

General Terms and Conditions

RIGHTS AND OBLIGATIONS

These General Terms and Conditions (hereinafter: GTC) govern the rights and obligations of Imagine Limited Liability Company (hereinafter: Service Provider) and the Customer (hereinafter: Customer) using the electronic commercial services provided by the Service Provider via the website www.imaginelovas.hu included. (Service Provider and Customer together hereinafter: Parties). The General Terms and Conditions apply to all legal transactions and services that take place via the website www.imaginelovas.hu.

PROVIDER DATA:

Name: Imagine Kft.
Headquarters: 1088 Budapest, Rákóczi út 29. 5th em. 2nd door
Mailing address: 1035 Budapest, Szentendrei út 19.
Customer service: see 1.7
Telephone number: +36 1 250 1785
E-mail address: info@imaginelovas.hu
Company registration number: Cg. 01-09-903573
Name of the court of registration: Capital Court, as company court
Tax number: 14430510-2-42

1. GENERAL INFORMATION, FORMATION OF THE CONTRACT BETWEEN THE PARTIES

1.1. The scope of these GTC covers all electronic commercial services provided in Hungary via the electronic store (hereinafter: Online store) located on the website www.imaginelovas.hu (hereinafter: Website). Furthermore, the scope of these General Terms and Conditions covers all commercial transactions in the territory of Hungary that are established between the Parties specified in this contract. Shopping in the online store is governed by the CVIII of 2001 on certain issues of electronic commercial services and services related to the information society. is regulated by law ("Elkertv.").

1.2. Shopping in the online store is possible by placing an order electronically, as specified in these GTC.

1.3. A significant part of the online store's services are available to all users. However, the services are subject to registration (and then login), which anyone is entitled to in accordance with the General Terms and Conditions.

1.4. After placing the order, the contract can be modified or canceled freely and without consequences until it is fulfilled. This is possible by phone and e-mail. The contract concluded between the Parties with the purchase of the goods in Hungarian is considered a written contract, the Service Provider files it and keeps it for 5 years after its creation, it is accessible afterwards.

1.5. The language of the contract is Hungarian.

1.6. The Service Provider is not subject to the provisions of any code of conduct.

1.7. Customer service: Imagine Kft.

Customer service office location: 1033 Szentendrei út 19.

Personal reception is available at the customer service address. The Customer can also contact customer service by email or phone.

Telephone customer service can be called: During the opening hours that apply at all times.

Phone: +36 1 250 1785

Internet address: www.imaginelovas.hu

E-mail: info@imaginelovas.hu

2. REGISTRATION

2.1. You can register under the Registration menu item on the Main Page by filling out the data sheet, which consists of two parts. After clicking on the link sent in the e-mail for validating the registration, a preliminary data request (a user name of your choice, a real e-mail address and a chosen password must be entered) is followed by a more detailed, personal data sheet, which can be filled out even before the orders are placed. By registering on the Website, the Customer declares that he has read and accepts the terms of these Terms and Conditions and the Data Protection Statement published on the Website, and that he consents to the data processing contained in the Data Protection Statement.

2.2. The Service Provider bears no responsibility whatsoever for delivery delays or other problems or errors that can be traced back to data provided incorrectly and/or inaccurately by the Customer. The Service Provider shall not be held liable for damages resulting from the Customer forgetting his password, or if it becomes accessible to unauthorized persons for any reason not attributable to the Service Provider. The Service Provider treats each registration as an independent person. It is possible to change the previously recorded data in the Change personal data menu after logging in, after clicking on the Personal settings link, which may also affect the data of active orders. The service provider is not liable for any damage or errors resulting from changes to registered data by the customer.

2.3 CANCELLATION OF REGISTRATION

2.3.1. The customer has the right to cancel his registration at any time by sending an e-mail to the customer service. After receiving the message, the Service Provider must immediately arrange for the cancellation of the registration. The Customer's user data will be removed from the system immediately after deletion; however, this does not affect the preservation of data and documents related to orders already placed, and does not result in the deletion of this data. After removal, there is no way to restore the data.

2.3.2. The Customer is solely responsible for keeping user access data (especially the password) confidential. If the Customer becomes aware that an unauthorized third party may have gained access to the password provided during registration, he must immediately change his password, and if it can be assumed that the third party is abusing the password in any way, he must notify the Service Provider at the same time.

2.3.3. The customer undertakes to update the personal data provided during registration as necessary in order to ensure that they are timely, complete and in accordance with reality.

3. ORDER

3.1. The essential properties and characteristics of the goods to be purchased, as well as the instructions for the use of the goods, can be found on the information page of the specific goods, as the detailed actual properties of the goods are contained in the instructions for use attached to the product. The Service Provider is deemed to have fulfilled the contract if the product has more favorable and advantageous properties than the information provided on the website or in the user manual. If you have any

questions about the product before purchasing, our customer service is at your disposal. The instructions for use of the products sold by us - where required by law - are attached to the goods. If by chance you do not receive the mandatory instructions for use with the product, notify our customer service immediately - before using the product - and we will replace it. If you need more information about the quality, basic properties, use, and usability of any product on the Website than is provided on the Website, please contact our customer service.

3.2. The purchase price is always the amount indicated next to the selected product, which, if not indicated separately, already includes VAT. The purchase price of the products does not include the cost of delivery.

3.3. The Service Provider reserves the right to change the prices of the products that can be ordered from the Website, provided that the modification takes effect at the same time as it appears on the Website. The modification does not adversely affect the purchase price of the products already ordered. When initiating an online bank card payment, we are unable to refund money in the event of a price drop occurring between the sending of the electronic payment notification and the receipt of the product. The security check of the online payment transaction takes a minimum of 24 hours, after which the product can only be received.

3.4. If, despite all the care taken by the Service Provider, an incorrect price is displayed on the Website, especially with regard to the obviously incorrect, e.g. for a price of HUF "0" or HUF "1" that is significantly different from the well-known, generally accepted or estimated price of the product, or which may appear due to a system error, then the Service Provider is not obliged to deliver the product at the wrong price, but can offer delivery at the correct price, upon knowledge of which the Customer may abandon his intention to purchase.

3.5. The order is only accepted via the Service Provider's website from a registered Customer and only if the Customer completely fills in all the fields required for the order. (If the Customer fills in a field incorrectly or incompletely, he will receive an error message from the Service Provider.) The Service Provider shall not be held responsible for delivery delays or other problems or errors that can be attributed to incorrect and/or inaccurate order data provided by the Customer.

It is possible to place an order in the Online store by logging in after registration and then using the Basket. The Customer can add the selected products to the Cart by using the "Add to Cart" button on the product detail page that appears after clicking on each product. It is possible to view and modify the contents of the basket by clicking on the pencil icon on the right side of the website, where you can enter the desired quantity of each product, and after clicking on the trash can icon, the contents of the basket will be removed. If the Customer has finalized the contents of the Basket, by clicking on the "Continue to payment methods" button, he can choose how he wishes to settle the total amount of his order, then by clicking on the "Continue to collection methods" button, he can choose from the collection methods or enter the delivery data. If you have entered all the necessary data and selected the delivery method, you can add a comment to your order.

The order is placed and sent after clicking on "Send order". The order is therefore placed by clicking on the "Send order" button, which creates a payment obligation for the Customer.

3.6. The purchase price of the products displayed on the Website is indicated (gross) including VAT and other public charges.

The purchase price indicated next to the products does not include the cost of delivery. However, no separate packaging costs will be charged.

The price of the products is indicated in Hungarian forints (HUF).

4. CORRECTION OF DATA ENTRY ERRORS

4.1. At any stage of the order and until the order has been sent to the Service Provider, the Customer has the opportunity to correct data entry errors on the order interface at any time in the Webshop (e.g. delete a product from the basket by clicking on "Cancel").

5. OFFER BINDING, RECONFIRMATION

5.1. The Service Provider will confirm the arrival of the offer (order) sent by the Customer to the Customer without delay, by means of an automatic confirmation e-mail within 48 hours at the latest, which confirmation e-mail contains the data provided by the Customer during the purchase or registration (e.g. invoicing and delivery information), the order identifier, the order date, the list of elements belonging to the ordered product, the quantity, the price of the product, the delivery cost and the total amount to be paid. This confirmation e-mail only informs the Customer that his order has been received by the Service Provider.

5.2. This confirmation e-mail is considered as acceptance of the offer made by the Customer on the part of the Service Provider, which creates a valid contract between the Service Provider and the Customer.

5.3. The Customer is released from the obligation to make an offer if he does not receive a confirmation e-mail from the Service Provider regarding his order without delay, but within 48 hours at the latest.

5.4. If the Customer has already sent his order to the Service Provider and notices an error in the data in the confirmation e-mail, he must report this to the Service Provider within 1 day, or he can do so when the Service Provider contacts him by phone, the unwanted orders in order to avoid its fulfillment.

5.5. The order is considered a contract concluded electronically, which is governed by Act V of 2013 on the Civil Code, Act CVIII of 2001 on certain issues of electronic commercial services and services related to the information society. are governed by the law. The contract falls under the scope of Government Decree 45/2014 (II.26.) on the detailed rules of contracts between the consumer and the business, and takes into account the provisions of Directive 2011/83/EU of the European Parliament and of the Council on consumer rights.

5.6. If the product you want to order is not available at the time of placing the order, or the product marked with the status "To order" cannot be obtained within the time period indicated on the website, the Service Provider reserves the right not to accept the order for the product, in which case the conclusion of a contract will not be possible. occurs, of which the Customer is notified. The Service Provider will immediately refund any payment that may have been previously made to the Customer.

6. DELIVERY AND PAYMENT TERMS

6.1. The Service Provider delivers the goods ordered and requested to be delivered to your home free of charge using its own means of transport or using a delivery company, if the gross value of the given order reaches the amount that ensures free delivery at all times published on the Website, with the exception of large packages specified in these GTC. In the case of orders that do not reach the amount that ensures free delivery or that are marked with delivery containing a large package, the customer bears the freight fee in such a way that the freight fee is indicated on the summary screen of the order, on the invoice and in the confirmation email. The Customer can find out about the current delivery price by clicking here. If several orders are received from a Customer on the same day, they will be taken into account separately from the point of view of the home delivery fee, and only the home delivery of orders exceeding the value that ensures free delivery is free, with the exception of large packages specified in these General Terms and Conditions. If the Customer indicates this when placing the second order and it is still possible based on the Service Provider's feedback, the Service Provider can combine the orders, but there is no way to combine packages that have already been started. The

Service Provider reserves the right to change the delivery fee, provided that the change takes effect at the same time as it is published on the Website. The modification does not affect the purchase price of products already ordered. The delivery of large packages regardless of the value limit is always charged according to a separate tariff, free delivery cannot be requested!

6.2. After the order can be fulfilled, the Service Provider provides the Customer with the opportunity to choose the delivery time, which does not indicate a specific time, but only serves to select an approximate delivery interval. The Service Provider is unable to undertake delivery at a specific time. The delivery deadlines provided under the Home delivery link of the Website Services menu item are for informational purposes only, the actual delivery deadline is always included in the order confirmation.

The customer acknowledges that, in the absence of a different agreement between the parties, the Service Provider is obliged to make the item available to the customer without delay, but no later than thirty days after the conclusion of the contract. In case of delay by the Service Provider, the Customer is entitled to set an additional deadline. If the Service Provider does not perform within the additional deadline, the Customer is entitled to withdraw from the contract. If the contract should have been performed according to the agreement of the Parties or at a specific performance time - and not at another time - based on the recognizable purpose of the service, then the Customer is entitled to withdraw from the Contract without setting an additional deadline. The Customer therefore expressly acknowledges that if the Parties have agreed on an expected deadline and the Service Provider does not perform, then he is entitled to withdraw from the Contract.

6.3. The customer can pick up the ordered product in person at the Service Provider's locations based on prior notification:

- 1035 Budapest Szentendrei út 19.

6.4. The Service Provider performs the services ordered on the Website at the location indicated in the order confirmation sent to the Customer by e-mail.

The Service Provider provides three payment methods for the Customer. The Customer can pay the value of the order immediately after the order by online credit card, or choose the prepayment method or cash on delivery, in which case the Customer pays upon receipt of the package. The Service Provider does not guarantee that the Customer can choose to pay by cash on delivery or by credit card, which is always at the discretion of the delivery service partner.

Online credit card payments are made through the Barion system. Your credit card details are not passed on to the merchant. The service provider Barion Payment Zrt. is an institution supervised by the National Bank of Hungary, licence number H-EN-I-1064/2013.

The customer can find information on the costs related to each payment and delivery method in the Delivery and Payment sections.

Translated with www.DeepL.com/Translator (free version)

6.6. Invoice: After sending the order, the Service Provider issues an invoice to the Customer based on the data provided by the Customer to confirm the payment. Acceptance of these Terms and Conditions is deemed to be the consent of the recipient of the electronic invoice. After accepting the General Terms and Conditions, the Customer consents to the Service Provider issuing a printed or electronic invoice.

The printed or electronic Invoice issued by the Service Provider is fully suitable for tax administration identification regulated by accounting and VAT legislation.

Based on all of this, the Customer who places his order electronically and wishes to receive the product via delivery (pickup point, home delivery) will in all cases receive a printed or electronic Invoice for his order in accordance with the above.

The printed or electronic Invoice issued in this way complies with Article CXXVII of 2007 on general sales tax. the conditions prescribed by law, NGM Decree 23/2014 (VI.30.) and other legislation relating to electronic invoices.

Customers who chose personal collection during the online order will receive a printed invoice from the seller in the selected store.

7. RIGHT OF WITHDRAWAL

The provisions of this point apply exclusively to natural persons acting outside the scope of their profession, occupation or business, who buy, order, receive, use, use goods, as well as the recipient of commercial communications and offers related to the goods (hereinafter "Consumer"). The consumer is entitled in the case of a contract for the sale of the product

- for the product,
- when providing several products, to the last product provided,
- in the case of a product consisting of several items or pieces, the last delivered item or piece,
- if the product must be delivered regularly within a specified period, withdraw from the contract without reason within fourteen (14) days from the date of receipt of the first service by the Consumer or a third party indicated by him, other than the carrier.

The consumer has the right to exercise his right of withdrawal in the period between the date of conclusion of the contract and the day of receipt of the product. In the case of a contract for the provision of services, the consumer may exercise his right of withdrawal within fourteen days from the date of conclusion of the contract.

The consumer is not entitled to the right of withdrawal in the case of a non-pre-manufactured product that was produced based on the instructions or at the express request of the consumer, or in the case of a product that was clearly tailored to the consumer; and with regard to a product that cannot be returned after opening for health protection or hygiene reasons (bit, medical gels, ACAVALLO products).

7.1. THE PROCEDURE OF EXERCISING THE RIGHT OF WITHDRAWAL

7.1.1. If the Consumer wishes to exercise his right of withdrawal, he must send a clear statement of his intention to withdraw (e.g. by mail, fax or electronic mail) to the Service Provider using the contact details indicated at the beginning of these GTC. For this purpose, the Consumer can also use the cancellation form attached to the order confirmation email or available via the following link. The consumer exercises his right of withdrawal within a deadline, if he sends his cancellation statement to the Service Provider before the expiry of the deadline specified above.

7.1.2. The Consumer bears the burden of proving that he has exercised his right of withdrawal in accordance with the provisions set out in point 7.

7.1.3. In both cases, the Service Provider will immediately confirm receipt of the Consumer's withdrawal statement by email.

7.1.4. In case of cancellation in writing, it shall be considered valid if the Consumer sends his declaration to this effect within 14 calendar days (even on the 14th calendar day) to the Service Provider.

7.1.5. When notifying by post, the Service Provider takes into account the date of mailing or, in the case of notification by e-mail, the time of sending the e-mail for the purpose of calculating the deadline. The Consumer sends the letter as registered mail so that the date of posting can be reliably proven.

7.1.6. In case of withdrawal, the consumer must return the ordered product without undue delay to the address of the collection point indicated below, but no later than 14 days from the date of notification of withdrawal.

7.1.7. The deadline is considered to have been met if the Consumer sends the product before the 14-day deadline (posts it or hands

it over to the courier he ordered).

7.1.8. The cost of returning the product to the Service Provider's address is borne by the Consumer.

7.1.9. The Service Provider is unable to accept the package returned by cash on delivery. Apart from the cost of returning the product, the Consumer will not be charged any other costs in connection with the cancellation.

7.1.10. If the Consumer withdraws from the contract, the Service Provider will refund the value of the returned goods immediately, but no later than within 14 days of receiving the Consumer's withdrawal statement. The Service Provider has the right to withhold the refund until the product has been returned, or the Consumer has not proven creditworthy that he has returned it: of the two, the Service Provider takes into account the earlier date.

7.1.11. During the refund, the Service Provider uses a payment method identical to the payment method used during the original transaction, unless the Consumer expressly consents to the use of another payment method; due to the application of this refund method, the Consumer will not be charged any additional costs.

7.1.12. The consumer can only be held responsible for the decrease in value of the product if it occurred due to use exceeding the use necessary to determine the nature and properties of the product.

7.1.13. If, in the case of a contract for the provision of services, the Consumer exercises his right of termination after concluding the commencement of performance, he is obliged to reimburse the reasonable costs of the Service Provider during settlement.

7.1.14. The Service Provider may demand the reimbursement of depreciation and reasonable costs resulting from use exceeding the use necessary to determine the nature, properties and operation of the product, if the performance of the contract for the provision of services has begun at the express request of the Consumer before the end of the deadline and the right of termination is exercised.

7.1.15. With regard to a product that cannot be returned for health protection or hygiene reasons after it has been opened after delivery.

8. WARRANTY

8.1. Mandatory warranty

8.1.1. Regarding the Service Provider's products, the Civil Code and 151/2003. (IX. 22.) It is subject to a warranty obligation based on a government decree, which means that during the warranty period it is exempted from liability only if it proves that the defect can be traced back to improper use of the product.

8.1.2. The warranty period (warranty time) starts with the actual performance, i.e. with the delivery of the product to the Customer, or if the service provider or its agent performs the commissioning, the day of commissioning. 151/2003 on the mandatory warranty for certain consumer durables are considered consumer durables. (IX.22.) Products listed in the Annex of the Government Decree, for which the legislation stipulates a one-year mandatory warranty period. The (objective) scope of the decree only applies to the products sold within the framework of the new consumer contract concluded in Hungary and listed in the annex to the decree.

The defect is not covered by the warranty if its cause occurred after the product was handed over to the Customer, for example, if the defect

- unprofessional commissioning (unless the commissioning was carried out by the Service Provider or its representative, or if the unprofessional commissioning can be traced back to an error in the user and management instructions),
- improper use, disregarding the instructions for use and management,
- improper storage, improper handling, damage,
- elemental damage, caused by a natural disaster.

In the event of a defect covered by the warranty, the Customer:

- primarily - according to your choice - you can demand repair or replacement, unless it is impossible to fulfill the chosen warranty claim, or if it would result in disproportionate additional costs for the Service Provider compared to the fulfillment of the other warranty claim, taking into account the value represented by the product in a flawless state, the gravity of the breach of contract and the caused damage to the Customer's interests by fulfilling a warranty claim.
- if the Service Provider has not undertaken the repair or replacement, within the time limit corresponding to this obligation, and is unable to comply with the Consumer's interests, or if the Customer's interest in the repair or replacement has ceased, the Customer - at his or her choice - will receive a proportional reduction of the purchase price you can claim, you can correct the error at the Service Provider's expense yourself or have it corrected by someone else, or you can withdraw from the contract. There is no room for cancellation due to an insignificant error.

The repair or replacement must be carried out within an appropriate time frame, taking into account the characteristics of the product and the purpose expected by the Customer, while protecting the interests of the Customer. The Service Provider must endeavor to carry out the repair or replacement within a maximum of fifteen days.

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

the part of the repair time during which the Customer cannot use the product as intended is included in the warranty period. In case of replacement (repair) of the product or part of the product, the warranty period starts again for the replaced (repaired) product (product part) and for the defect that occurs as a result of the repair.

8.1.3. The costs related to the fulfillment of the warranty obligation shall be borne by the Service Provider.

8.1.4. The Service Provider is exempted from its warranty obligation only if it proves that the cause of the defect arose after performance.

8.1.5. However, the Customer does not have the right to assert an accessory warranty and warranty claim, or a product warranty and warranty claim at the same time, in parallel with each other, due to the same defect. Regardless of these restrictions, the Customer is entitled to the rights arising from the warranty regardless of the rights defined in points 9.1 and 9.2.

8.1.6. The warranty does not affect the enforcement of the Customer's rights arising from legislation, in particular accessories and product warranties and compensation.

8.1.7. If a legal dispute arises between the parties, which cannot be resolved amicably, the Customer may initiate a Conciliation Board procedure, pursuant to 12.2. on the basis of those indicated in point.

8.2. Voluntary warranty

8.2.1. The Service Provider undertakes a guarantee (guarantee) for the products it sells for a period specified on the Website, in the Product description, which may be longer than the period according to the government decree. The Service Provider shall notify the duration of the warranty for each product at the latest by means of the data on the warranty card (warranty card) given when the product is received by the Customer. The Voluntary Warranty defined in this section applies exclusively to contracts concluded between the Service Provider and consumers defined in the Civil Code.

9. WARRANTY

9.1. Accessories warranty

9.1.1. In the event of defective performance by the Service Provider, the Customer may assert a warranty claim against the Service Provider. In the case of a consumer contract, the Customer may assert warranty claims for product defects that already existed at the time of delivery of the product within a 2-year statute of limitations from the date of receipt. After the two-year statute of limitations has passed, the Customer can no longer assert its accessory warranty rights.

9.1.2. In the case of a contract concluded with a non-consumer, the entitled party may enforce his warranty claims within a 1-year limitation period from the date of receipt.

9.1.3. The Customer may - at his or her choice - request repair or replacement, unless the fulfillment of the customer's chosen demand is impossible or the Service Provider would incur disproportionate additional costs compared to the fulfillment of another demand. If the Customer did not or could not request the repair or replacement, he may request a proportional reduction of the compensation, or the Customer may repair the defect at the Service Provider's expense, or have it repaired by someone else or, as a last resort, withdraw from the contract. There is no room for cancellation due to an insignificant error.

9.1.4. The Customer may switch from the chosen accessory warranty right to another, but he is obliged to bear the cost of the switch, unless it was justified or the Service Provider gave a reason for it.

9.1.5. The Customer is obliged to notify the Service Provider of the error immediately after its discovery, but no later than within two months of the discovery of the error.

9.1.6. The Customer can assert his accessory warranty claim directly against the Service Provider.

9.1.7. Within six months from the completion of the contract, there is no other condition for asserting the accessory warranty claim other than the notification of the defect, if the Customer proves that he purchased the product from the Service Provider (by presenting an invoice or a copy of the invoice). In such a case, the Service Provider will only be released from the warranty if it disproves this presumption, i.e. it proves that the defect of the product occurred after it was handed over to the Customer. If the Service Provider can prove that the cause of the error arose from a cause that can be blamed on the Customer, it is not obliged to grant the warranty claim made by the Customer. However, after six months from the date of performance, the Customer is obliged to prove that the defect he recognized was already present at the time of performance.

9.1.8. If the Customer validates his warranty claim with respect to a part of the product that can be separated from the product - from the point of view of the indicated defect - the warranty claim is not considered valid for other parts of the product.

9.2. Product warranty

9.2.1. In the event of a defect in the product (movable thing), the Customer who is considered a consumer - according to his choice - according to 9.1. can assert a right to warranty for accessories or a claim for product warranty specified in point.

9.2.2. However, the Customer does not have the right to assert an accessory warranty claim and a product warranty claim at the same time, parallel to each other, due to the same defect. However, in the case of successful enforcement of a product warranty claim, the Customer may assert its accessory warranty claim for the replaced product or repaired part against the manufacturer.

9.2.3. As a product warranty claim, the Customer may only request the repair or replacement of the defective product. The Customer must prove the defect of the product in the event of a product warranty claim.

9.2.4. A product is considered defective if it does not meet the quality requirements in force at the time it is placed on the market or if it does not have the properties described by the manufacturer.

9.2.5. The Customer may assert his product warranty claim within two years of the product being placed on the market by the manufacturer. After this deadline, you will lose this right. After discovering the defect, the Customer is obliged to notify the manufacturer of the defect without delay. An error communicated within two months of the discovery of the error must be considered communicated without delay. The consumer is responsible for damage resulting from the delay in communication.

9.2.6. The Customer may exercise his product warranty claim against the manufacturer or distributor of the movable item.

9.2.7. The Civil Code according to this, the producer and distributor of the product is considered a manufacturer.

9.2.8. The manufacturer or distributor is only released from its product warranty obligation if it can prove that:

- the product was not manufactured or marketed as part of its business activities, or
- according to the state of science and technology, the defect was not recognizable at the time of placing it on the market or
- the defect of the product results from the application of legislation or mandatory official regulations.

9.2.9. For the exemption, it is sufficient for the manufacturer or distributor to prove one reason.

10. LIABILITY

10.1. The information on the Website has been posted in good faith, but it is for informational purposes only, the Service Provider does not assume responsibility for the accuracy and completeness of the information.

10.2. The Customer may use the Website solely at his own risk, and accepts that the Service Provider shall not be liable for material or non-material damage arising during use, in addition to liability for breach of contract caused intentionally, through gross negligence or criminally, as well as damage to life, limb, or health. .

10.3. The service provider excludes all responsibility for the behavior of the users of the website. The Customer is fully and exclusively responsible for his own conduct, in such cases the Service Provider fully cooperates with the acting authorities in order to detect legal violations.

10.4. The pages of the service may contain connection points (links) that lead to the pages of other service providers. The Service Provider assumes no responsibility for the data protection practices and other activities of these service providers.

10.5. The Service Provider has the right, but is not obliged, to check the content that may be made available by the Customers during the use of the Website, and the Service Provider is entitled, but not obliged, to look for signs of illegal activity in relation to the published content.

10.6. Due to the global nature of the Internet, the Customer accepts that the provisions of the relevant national legislation are taken into account when using the Website. If any activity related to the use of the Website is not permitted according to the law of the Customer's country, the Customer is solely responsible for the use.

10.7. If the Customer notices objectionable content on the Website, he must report it to the Service Provider immediately. If, in the course of its good faith procedure, the Service Provider finds the indication to be well-founded, it is entitled to immediately delete or modify the information.

11. COPYRIGHTS

11.1. The Website is protected by copyright. The Service Provider is the copyright holder or the authorized user of all content displayed on the Website and during the provision of services available through the Website: any author's work or other intellectual creation (including, among others, all graphics and other materials, the layout and editing of the Website interface, the used software and other solutions, ideas, implementation).

11.2. Saving or printing the content of the Website, as well as certain parts, on a physical or other data medium for private use or with the prior written consent of the Service Provider is permitted. Use beyond private use - for example storage in a database, transfer, publication or download, commercialization - is only possible with the prior written permission of the Service Provider.

11.3. In addition to the rights specifically defined in these Terms and Conditions, registration, use of the Website, and no provision of the Terms and Conditions grant the Customer the right to any use or exploitation of any trade name or trademark on the Website. In addition to the display associated with the intended use of the Website, the necessary temporary duplication and the making of copies for private purposes, these intellectual works may not be used or utilized in any other form without the prior written permission of the Service Provider.

12. OPTIONS FOR ENFORCEMENT

12.1. Complaints handling

The Customer may submit consumer objections regarding the product or the Service Provider's activities at the following contact details:

Customer service (Customer service):

Central address: 1033 Budapest, Szentendrei út 19.

Phone number: +36 1 250 1785

E-mail: info@imaginelovas.hu

Pursuant to the current legislation, the Service Provider immediately investigates a verbal complaint (in a store) and remedies it as necessary, if the nature of the complaint allows it. If the Customer does not agree with the handling of the complaint, or the immediate investigation of the complaint is not possible, the Service Provider shall immediately record the complaint and its position on it, and a copy thereof

in the case of a personally communicated verbal complaint, it is handed over to the Customer on the spot,

in the case of a verbal complaint communicated over the phone, it will be sent to the Customer at the latest at the same time as the substantive response specified in the section on written complaints, and will proceed according to the provisions regarding written complaints.

The Service Provider is obliged to examine and respond to the written complaint within thirty days of its receipt, and to arrange for the response to reach the Customer. If the complaint is rejected by the Service Provider, it is obliged to justify its position in its substantive response to the rejection.

The Service Provider must keep the record of the complaint and a copy of the response for five years.

The Service Provider shall consider the objections presented by the Customer in accordance with Article 12.1. can be received at the direct contact details given in point

12.2. Other Remedies

If any consumer dispute between the Service Provider and the Customer is not settled during negotiations with the Service Provider, the following legal enforcement options are open to the Customer:

- Entry in the book of buyers. The customers' book is available in all of the Service Provider's stores. The Service Provider will respond in writing to entries made here within 30 days.

- Filing a complaint with the consumer protection authorities. If the Customer detects a violation of his consumer rights, he is entitled to file a complaint with the competent consumer protection authority according to his place of residence. After evaluating the complaint, the authority decides on the conduct of the consumer protection procedure. The list and contact details of the competent and competent authorities are available at <http://jarasinfo.gov.hu> tomorrow.

- Conciliation board. In order to resolve a consumer dispute related to the quality, safety and application of product liability rules, as well as the conclusion and performance of the contract, out of court, the Customer may initiate a procedure at the conciliation body competent according to his place of residence or residence, or he may apply to the professional chamber operating under the jurisdiction of the Service Provider's seat to a conciliation body. In the application of the rules applicable to the Conciliation Board, a consumer is also a non-governmental organization, church, apartment building, housing association, micro, small and medium-sized enterprise under a separate law who buys, orders, receives, uses, makes use of goods, or commercial communications or offers related to the goods addressee.

Contact details of the Budapest Conciliation Board:

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

Mailing address: 1253 Budapest, Pf.: 10.

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

Central telephone number: +36 1 488 2131

Fax: +36 1 488 2186

Based on the Customer's place of residence (place of stay), he can turn to conciliation bodies in order to settle the consumer dispute. The service provider is obliged to participate in the proceedings of the Conciliation Board. Pursuant to this point, the sending of the response is also considered cooperation.

In Hungary, the Budapest Conciliation Board (BBT) is authorized to act in legal disputes between cross-border consumers and traders related to online sales or service contracts.

Judicial proceeding. The customer is entitled to assert his claim arising from a consumer dispute before the court in the framework of civil proceedings pursuant to Act V of 2013 on the Civil Code and Act III of 1952 on the Code of Civil Procedure. according to its provisions.

13. OTHER PROVISIONS

13.1. The security level of the online store is adequate, using it does not pose any risk, however, we recommend that you take the following precautions: use virus and spyware protection software with an up-to-date database, install security updates for the operating system. Shopping on the Website presupposes the Customer's knowledge of the technical and technical limitations of the Internet and acceptance of the potential for errors associated with technology.

13.2. In the Service Provider's specialized stores and online store, it only serves orders for quantities for household use.

13.3. The Service Provider is entitled to unilaterally modify the terms of these Terms and Conditions at any time. The Service

Provider informs the Customers about the changes via the Website interface. After the modification, the use of the Website is conditional on the Customer expressly accepting them through the Website and in the manner provided there.