



GENERAL TERMS AND CONDITIONS

I. Scope of the GTC (General Terms and Conditions)

Please read this document carefully before finalizing your order, because by finalizing your order you accept these General Terms and Conditions (the “GTC”).

These GTC govern contracts (the “Contract”) concluded between LOOKS WOOD Faipari és Kereskedelmi Korlátolt Felelősségű Társaság (registered seat: 6076 Ágasegyháza, Bajcsy-Zsilinszky út 36.; company registration number: 03-09-133774; tax number: 26338628-2-03; the “Seller”) and natural or legal person buyers/customers (the “Buyer”; together with the Seller, the “Parties”) in relation to the sale of products and any related services.

These GTC apply to the entire contractual relationship between the Seller and the Buyer, including the negotiation process preceding the conclusion of the Contract, the submission of quotations and orders, the performance of the Contract, and any rights and obligations arising during the term of the Contract and after its termination.

These GTC are adopted for an indefinite period and remain in force until amended or revoked.

The Buyer’s own general terms and conditions shall not apply unless the Seller has expressly accepted them in writing.

If any provision of the Contract differs from these GTC, the provision of the Contract shall prevail.

Nothing in these GTC shall limit or exclude any mandatory rights conferred on consumers by Hungarian law.

II. Performance of the Contract

The Seller represents that it has the professional experience, personnel, equipment and legal capacity required for the sale of the goods and the performance of the services forming the subject matter of the Contract. The Seller further represents that the goods and services supplied by it comply with the applicable laws and standards.

Title to the goods shall pass to the Buyer once the purchase price for the relevant goods has been paid in full. Risk of loss or damage shall pass to the Buyer upon delivery or handover, unless mandatory law provides otherwise.

The general lead time for orders is up to 60 days from confirmation of the order. This deadline is indicative only. Any material deviation shall be communicated by the Seller to the Buyer by e-mail.

If any product shown on the Seller’s website has been discontinued or becomes unavailable, the Seller reserves the right to reject a confirmed order in whole or in part. Partial performance may take place only after prior consultation with the Buyer.

If the Seller cannot fulfil an order for which an advance payment has already been made, the relevant amount shall be refunded to the Buyer within 5 business days.



III. Obligation of Cooperation and Information

The Parties shall cooperate with each other and shall provide all facts, data, documents, information and circumstances reasonably necessary for the conclusion and performance of the Contract.

If the Buyer suffers loss because it failed to comply with its obligation of cooperation or information, the Buyer may not claim compensation from the Seller to the extent that the loss was caused by such failure.

If the Seller incurs costs or suffers loss because the Buyer failed to comply with its obligation of cooperation or information, the Buyer shall reimburse the Seller for all resulting reasonable costs and losses.

IV. Use of the Website and Ordering Process

1. Selection of the Product

The Buyer may select the relevant product family by clicking on the product categories displayed on the website, and may then review the individual products within the selected category.

By clicking on an individual product, the Buyer can view the product image and description. The prices shown on the website are indicative only. In every case the Buyer will receive a personalised quotation, and the price stated in that quotation shall apply to the relevant order.

Product images are for illustration purposes only. Each product is individually manufactured, therefore minor differences may occur between the product shown and the final product delivered.

Accessories and decorative elements shown in photographs are not part of the product unless expressly stated otherwise in the product description.

The Seller shall not be liable for typographical errors or obvious data-entry errors on the website, without prejudice to any mandatory statutory rights.

The website is for information and quotation requests only and does not constitute a binding offer by the Seller. Submitting a quotation request does not create any obligation on the Seller to sell or on the Buyer to purchase.

A Contract between the Seller and the Buyer is concluded only upon written finalisation of the order in accordance with this Section IV.

2. Request for Quotation

After selecting the product, the Buyer may request an individual quotation for the production of the selected product by clicking the “Request for Quotation” button.

As part of the quotation request, the Buyer must provide its name, contact details and the relevant order information (for example quantities, dimensions, plans or visual designs).

Submitting a quotation request does not create any purchase or payment obligation.

3. Sending of the Quotation

The Seller shall send the requested quotation within 10 business days, using the contact details provided by the Buyer.



Sending the quotation, and the Buyer's receipt of it, does not in itself create any purchase or payment obligation.

The quotation shall set out, as applicable:

- the gross and net price of the product;
- the estimated lead time;
- the name and description of the product; and
- the applicable payment terms.

4. Consultation

After the quotation has been sent, the Parties may consult in order to finalise the details of the product to be ordered.

The consultation may take place electronically or in person, at the Buyer's choice.

The consultation does not create any purchase or payment obligation.

Where necessary in order to clarify labour costs, technical conditions or quantities, an on-site survey shall be carried out.

5. Finalisation of the Order

Once the details of the product have been finalised, the Parties shall record the order in writing.

The order may be finalised by e-mail or by signing a written order form.

Finalisation of the order creates a binding purchase and payment obligation.

V. Carpentry Package Execution / Performance Conditions — Custom Furniture Orders, On-Site Survey and Determination of the Final Purchase Price

1. Preliminary Quotation and Conclusion of the Contract

For furniture manufactured to custom dimensions and according to individual requirements (for example built-in wardrobes or kitchen furniture), the Seller provides a preliminary quotation based on the preliminary plans, drawings or indicative dimensions supplied by the Buyer.

The Contract is concluded upon the Buyer's acceptance of that preliminary quotation and payment of the agreed advance.

The Parties expressly acknowledge that the price stated in the preliminary quotation is indicative until the final on-site survey has been completed.

2. Handover of the Work Area and Finalisation of Production Dimensions

Actual production may start only once the work area (i.e. the exact installation site) has been handed over in a finished condition suitable for final measurement.

The Buyer is responsible for ensuring that, on the agreed date, the work area is ready for final measurement and subsequent installation.

After taking over the work area, the Seller shall record the final actual production dimensions and shall determine the final purchase price on that basis.



3. Price Tolerance and the Buyer's Right of Withdrawal ($\pm 10\%$ Band)

For the Buyer's protection and in order to ensure reasonable predictability, the Seller guarantees that if the final purchase price resulting from the final dimensions recorded during the on-site survey remains within a range of plus or minus 10% of the preliminary quotation, the Contract shall remain in force with the same quality and technical content, subject only to the adjusted price.

If the final purchase price exceeds the preliminary quotation by more than 10% because of the actual dimensions or unavoidable technical modifications, the Seller shall notify the Buyer in writing.

In that case, the Buyer may, within 8 days of receipt of the notice:

- approve the revised price and maintain the order; or
- withdraw from the Contract without legal consequences.

If the Buyer withdraws in that case, the advance paid shall be refunded.

4. Delays or Additional Costs Caused by the Buyer or by Other Contractors

The preliminary quotation is based on ideal design conditions.

If the design process, on-site survey, technical consultation or data provision required for performance cannot begin at the time specified in the Contract or otherwise confirmed in writing by the Seller for reasons attributable to the Buyer, the original performance deadline shall not automatically remain binding.

In that event, the Seller may revise the project schedule and renegotiate the performance deadline and the planned and final production date with the Buyer, taking into account:

- current production capacity;
- existing execution schedules and prior commitments;
- material procurement lead times; and
- the availability of subcontractors.

The Buyer acknowledges that in such cases the Seller is not obliged to maintain the original production or execution date.

If the delay in starting the design process, survey or performance exceeds 30 days for reasons attributable to the Buyer, the Seller may treat the project as a rescheduled order and charge the additional costs thereby incurred, including in particular the costs of a repeated survey, reorganisation, capacity reservation, changes in material prices and subcontractor rescheduling.

5. Work Area Readiness, Suspension and Additional Charges

If the Parties cannot agree on revised deadlines and a revised production date within 8 days of the Seller's written notice, the Seller may suspend performance until the revised schedule has been agreed in writing.

The Buyer is solely responsible for ensuring that the work area matches the preliminary plans and is suitable for the on-site survey and installation.

If, during the on-site survey or installation, it becomes apparent that:

- the work area does not conform to the preliminary plans (for example the walls are not square or plumb, the subfloor is uneven, or installations are positioned differently); or



- the work area is unsuitable for installation because of the fault or delay of other contractors engaged by the Buyer (for example the mason, painter, tiler or electrician),
- then all resulting additional costs shall be borne by the Buyer.

Such additional costs include, in particular:

- forced redesign;
- additional material required for custom fitting;
- unforeseen supplementary carpentry works;
- downtime caused by interruption of work; and
- unnecessary or wasted call-out costs.

These costs fall outside the above $\pm 10\%$ tolerance band and shall be invoiced separately in full.

In such cases the Seller may suspend the works until the defects or deficiencies have been remedied. The Seller shall not be liable for the resulting delay, and the performance deadline shall be extended by the duration of the delay.

Deadlines unilaterally imposed by the Buyer that are incompatible with the required technological sequence (for example unrealistically short production deadlines) shall not be binding on the Seller.

VI. Parquet and Stair Execution / Performance Conditions

If the Contract covers the installation of wooden parquet, warm flooring or stair elements, the Buyer shall provide a work area suitable for installation.

Parquet installation and related installation works may start only if the moisture conditions of the room are appropriate.

The moisture content of the concrete subfloor must not exceed:

- 2.0 CM% in the case of normal heating; and
- 1.5 CM% in the case of underfloor heating.

During installation, the following environmental conditions must be maintained in the room:

- temperature between 15 °C and 30 °C (ideally between 18 °C and 27 °C); and
- relative humidity between 40% and 60% (ideally between 50% and 55%).

Any delay resulting from a work stoppage caused by unsuitable environmental conditions shall be borne by the Buyer.

The agreed performance deadline shall be adjusted if the Buyer fails to provide the work area or fails to comply with the drying or curing times required by the applicable technology.

Deadlines unilaterally imposed by the Buyer that are incompatible with the required technological sequence (for example unrealistically short production deadlines) shall not be binding on the Seller.

VII. Payment

After the order has been finalised, the Seller shall issue a pro forma invoice (payment request) for 50% of the gross order value.

For parquet and finished products, the remaining 50% of the gross purchase price shall be paid after completion of the product and before delivery, against the Seller's pro forma invoice or invoice.



If the Buyer requests delivery of the completed product, the Buyer shall also pay the delivery costs together with the remaining purchase price.

The purchase price may be paid, at the Buyer's choice, in Hungarian forints (HUF) or in euros (EUR).

Where payment is made in EUR, the official MNB middle exchange rate applicable on the relevant day as stated in the quotation or invoice shall apply; if the quotation or invoice does not specify the relevant day, the day of payment shall apply.

Payment may be made by bank transfer or in cash at a location agreed in advance with the Seller.

VIII. Production

Production shall start after receipt of the 50% advance payment shown on the pro forma invoice.

At the Buyer's request, the Seller shall provide information on the status of production.

In the case of a carpentry package, production shall start only after the final production plan prepared following the on-site survey has been approved.

IX. Delivery

Once the product has been completed and the remaining purchase price has been paid, the Seller shall arrange delivery or handover in consultation with the Buyer.

If the Buyer requests delivery, the Seller shall determine an individual delivery fee, which shall be paid together with the outstanding balance of the purchase price.

The Seller may arrange delivery through a transport company engaged by it.

The Buyer may also collect the goods personally at a time and place agreed in advance.

Unless expressly agreed otherwise, delivery does not include carrying-in or handling. If requested, the quotation may include an indicative carrying-in or handling charge, which shall be finalised before delivery on the basis of the actual delivery conditions.

Carrying-in and handling are subject to a separate request and quotation.

X. Acceptance and Inspection of the Goods

The Buyer shall inspect the quantity of the goods handed over or delivered by the Seller as soon as reasonably possible. If there is any discrepancy between the contractual quantity and the quantity actually handed over or delivered, the Buyer shall notify the Seller without undue delay.

If the Buyer fails to do so, this may affect later quantity claims, except to the extent mandatory law provides otherwise.

If the Buyer believes that the goods or services supplied by the Seller are defective, the Buyer shall notify the Seller without undue delay after discovering the defect.

The Seller shall not be liable for any additional loss caused by a failure to notify or by late notification, except where mandatory law provides otherwise.

Where works are carried out on site, the Buyer shall continuously monitor the progress of the works.



Aesthetic objections (including objections relating to colour, pattern or surface quality) must be raised before final fixing (for example gluing or screwing) begins, insofar as the issue was apparent at that stage.

If the Buyer or the Buyer's representative allows installation or gluing to begin, the visible aesthetic condition of the material shall be deemed accepted to that extent.

The Seller shall not accept later aesthetic complaints that require destructive intervention if the alleged issue was already apparent before final fixing, without prejudice to mandatory statutory rights in respect of latent defects.

After receiving notice of an alleged defect, the Seller shall inspect the relevant goods or work and, if the complaint is justified, shall repair, remake or replace the defective goods or work, as appropriate.

XI. Statutory Warranty for Conformity, Product Warranty and Guarantee (Consumers Only)

This section has been prepared on the basis of Annex 3 to Government Decree 45/2014 (II. 26.), as amended from time to time. It is intended as consumer information only and does not limit any mandatory rights available under Hungarian law.

1. Warranty for Conformity

If the Seller performs defectively, the consumer may assert a warranty for conformity claim against the Seller under the Civil Code.

As a first step, the consumer may request repair or replacement, unless the chosen remedy is impossible or would involve disproportionate additional costs compared with the alternative remedy. If the Seller does not undertake or complete repair or replacement within a reasonable time and without significant inconvenience to the consumer, or if the consumer's interest in repair or replacement has ceased, the consumer may claim a proportionate reduction in the price or terminate the Contract, in whole or in part, in accordance with applicable law.

The consumer must notify the defect without undue delay after discovering it, but no later than two months after discovery. As a general rule, warranty for conformity claims may no longer be enforced after the expiry of two years from performance.

The warranty for conformity claim may be enforced against the Seller.

2. Product Warranty

In the event of a defect in a movable good, the consumer may, at its choice, assert either a warranty for conformity claim or a product warranty claim. The same defect may not be pursued simultaneously under both grounds.

Under a product warranty claim, the consumer may request repair or replacement of the defective product.

A product is defective if it does not meet the quality requirements in force at the time it was placed on the market or if it does not have the characteristics stated by the manufacturer.



A product warranty claim may be enforced within two years from the date on which the manufacturer placed the product on the market. After that period, the right is lost.

A product warranty claim may be enforced only against the manufacturer or distributor of the product. In a product warranty claim, the consumer must prove the defect in the product.

The manufacturer or distributor is released from product warranty liability if it proves that:

- it did not manufacture or place the product on the market in the course of its business activity;
- the defect was not detectable according to the state of science and technology at the time the product was placed on the market; or
- the defect results from legislation or a mandatory authority requirement.

Successful enforcement of a product warranty claim does not prejudice any other rights the consumer may have under applicable law in relation to the repaired or replaced product or part.

3. Mandatory Guarantee

Where mandatory guarantee rules apply to the product under Government Decree 151/2003 (IX. 22.) and the legislation implementing it, the Seller shall be subject to the relevant statutory guarantee obligations in respect of the covered product category.

For products currently covered by the mandatory guarantee rules, the statutory guarantee period depends on the gross sale price of the product and is generally as follows:

- 2 years for products with a gross sale price of at least HUF 10,000 but less than HUF 250,000;
- 3 years for products with a gross sale price of HUF 250,000 or more.

For product categories not covered by the mandatory guarantee rules, the Seller provides no voluntary guarantee unless it has expressly undertaken one in writing.

The statutory guarantee period starts on the date on which the product is delivered to the consumer or, if commissioning is carried out by the Seller, its agent or another person authorised to commission the product, on the date of commissioning.

During the guarantee period, the burden of proving that the cause of the defect arose after performance lies with the obligor.

If the consumer asserts a replacement claim within three working days of purchase or commissioning because of a defect that prevents normal use of the product, the Seller may not rely on disproportionate cost and must replace the product within 8 days. If replacement is not possible, the purchase price must be refunded without delay.

In the case of covered durable consumer goods, the statutory rules on repair, replacement and refund set out in the applicable legislation shall apply, including the rules on replacement or refund if the product cannot be repaired, repeatedly fails, or is not repaired within the statutory time limit.

XII. Technical Disputes and Withholding of Payment

In technical or quality disputes concerning wooden products, parquet, stairs or on-site fitting, the Parties should, where appropriate and before starting litigation, obtain the opinion of an independent technical expert, without prejudice to any mandatory statutory rights of consumers.



The Buyer may not withhold payment solely on the basis of aesthetic objections that fall within the applicable professional or technical tolerance limits (including relevant MSZ or DIN standards), except where mandatory law provides otherwise.

XIII. Natural Characteristics of Wood and Exclusion of Liability for Inherent Material Properties

Wood is a natural material. Accordingly, the following are inherent natural characteristics and shall not, in themselves, constitute defects or grounds for complaint or warranty claims:

- variations in structure and grain within the same quality class;
- colour variations;
- minerals and knots characteristic of the relevant wood species; and
- natural ageing and fading caused by sunlight or UV radiation.

The Seller shall not be liable for defects or damage resulting from:

- improper use (for example scratches or dents); or
- improper care or maintenance, including the use of non-prescribed cleaning agents.

The stability of wood products requires an installation environment with:

- relative humidity between 45% and 55%; and
- temperature between 18 °C and 22 °C.

The Seller shall not be liable for structural movement, opening joints or cracks caused by prolonged deviation from these values, especially where humidity remains below 40% for an extended period.

If the Buyer insists on installation in an unsuitable environment despite the Seller's written professional warning, the Seller shall not be liable for the defects or damage resulting from that environment.

It is not technologically possible to guarantee 100% uniformity of colour and pattern between samples and final products or between products manufactured at different times.

Where necessary, the Seller may perform on-site colour harmonisation (blending) as part of the applicable technological process.

XIV. Right of Withdrawal in the Case of Consumers

This section applies only to contracts concluded with consumers off-premises or at a distance, in accordance with Government Decree 45/2014 (II. 26.).

In such cases, the consumer has the right to withdraw from the contract without giving any reason within 14 days. In the case of a service contract where performance begins before the expiry of the withdrawal period upon the consumer's express request, the consumer has a right of termination within the same 14-day period.

For contracts for the sale of goods, the 14-day period runs from the date on which the consumer, or a third party indicated by the consumer other than the carrier, takes delivery of the goods. For service contracts, the 14-day period runs from the date of conclusion of the contract.



The consumer may exercise the right of withdrawal or termination by using the model form set out in the legislation or by making any other clear statement to that effect.

The right shall be deemed to have been exercised in time if the consumer sends the relevant declaration before expiry of the applicable deadline. The burden of proving timely exercise of the right lies with the consumer.

If the Seller makes an online withdrawal facility available, the Seller shall acknowledge receipt of the consumer's declaration without delay on a durable medium.

If the Seller failed to provide the consumer with the mandatory information concerning the right of withdrawal, the withdrawal period shall be extended in accordance with the applicable legislation.

1. Refund Obligation of the Seller

If the consumer validly withdraws from the contract, the Seller shall reimburse all amounts paid by the consumer, including standard delivery costs, without undue delay and in any event no later than 14 days after the Seller becomes aware of the withdrawal.

The Seller is not required to reimburse any additional costs arising because the consumer expressly chose a mode of delivery other than the least expensive standard delivery method offered by the Seller.

The reimbursement shall be made using the same method of payment that the consumer used, unless the consumer expressly agrees to another method and no additional cost is thereby imposed on the consumer.

In the case of a contract for the sale of goods, the Seller may withhold reimbursement until the goods have been returned or until the consumer has supplied reliable proof of return, whichever occurs first. This right of withholding does not apply if the Seller has undertaken to collect the goods itself.

2. Obligations of the Consumer in the Event of Withdrawal or Termination

If the consumer withdraws from a contract for the sale of goods, the consumer shall return the goods without undue delay and in any event within 14 days after communicating the withdrawal, unless the Seller has undertaken to collect the goods itself.

The return shall be deemed to have been made in time if the consumer dispatches the goods before expiry of the 14-day period.

As a general rule, the consumer bears the direct cost of returning the goods. If the goods were delivered to the consumer in connection with an off-premises contract and, by their nature, cannot normally be returned by post, the Seller shall collect them at its own cost if the applicable legislation so requires.

If, at the consumer's express request, performance of a service contract began before expiry of the withdrawal period and the consumer then terminates the contract, the consumer shall pay an amount proportionate to the services actually performed up to the time of communication of the termination.

The consumer is liable only for any diminution in value resulting from use beyond what is necessary to establish the nature, characteristics and functioning of the goods.



XV. Cases in Which the Right of Withdrawal May Not Be Exercised

The Seller expressly informs the Buyer that the right of withdrawal or termination cannot be exercised in the cases listed in Section 29(1) of Government Decree 45/2014 (II. 26.), including in particular:

- contracts for services after the service has been fully performed, if performance began with the consumer's express prior consent and the consumer acknowledged that the right of withdrawal would be lost upon full performance;
- goods or services whose price depends on financial-market fluctuations beyond the Seller's control and which may occur during the withdrawal period;
- non-prefabricated goods made on the basis of the consumer's instructions or expressly personalised for the consumer; this expressly includes wooden beams, wooden staircases and wooden parquet products that are surface-treated, made to measure or otherwise tailored to the customer's individual requirements regarding type, size or colour;
- perishable goods or goods that deteriorate rapidly;
- sealed goods that cannot be returned after opening for health-protection or hygiene reasons (for example opened maintenance oils or cleaning agents);
- goods which, by their nature, become inseparably mixed with other items after delivery;
- alcoholic beverages whose price was agreed upon at the time of contracting but which are delivered only after the thirtieth day and whose value depends on market fluctuations beyond the Seller's control;
- contracts under which the Seller visits the consumer at the consumer's express request to carry out urgent repair or maintenance work;
- sealed audio or video recordings or sealed computer software if the seal has been broken after delivery;
- newspapers, periodicals and magazines, other than subscription contracts;
- contracts concluded at public auction;
- contracts for accommodation (other than residential accommodation), transport, car rental, catering or leisure services if the contract provides for a specific date or period of performance; and
- digital content not supplied on a tangible medium if performance has begun with the consumer's express prior consent and acknowledgment that the right of withdrawal is thereby lost.

XVI. Limitation of Liability

To the fullest extent permitted by law, and in particular in contracts not concluded with consumers, the Seller's liability for damages caused by breach of contract shall be limited to direct damage to the goods supplied or services provided by it, up to the value of the relevant Contract.

To the fullest extent permitted by law, the Seller shall not be liable for indirect or consequential loss, including loss of profit, third-party penalties, or accommodation or hotel costs incurred during any repair period.

This limitation shall not apply to liability for intentional breach, or to liability for death, personal injury or damage to health, or in any other case where exclusion or limitation of liability is prohibited by mandatory law.



XVII. Confidentiality

The Parties shall keep confidential all information and data relating to their contractual relationship or obtained in connection with it that concerns the other Party, regardless of whether the information is formally designated as a business secret.

The Parties shall not disclose such confidential information to third parties, use it for purposes unrelated to the Contract, or otherwise misuse it, either during the term of the Contract or after its termination.

Confidential information may be used only for the performance of the Contract and only to the extent necessary for that purpose, and may be disclosed only to employees or contributors directly involved in such performance.

The above confidentiality obligations do not apply to information that:

- is public knowledge;
- has become public without breach of the Contract;
- was already lawfully in the possession of the receiving Party without restriction before disclosure;
- was lawfully obtained from a third party not bound by confidentiality;
- was independently developed by the receiving Party without using the other Party's confidential information; or
- must be disclosed to a competent authority under a legal obligation.

The Parties may use the other Party's name, trademark, logo or other identifier as a reference in promotional materials only with that Party's prior consent and only within the scope approved by that Party.

XVIII. Communication

The Buyer shall send all legal notices and declarations to the Seller in writing, either by post or by e-mail.

A notice shall be deemed properly sent if it is delivered personally, by courier, by registered mail with proof of delivery, or by e-mail to at least one of the following contact details of the Seller:

By post:

LOOKS WOOD Kft.
6076 Ágasegyháza
Bajcsy-Zsilinszky út 36.

By e-mail:

studio@timbartstudio.com

Unless mandatory law provides otherwise, a notice shall be deemed received:

- if delivered personally, on receipt;
- if sent by post, on the fifth business day after dispatch;
- if sent by courier, on the second business day after dispatch; and
- if sent by e-mail, on the business day following transmission, provided that receipt of the e-mail has been confirmed by the recipient.



XIX. Applicable Law, Consumer Dispute Resolution and Miscellaneous Provisions

These GTC and the contractual relationship between the Parties shall be governed by Hungarian law.

If the Buyer is a consumer and the Seller rejects the consumer's complaint, the consumer may initiate proceedings before the Budapest Conciliation Board (Budapesti Békéltető Testület).

Current contact details of the Budapest Conciliation Board:

- Website: <https://bekeltet.bkik.hu/>
- Seat: 1016 Budapest, Krisztina krt. 99. III. em. 310.
- Mailing address: 1253 Budapest, Pf. 10
- E-mail: bekelteto.testulet@bkik.hu
- Fax: +36 (1) 488 21 86
- Telephone: +36 (1) 488 21 31

A consumer may also contact the competent consumer protection authority or district office. Up-to-date official information is available on the Hungarian government portals.

The Parties shall first attempt to settle any dispute arising out of or in connection with the Contract amicably. Minutes may be taken of such negotiations.

If amicable settlement fails, then, in disputes not subject to mandatory consumer or other statutory jurisdiction rules, the courts having jurisdiction by reference to the Seller's registered seat shall have exclusive jurisdiction.

If any provision of these GTC is held to be invalid or unenforceable, the remaining provisions shall remain in full force and effect.