.acceptance.ec.europa.eu/odr/main/?event=main.home.show>.

All you have to do is register on the online platform available at the link mentioned above, fill out an application and then submit it electronically to the Conciliation Board through the platform. In Hungary, the Budapest Conciliation Board [Budapesti Békéltető Testület (BBT)] has the right to act in cross-border consumer disputes related to online sales or service contracts.

Judicial procedure. You are entitled to enforce your claim arising from the consumer dispute in a judicial proceeding in accordance with Act V of 2013 on *the Civil Code*, and Act CXXX of 2016 on *the Code of Civil Procedure*.

5.3. Remedies for undertakings

If you qualify as an undertaking under the Consumer Protection Act, and you have a complaint regarding our products or services, then for the purpose of an alternative dispute resolution procedure you can initiate proceedings before the conciliation board having territorial competence over your registered office (see section 5.2.) or you can turn to the conciliation board operating under the professional chamber that has territorial competence over our registered office, you are also entitled to enforce your claim arising from the consumer dispute in a judicial proceeding in accordance with Act V of 2013 on *the Civil Code*, and Act CXXX of 2016 on *the Code of Civil Procedure*. You are entitled to turn to another competent conciliation board based on your registered office in order to settle the consumer dispute. The contact details of the competent conciliation boards are set out in Annex No. 1 to these GTC. As a Provider, we are obligated to participate in and cooperate with you in the dispute resolution procedure of the conciliation board. For the purposes of this section, the sending of a response is also considered cooperation.

6. Liability

By using our services, you agree to use them solely at your own risk, and you agree that we are not be liable for any material and non-material damages incurred during use, nor are we be liable for any failure or interruption of our service due to the quality, defect or interruption of your internet connection. We exclude liability for your conduct, as a user you must ensure that you do not infringe, directly or indirectly, the rights of third parties or the law when using our services, in particular including the use of the Facebook page, you are solely and fully liable for your own conduct.

We have the right to monitor the content that you make available to us while using our services (such as on our Facebook page), but this is not our obligation. We reserve the right, but we are not under obligation, to look for signs of illegal activity in relation to the published content. We hereby inform you that we do not oversee the personal data provided by you, you are liable for their authenticity and accuracy. We are not liable if you have provided us with inaccurate, incorrect or false information, thus for any damage resulting from this you are the one who bear full liability.

As a Customer, you are obliged to make sure that the e-mail address and telephone number you provide are fully operational and, if for any reason, there is any subsequent modifications thereof, you are obliged to take measures to modify it. As a Provider, we are not liable for damages caused by the failure to fulfill these obligations.

We hereby inform you that the Website, the Facebook page and the Newsletter, Direct marketing inquiry may contain connection points (links) that lead to the sites of other service providers. We are not liable for the data protection practices and other activities of these service providers.

Due to the global nature of the Internet, you agree to be bound by and comply with the provisions of applicable national law when using the Website. If any activity related to the use of the Website is not permitted under the law of your state, you are solely liable for its use as a Customer.

If you notice objectionable content on the Website, you are obliged to notify us without delay. If, during our good faith process, we find the notification to be well-founded, we reserve the right to delete or modify the information without delay.

We strongly recommend that if you have a customer account, change your password regularly and do not share it with anyone as well as do not store it in a place that is accessible to others. We are not be liable for any damage resulting from the loss of your password. If you have a customer account, you are solely liable for the confidential and secure handling of your credentials (e-mail address) and password. You cannot disclose this information to third parties and you cannot use someone else's credentials, password or other information, furthermore you cannot even attempt to use someone else's access information. You bear full liability for your credentials and password as well as for all purchases and other activities which are done through them. You acknowledge that you must notify us of any unauthorized use of your data or any other breach of security without delay. We are not be liable for any damage resulting from the unauthorized use of your credentials and password.

As a Provider, we are not liable if you or a person acting on your behalf (authorized person, employee, contractor etc.) order the wrong product from our Webshop or place an erroneous order in our Webshop and as a result of this you incur damage.

Furthermore, as a Provider, we are not liable for defects caused by you or the person acting on your behalf (authorized person, employee, contractor etc.), in particular for depreciation due to damage during intended use, intentional damage, negligent handling, misuse in an unsuitable work environment, improper use, improper installation, repair.

As a Provider, in the event of the breach of contract, we are only liable for the foreseeable damage. Damage is foreseeable if it is the clear consequence of our conduct. Predictability must exist during the conclusion of the contract.

In addition to the above mentioned, our liability is limited to the amount of the net purchase price of the delivered defective product.

As a Provider, we do not undertake any additional warranties or guarantees for the ordered product apart from the mandatory legal regulations and the provisions of these GTC. Moreover, as a Provider, we in particular exclude our liability for the fact that whether the product that you ordered is suitable for your intended purpose.

7. Force majeure

We are not liable for any damage or other adverse consequences suffered by You (including our Clients, Customers) or other third parties, or for delays or other lack of conformity in the performance adversely affecting such persons, which occur for unavoidable reasons beyond our control (Force majeure). Force majeure shall mean any event, circumstance or combination of events/circumstances the cause of which is unforeseeable and which occurs independently of the will of the Party concerned and cannot be attributed to the reprehensible conduct of either Party, provided that the Party concerned does not know and restricts, impedes or makes impossible the fulfillment of any obligation arising from the contractual relationship (e.g. war, strike, natural or industrial disaster, epidemic, quarantine restrictions, fire, state of emergency etc.). We are not liable for damages or other adverse consequences resulting from Force majeure, even if the Force Majeure events hinder or impede our contributors (subcontractors). In the event of a Force majeure event, we will promptly notify you in writing on one of your previously given contact details. Regarding the time limits, the period when the Party concerned is unable to fulfill its contractual obligation due to Force majeure circumstances shall not be taken into account, so our contractual obligations shall be suspended during the Force majeure period and the time limits shall be amended accordingly and extended with the time needed to eliminate the Force majeure event. We strive to deliver the ordered Products to you within a reasonable time. If we cannot deliver the products due to an event beyond our control (Force majeure), we will inform you about the expected new date of delivery at the contact details provided by you.

8. Copyright

The Website as a whole, its graphic elements, text and technical solutions, and elements of our services are protected by copyright or other intellectual property right (including, in particular, trademark protection). As a Provider, we are the copyright owners of all content displayed on the Website and content displayed while providing the services that are available through the Website: any copyrighted work or other intellectual property (including, but not limited to, all graphics, layout, editing, software and other solutions, ideas, implementations). The content or parts of the Website can only be saved or printed on physical or other data carriers for private use or with our prior written permission. Use other than for private use, such as storage in a database, transmission, publication or downloading, placing on the market, is only possible with our prior written permission.

In addition to the rights expressly set forth in these GTC, the registration, use of the Website or any provision of the GTC does not grant you, as a Customer, any right to use or utilize any trade name or trademark indicated on the Website. Apart from the display of the Website that is related to its designated use, temporary reproduction in connection with that, as well as copying for private purposes, our intellectual properties may not be used or exploited in any other form without our prior written permission. As a Provider, we reserve all rights to all elements of our services, in particular the euro-matic.eu domain name, its subdomains, all other domain names that we reserved, its sub-pages and internet advertising space. All activities aimed at listing, organizing, archiving, hacking or decrypting our source code are prohibited, unless we give you special permission to do so. All practices aimed at listing, organizing, archiving, hacking or decrypting our source codes are prohibited, unless we give you special permission to do so.

9. Data protection

We hereby inform you that your personal data will be processed in accordance with our Privacy Notice, in strict compliance with the data protection rules, solely for reaching the purpose of data processing and only to the extent and for the time necessary, and we do not process special category data. We would like to draw your attention to the fact that by accepting these GTC, you also accept our Privacy Notice, so please be sure to read our Privacy Notice carefully. Our Privacy Notice in force at any time, is available at this link: <https://euro-matic.eu/hu/en/privacy-policy/>

Our Clients become familiar with and acknowledge the content of our Privacy Notice by using our services.

We would like to inform you that you can find more information about the cookies on the Website in our Cookie Policy, which you can access at the following link: <https://euro-matic.eu/hu/en/cookie-policy/>

10. Retention of title

Until the total purchase price (including additional costs) is paid, we retain title to the ordered product, its ownership is going to be transferred to you, as Customer, by paying the total purchase price of the order, in case of cash on delivery option the ownership transfers to you at the place of delivery. If, for any reason, the product comes into your possession before the total purchase price has been paid in full, you are liable to us for any damage for which no one can be obliged to pay compensation.

11. Final provisions

For the purposes of these GTC, Hungarian law shall prevail.

All provisions of these GTC shall be interpreted independently. If, as a result of a decision of a court or authority, certain parts of the GTC cease to be applicable, the remaining provisions shall remain in force and be capable of producing legal effects.

In the legal relationship between us and you as a Customer, or between other users of our services, the practices mentioned hereunder considered forms of written communication: when the letter is sent to our registered office and to your billing address that you gave while ordering from us, and in the case of other users of our services to the billing address provided by them, as well as when an e-mail is sent to our e-mail address indicated in section 1 of these GTC and to the e-mail address that you gave while ordering from us, in the case of other users of our services to the e-mail address they provided.

We hereby inform you that postal written notices sent to each other in connection with the legal relationship shall be deemed to be notified if they have been demonstrably (with an acknowledgement of receipt) delivered to the addressee or on the 5th day after posting, even if it is certified that the mail had been sent (by registered letter with advice of delivery) to the addressee's delivery address in accordance with these GTC and the mail could not be delivered for the addressee for reasons of his/her interest [due to the indication "unclaimed" (or "not collected"), "moved", "unidentifiable address" or "addressee unknown"].

It does not constitute as a waiver of any right if we do not or not immediately enforce any right or claim against you arising from your breach of your Customer's obligations.

The provisions of the Act V of 2013 on *the Civil Code*, Act CVIII of 2001 on *Electronic Commerce and on Information Society Services*, Government Decree No. 45/2014. (II. 26.) on *the detailed rules on contracts between consumers and undertakings*, Act CLV of 1997 on *consumer protection* and the relevant provisions of legislations shall be applied to questions not regulated in these GTC.

12. Scope and amendment

We hereby inform you that these GTC are only available in electronic form, continuously on the following link <https://euro-matic.eu/hu/en/gtc/>, and the provisions of these GTC enter into force on 1st of November 2020. We hereby inform you that the provisions of the GTC effective at the time of the service apply to the users of our services, i.e. for the orders the provisions of the GTC effective at the time of sending the order shall apply. We reserve the right to unilaterally amend the provisions of these GTC, we inform the visitors of our Webshop sufficiently in advance about this, by indicating the amended parts of the GTC and the availability of the amended GTC, as well as the amendment's date of entry into force.

Annex No. 1 – Competent Conciliation Boards

1. Baranya County Conciliation Board

Address: 7625 Pécs, Majorosy Imre u. 36.
Postal address: 7602 Pécs, Pf. 109.
Phone number: (72) 507-154
Fax number: (72) 507-152
Chairman: Dr. Bodnár József
E-mail: kerelem@baranyabekelteses.hu,
info@baranyabekelteses.hu

2. Bács-Kiskun County Conciliation Board

Address: 6000 Kecskemét, Árpád krt. 4.
Phone number: (76) 501-525, (76) 501-532
Fax number: (76) 501-538
Chairman: Dr. Horváth Zsuzsanna
E-mail address: bekelteses@bacsbekelteses.hu

3. Békés County Conciliation Board

Address: 5600 Békéscsaba, Penza ltp. 5.
Phone number: (66) 324-976, 446-354, 451-775
Fax number: (66) 324-976
Chairman: Dr. Bagdi László
E-mail: bekelteses@bmkik.hu; bmkik@bmkik.hu

4. Borsod-Abaúj-Zemplén County Conciliation Board

Address: 3525 Miskolc, Szentpáli u. 1.
Phone number: (46) 501-091, 501-870
Fax number: (46) 501-099
Chairman: Dr. Tulipán Péter
E-mail address: bekelteses@bokik.hu

5. Budapest Conciliation Board

Address: 1016 Budapest, Krisztina krt. 99.
Phone number: (1) 488-2131
Fax number: (1) 488-2186
Chairman: Dr. Baranovszky György
E-mail address: bekelteto.testulet@bkik.hu

6. Csongrád County Conciliation Board

Address: 6721 Szeged, Párizsi krt. 8-12.
Phone number: (62) 554-250/118 mellék
Fax number: (62) 426-149
Chairman: Dr. Horváth Károly
E-mail address: info@csmkik.hu

7. Fejér County Conciliation Board

Address: 8000 Székesfehérvár, Hosszúséta tér 4-6.
Phone number: (22) 510-310
Fax number: (22) 510-312
Chairman: Dr. Vári Kovács József
E-mail address: fmkik@fmkik.hu; bekelteses@fmkik.hu

8. Győr-Moson-Sopron County Conciliation Board

Address: 9021 Győr, Szent István út 10/a.
Phone number: (96) 520-202; 520-217
Fax number: (96) 520-218
Chairman: Horváth László
E-mail address: bekeltetotestulet@gymkik.hu

9. Hajdú-Bihar County Conciliation Board

Address: 4025 Debrecen, Petőfi tér 10.
Place of administration: 4025 Debrecen Vörösmarty u. 13-15.
Phone number: 06-52-500-710, 06-52-500-745
Fax number: 06-52-500-720
Chairman: Dr. Hajnal Zsolt
E-mail address: bekelteto@hbkik.hu

10. Heves County Conciliation Board

Address: 3300 Eger, Faiskola út 15.
Postal address: 3301 Eger, Pf. 440.
Phone number: (36) 416-660/105 mellék
Fax number: (36) 323-615
Chairman: Dr. Gordos Csaba
E-mail address: bekelteses@hkik.hu

11. Jász-Nagykun-Szolnok County Conciliation Board

Address: 5000 Szolnok, Verseghy park 8.
Phone number: (56) 510-610
Fax number: (56) 370-005
Chairman: Dr. Lajkóné dr. Vigh Judit
E-mail: bekeltetotestulet@jnszmkik.hu

12. Komárom-Esztergom County Conciliation Board

Address: 2800 Tatabánya, Fő tér 36.
Phone number: (34) 513-010
Fax number: (34) 316-259
Chairman: Dr. Rozsnyói György
E-mail address: bekelteses@kemkik.hu

13. Nógrád County Conciliation Board

Address: 3100 Salgótarján, Alkotmány út 9/a
Phone number: (32) 520-860
Fax number: (32) 520-862
Chairman: Dr. Pongó Erik
E-mail address: nkik@nkik.hu

14. Pest County Conciliation Board

Address: 1119 Budapest, Etele út 59-61. II. emelet 240.
Phone number: 06-1-269-0703
Fax number: 06-1-269-0703
Chairman: dr. Csanádi Károly
E-mail address: pmbekelteto@pmkik.hu

15. Somogy County Conciliation Board

Address: 7400 Kaposvár, Anna utca 6.
Phone number: (82) 501-000
Fax number: (82) 501-046
Chairman: Dr. Novák Ferenc
E-mail address: skik@skik.hu

16. Szabolcs-Szatmár-Bereg County Conciliation Board

Address: 4400 Nyíregyháza, Széchenyi u. 2.
Phone number: (42) 311-544, (42) 420-180
Fax number: (42) 420-180
Chairman: Görömbein dr. Balmaz Katalin
E-mail address: bekelteto@szabkam.hu

17. Tolna County Conciliation Board

Address: 7100 Szekszárd, Arany J. u. 23-25.
Phone number: (74) 411-661
Fax number: (74) 411-456
Chairman: Dr. Gáll Ferenc
E-mail address: kamara@tmkik.hu

18. Vas County Conciliation Board

Address: 9700 Szombathely, Honvéd tér 2.
Phone number: (94) 312-356
Fax number: (94) 316-936
Chairman: Dr. Kövesdi Zoltán
E-mail address: vmkik@vmkik.hu

19. Veszprém County Conciliation Board

Address: 8200 Veszprém, Budapest u. 3.
Phone number: (88) 814-111
Fax number: (88) 412-150
Chairman: Dr. Vasvári Csaba
E-mail address m: info@bekeltesveszprem.hu

20. Zala County Conciliation Board

Address: 8900 Zalaegerszeg, Petőfi utca 24.
Phone number: (92) 550-513
Fax number: (92) 550-525
Chairman: Dr. Molnár Sándor
E-mail address: zmkik@zmkik.hu

Annex No. 2 – Sample Statement of Cancellation/Termination

Complete and return it to one of the contact details indicated hereunder only if you are intent on cancelling the contract.

Company information

Name: **Euro-Matic Műanyagfeldolgozó Korlátolt Felelősségű Társaság**
Postal address: H-1224 Budapest, Máriás utca 30
E-mail address: shop@euro-matic.eu

I, the undersigned hereby declare that I exercise my right to cancel/terminate the contract concerning the product(s) hereunder

Order number:
Name of the product:

Receipt of the product/ Date of conclusion of contract:

Consumer's name:
Consumer's address:

.....
Signature of the person making the Statement