

Generelle vilkår og betingelser

General Terms And Conditions

Effective date: 18.06.2025

1. Preamble

These General Terms and Conditions contain the general terms and conditions for contracts entered into between the service providing **Veres és Társai Kft.** (Registered seat: 9700 Szombathely, Kárpáti Kelemen utca 19/A., Company registration number: 18-09-103666, VAT identification number: 11513898-2-18, Email: info@eco-trend.hu, Represented by: Magdolna VERES and István András ANTAL, managing directors authorised to represent the company individually) hereinafter: **(Supplier)** and the service receiving natural or legal person (hereinafter: **Customer**), as well as the rights and obligations of the Supplier and Customer.

The Supplier reserves the right to unilaterally amend these GTC. The Supplier shall inform the Customer of an amendment in a short message sent to their email address provided during the ordering process and shall publish the amended GTC in a consolidated version on its website.

Subject Matter of the Contract – Services Rendered by the Supplier

Orders for the products distributed by the Supplier can be placed on the Supplier's website: www.ecotrendwebshop.com.

2. Offerings Available

1. The products distributed by the Supplier are available on the Supplier's website.
2. A detailed product description can be found for each product on the Supplier's website, by clicking on the product photo, so that the Customer can carefully review the characteristics of each product.

3. Process of Purchasing Products

1. The Service Provider publishes the products it offers for sale on its website. By clicking on a product, the interested party finds a brief description of each product, details about the materials used, and the price of the product. The customer can purchase the selected product by adding it to the Cart; then, at the checkout page, they provide the necessary information. To place an order, the customer must provide:

- Name
- Email address
- Phone number
- Company name
- Company address
- EU VAT number
- Shipping address (if different)

The customer submits the order by clicking the "Send Order" button, which constitutes a contractual agreement. The Service Provider automatically sends an order confirmation via email following the submission. The contract is established when the customer receives the Service Provider's confirmation.

1. The ordered products can be paid for in advance via bank transfer to the bank account indicated on the invoice, held at Kereskedelmi és Hitelbank Zrt. The website also provides other payment options.
2. The ordered products are shipped to the provided delivery address in the following ways:
 - DPD Hungary Ltd. (headquarters: 1134 Budapest, Váci út 33. 2nd floor, company registration number: 01-09-888141, tax ID: 13034283-2-44, represented by: Szabolcs Czifrik, managing director)
 - Magyar Posta Zrt. (headquarters: 1138 Budapest, Dunavirág utca 2-6, company registration number: 01-10-042463, tax ID: 10901232-2-44)
 - DACHSER Hungary Ltd. (headquarters: 8900 Zalaegerszeg, Fuvar utca 6, company registration number: 13-09-081858, tax ID: 11815798-2-44, represented by: Wolfgang Reinel, managing director; Roman Stolicny, managing director; Péter Szabó, company manager)
 - The Service Provider delivers the ordered products using its own vehicle.
1. Please be informed that when placing an order, the Customer is obliged to provide accurate personal data and to notify the Supplier of any changes in the data provided without delay, but within 15 days at the latest. The Supplier shall not be liable for any damages resulting from the incorrect or erroneous provision of data during the Customer's order, as the Customer may at any time modify the personal data provided by them by notifying the Supplier in writing. The Supplier has the right to delete obviously incorrect or false data and, in case of doubt, to verify the authenticity of the Customer's data, and reserves the right to reject the order if the Customer provides false or incomplete data or misuses personal data during registration.
2. The personal data provided when placing an order are not public and cannot be accessed by third parties.
3. When placing an order on the Supplier's website, the Customer is fully responsible for the activities related to the data provided and undertakes to notify the Supplier immediately in case the Customer notices any unauthorized use or any breach of data security with regard to their data. The Supplier is not liable for any damages incurred due to the storage of the password or due to the transfer of the email address and password to third parties.
4. The Supplier shall not be liable for any damages arising from the visiting or use of its website by the Customer, or for any of the following events occurring for any reason whatsoever: non-receipt of data sent and/or received over the Internet; malfunctions of the Internet network which prevent the performance of this contract; defect of the receiving equipment or communication lines, loss of any content or data; defect of any software or website; program errors, consequences of extraordinary events or technical failures including force majeure and the charges levied by the Internet service provider on the Customer.
5. The Parties stipulate that if the Customer orders a custom-made product through the website, the price, time of production, the terms of delivery and payment of the product shall be based on the mutual agreement of the Parties.

4. Right of Withdrawal

1. According to the provisions of Section 20 of Government Decree No. 45/2014 (II.26.) on the detailed rules of contracts between consumers and businesses (hereinafter: Government Decree), the Customer has the right to withdraw from the purchase without giving any reason within 14 days of the conclusion of the contract in the case of products on the website. The time limit expires 14 days after the date on which the Customer or a third party designated by the Customer (excluding the carrier) takes delivery of the goods, or, in the case of the supply of goods consisting of several batches or pieces, 14 days after the date on which the

- Customer or a third party designated by the Customer (excluding the carrier) takes delivery of the last batch or piece.
2. If the Customer wishes to exercise their right of withdrawal/unilateral termination, they must send a clear statement of their intention to withdraw from/unilaterally terminate the contract (by post or electronic mail) to the Supplier to the following address: **Veres és Társai Kft.** (Registered seat: 9700 Szombathely, Kárpáti Kelemen utca 19/A., Company registration number: 18-09-103666, VAT identification number: 11513898-2-18, Email: info@eco-trend.hu, Represented by: Magdolna VERES and István András ANTAL, managing directors), or alternatively use the template form for declaration of withdrawal from/unilateral termination of the contract, which is available on the Supplier's website.
 3. The Customer exercises their right of withdrawal/unilateral termination within the time limit if they send their withdrawal/termination notice before the expiry of the time limit indicated above.
 4. If the Customer withdraws from the contract, the Supplier shall reimburse the Customer for all consideration paid by the Customer, including the transport costs (but excluding any additional costs incurred due to the Customer's choice of a transport mode other than the cheapest usual transport mode offered by the Supplier), without delay, but no later than 14 days after receipt of the Customer's notice of withdrawal. The Supplier shall use the same payment method for the refund as the one used in the original payment transaction, unless the Customer expressly agrees to another payment method; none the less the Customer shall not incur any additional costs as a result of the use of this latter refund method. The refund may be withheld by the Supplier until the product is returned or the Customer has provided proof that it has been sent back, whichever is the earlier.
 5. The Customer shall return the product to the Supplier without undue delay, but no later than 14 days from the date of the communication of the Customer's withdrawal. The deadline is considered met if the product is dispatched to the Supplier before the 14-day time limit.
 6. The direct cost of returning the product shall be borne by the Customer.
 7. The Customer can only be held liable for depreciation of the product if it is due to use beyond the use necessary to establish the nature, characteristics and functioning of the product.

5. Responsibilities of the Supplier

1. Supplier shall be released from liability for breach of contract if it proves that the breach of contract was caused by a circumstance which was beyond its control and unforeseeable at the time of the conclusion of the contract and it could not have been expected of the Supplier to avoid the circumstance or avert the damage.
2. Defective performance: the Supplier performs defectively if, at the time of performance, the service does not comply with the quality requirements laid down in the contract or by law. The Supplier's performance shall not be deemed defective, if the Customer was aware or should have been aware of the defect of the product at the time of conclusion of the contract.
3. Warranty of Material Defects On the basis of a contract in which the parties owe mutual services, the Supplier shall be subject to a warranty for material defects for its defective performance. Under their claim for warranty for material defects, the Customer, subject to their choice,
 1. may claim repair or replacement, unless the performance of the chosen remedy for breach of warranty for material defects is impossible, or if it would result in disproportionate additional costs to the Supplier compared to satisfying a different claim for warranty for material defects, taking into account the value that the service would have in flawless condition, the gravity of the breach of contract and the harm to interests caused to the Customer by satisfying the right of warranty for material defects; or
 2. may claim the pro rata reduction of the consideration; may repair the defect themselves or have it repaired by somebody else at the Supplier's expense, or may withdraw from the contract if the Supplier did not undertake to repair or replace the product, or was unable to comply with this obligation, or if the Customer's interest in having the product repaired or replaced no longer exists.

An insignificant defect shall not give rise to withdrawal. The repair or replacement must be carried out within a reasonable period of time, without prejudice to the interests of the Customer.

1. In case of an incorrectly indicated price, the contract is concluded at the incorrect price indicated by the Supplier.
2. Product Warranty In the event of a defect in movable thing sold by an undertaking to a consumer (for the purposes of this sub-title: "the product"), the consumer may demand that the producer repair the defect in the product, or, if repair is not possible within an appropriate time limit without causing harm to the consumer's interests, replace the 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.
3. The manufacturer and the distributor of the product shall qualify as the producer.
4. The producer shall be exempted from the product warranty obligation if it proves that
5. a) it has not produced or distributed the product within its business activities or independent professional activities;
6. b) the defect was not recognisable given the state of scientific or technical knowledge when the product was placed on the market; or
7. c) the product's defect was caused by the application of a law or a mandatory authority provision.
8. In the event of replacement, the producer shall be subject to an obligation of warranty for material defects with respect to the replaced product, and in the event of repair, with respect to the part of the product affected by the repair.
9. Following the detection of the defect, the consumer shall be 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. The consumer shall be liable for the damage arising from the delayed communication.
10. The producer shall be subject to product warranty for two years after he placed the relevant product on the market. The expiry of this time limit shall cause the forfeiture of rights.
11. In the event of the transfer of the product's ownership, the product warranty rights may be enforced by the new owner against the producer.

6. Adoption of the GTC

1. The Customer accepts these GTC when placing an order with the Supplier. The Customer also acknowledges that it is bound by the GTC.
2. The Customer further consents to the Supplier processing their personal data provided when placing an order by email for the purposes, in the manner and to the extent provided in the GTC.
3. The Customer acknowledges that their right to place an order is subject to them accepting the GTC.

7. Processing of Personal Data

The Data Management Policy available on the website (www.ecotrendwebshop.com) contains information about the personal data processed during the ordering process.

8. Obligation to Cooperate and Provide Information

1. The Supplier and the Customer shall cooperate and inform each other of the material circumstances of the contract during the contract negotiations, at the conclusion, during the duration and at the termination of the contract.
2. The Customer may communicate with the Supplier by email, via the Messenger app or by telephone.

9. Termination of the Contract

1. The Supplier is entitled, with no obligation to give a reason for the termination, to terminate the contract with the Customer under the GTC by giving 15 days' notice in writing.
2. The Customer is entitled, with no obligation to give a reason for the termination, to terminate the contract with the Supplier under the GTC by giving 15 days' notice in writing.
3. The Supplier has the right to terminate its contract with the Customer with immediate effect, in writing, if the Customer seriously breaches the provisions of these GTC.
4. The Parties are entitled to terminate the contract under these GTC by mutual agreement in writing at any time.
5. The Parties conclude the contract under these GTC for a fixed term.
6. If the Customer causes damage to the Supplier by breaching the contract under these GTC, the Customer shall compensate the Supplier in full for the resulting damage. The obligation to pay damages covers
 1. damage caused by the Customer's breach of contract,
 2. consequential damages,
 3. foreseeable damages caused by breach of duty,
 4. the loss of profit suffered by the Supplier; and
 5. the costs incurred by the Supplier to remedy the damage.

10. Handling of Complaints

1. The Supplier shall keep a record of complaints and keep them, together with the response to them, for five years from the date of the complaint.
2. The Supplier is obliged to investigate and respond to complaints within 30 days. In the event of a rejection, the Supplier must provide written reasons for the rejection.
3. The Consumer may lodge a complaint with the consumer protection authority. Pursuant to Section 45/A (1)-(3) of the act on consumer protection and Government Decree No. 387/2016 (XII. 2.) on the designation of the consumer protection authority, the Government Office acts as the general consumer protection authority: <https://kormanyhivatalok.hu/kormanyhivatalok>
4. Disputes arising from a contract concluded with the Supplier shall be settled primarily by amicable means, by agreement between the parties, or before the consumer protection authority of the Customer's place of residence. If the above approaches are unsuccessful, the parties may, at their discretion, refer the matter to the conciliation board competent for the seat of the Supplier or to the courts. Conciliation boards operated by the Chambers of Commerce and Industry according to territorial jurisdiction pertaining to registered address:

Name of the Conciliation Board	Registered Seat, Address of the Conciliation Board	Territorial Jurisdiction
Budapesti Békéltető Testület [Budapest Conciliation Board]	Budapest Budapesti Békéltető Testület [Budapest Conciliation Board] Address: 1016 BUDAPEST, Krisztina krt. 99. Telephone number: +36 1 488-2131 Telefax number: +36 1 488-2186 Chairperson: Dr. Éva Veronika INZELT Website: https://bekeltet.bkik.hu/ Email address: bekelteto.testulet@bkik.hu	Budapest
Baranya Békéltető [Baranya Conciliation Board]	Pécs Baranya Vármegyei Békéltető Testület [Baranya County Conciliation Board] Address: 7625 Pécs, Majorossy Imre u. 36. Telephone number: +36 72 507- 154; +36 20 283-3422 Telefax number: +36 72 507-152 Chairperson: Dr. Ferenc BÉRCESI Website: www.baranyabekeltetes.hu Email address: info@baranyabekeltetes.hu kerelem@baranyabekeltetes.hu	Baranya county, Tolna county, Somogy county
Borsod-Abaúj-Zemplén Vármegyei Békéltető [Borsod-Abaúj-Zemplén County Conciliation Board]	Miskolc Borsod-Abaúj-Zemplén Vármegyei Békéltető Testület [Borsod-Abaúj-Zemplén County Conciliation Board] Address: 3525 Miskolc, Szentpáli u. 1. Telephone number: +36 46 501- 091 (new cases); +36 46 501-871 (ongoing cases)	Borsod-Abaúj-Zemplén county, Heves county, Nógrád county

Conciliation Board]

Chairperson: Dr. Péter TULIPÁN
Website:
www.bekeltetes.borsodmegye.hu
Email address:
bekeltetes@bokik.hu

Szeged
Csongrád-Csanád Vármegyei
Békéltető Testület [Csongrád-
Csanád County Conciliation
Board]

Csongrád-Csanád
Vármegyei
Békéltető
[Csongrád-Csanád
Conciliation Board]

Testület
County

Address: 6721 Szeged, Párizsi
krt. 8-12.
Telephone number: +36 62 554-
250/extension: 118
Telefax number: +36 62 426-149
Chairperson: Dr. Károly
HORVÁTH
Website: www.bekeltetes-
csongrad.hu
Email address:
bekelteto.testulet@csmkik.hu

Békés county, Csongrád-
Csanád county, Bács-
Kiskun county

Székesfehérvár
Fejér Vármegyei Békéltető
Testület [Fejér County
Conciliation Board]

Fejér Vármegyei Békéltető
Testület [Fejér County
Conciliation Board]

Address: 8000 Székesfehérvár,
Hosszúséta tér 4-6.
Telephone number: +36 22 510-
310
Telefax number: +36 22 510-312
Chairperson: Dr. József VÁRI
KOVÁCS
Website: www.bekeltetesfejer.hu
Email address:
bekeltetes@fmkik.hu;
fmkik@fmkik.hu

Fejér county, Komárom-
Esztergom county,
Veszprém county

Győr
Győr-Moson-Sopron Vármegyei
Békéltető Testület [Győr-Moson-
Sopron County Conciliation
Board]

Győr-Moson-Sopron
Vármegyei
Békéltető Testület [Győr-
Moson-Sopron
Conciliation Board]

Testület
County

Address: 9021 Győr, Szent István
út 10/a.
Telephone number: +36 96 520-
217
Chairperson: Dr. Beáta BAGOLY
Website:
https://gymsmkik.hu/bekelteto
Email address:
bekeltetotestulet@gymskik.hu

Győr-Moson-Sopron
county, Vas county, Zala
county

Debrecen
Hajdú-Bihar Vármegyei Békéltető
Testület [Hajdú-Bihar County
Conciliation Board]
Registered seat: 4025 Debrecen,
Petőfi tér 10.

Hajdú-Bihar Vármegyei
Békéltető Testület [Hajdú-
Bihar County Conciliation
Board]

Client service: 4025 Debrecen
Vörösmarty u. 13-15.
Telephone number: +36 52 500-
710; +36 52 500-745
Telefax number: +36 52 500-720
Chairperson: Dr. Zsolt HAJNAL
Website:
https://www.hmbekeltetes.hu
Email address:
bekelteto@hbkik.hu

Hajdú-Bihar county,
Szabolcs-Szatmár-Bereg
county, Jász-Nagykun-
Szolnok county

Budapest
Pest Vármegyei Békéltető
Testület [Pest County
Conciliation Board]
Registered seat: 1055 Budapest,
Balassi Bálint u. 25. IV/2.

Pest Vármegyei Békéltető
Testület [Pest County
Conciliation Board]

Telephone number: +36 1 792
7881
Chairperson: Dr. Pál KONCZ
Website:

Pest county

1. The conciliation board has the competence to resolve consumer disputes out of court. It is the responsibility of the conciliation board to attempt to facilitate the conclusion of a settlement agreement between the parties that settles the dispute; if the attempt is inconclusive, the conciliation board adopts a decision to ensure the simple, rapid, effective and cost-efficient enforcement of consumer rights. At the request of the consumer or the Supplier, the conciliation board provides advice concerning the rights and obligations of the consumer.
2. In the absence of a settlement, the board, on the merits of the case,
3. a) makes a decision providing for an obligation if
4. aa) the request is well-founded and the Supplier – in its statement of general submission under Section 36/C of act on consumer protection registered with the conciliation board or the chamber or communicated in its commercial communication, or in a declaration made at the commencement of the procedure or not later than the date when the decision was taken – recognised the decision of the conciliation board as binding upon it, or
5. ab) the Supplier made no statement of general submission, but the request is well-founded and the consumer's claim does not exceed HUF 200,000, neither in the submitted request nor at the time of the decision imposing the obligation, or
6. b) issues a recommendation if the request is well-founded but, at the commencement of the procedure, the Supplier stated it would not recognise the decision of the board as binding upon it, or made no statement as to whether it would recognise the decision made by the board.
7. In the event of cross-border consumer disputes related to online contracts of sale or online service contracts, all conciliation bodies operated by the county (capital) chambers of commerce and industry may act, taking into account the rules of territorial jurisdiction set out in Section 20 of the act on consumer protection.
8. The Supplier is subject to the obligation to cooperate in the conciliation board procedure and, in this context, shall send its response with the content set forth in the act on consumer protection to the conciliation board within the time limit specified in the same act. With the exception of the application of Regulation (EU) No. 524/2013 of the European Parliament and of the Council of 21 May 2013 on online dispute resolution for consumer disputes and amending Regulation (EC) No. 2006/2004 and Directive 2009/22/EC, the Supplier is obliged to ensure that a person authorised to make a settlement is present at the hearing. The online hearing must be attended online by a representative of the business, who is authorised to negotiate the settlement. If the consumer requests a personal hearing, the representative of the business authorised to negotiate a settlement must attend the interview at least online.
9. If the Consumer does not apply to a conciliation body, or if the procedure has not been successful, the Consumer has the right to go to court to request the settlement of the dispute. The action must be brought by means of a statement of claim, which must contain the following information:
 1. the competent court for the dispute
 2. the names of the parties and of their representatives, their place of residence and their status in the proceedings
 3. the right claimed and the facts and evidence supporting the claim
 4. an definite request for a ruling from the court
 5. attached relevant document or a copy of it, the contents of which are referenced by the party as evidence.
10. You can also use the ODR system (Online Dispute Resolution Platform) to resolve any problems that may have arisen during the purchase. The system is designed so the customer contacts the trader through the ODR platform. For further information and to use the system, please click on the link below:

<https://ec.europa.eu/consumers/odr/main/?event=main.home.howitworks>

1. For all legal and litigation matters within the European Union, we designate the competence of the Szombathely Court of Law (9700 Szombathely, Szily János utca 7.).

11. Amendment of the GTC

1. The Supplier shall be entitled to unilaterally modify these GTC at its own discretion and decision. Amendment may be warranted if:
 1. the circumstances for the Supplier materially change;
1. there is a change in the law;
 - there is a reason related to the Supplier's operation, economic interests, technical or technological capabilities, management, or circumstances affecting the service.
1. The Supplier must publish the GTC, as well as any amendments thereto and the GTC consolidated by the amendment, free of charge in a clearly visible place on its website, on the opening page, in a way that makes the GTC directly accessible, storable, displayable and printable. The amendment to the GTC shall enter into force on the 8th day following its publication and shall apply to all contracts concluded after its entry into force and to all contracts concluded before its entry into force. The Supplier shall notify the Customers of the changes to the GTC by electronic means (email).
2. If the Customer does not object to the amendment of the GTC in writing to the Supplier within 8 days from the date of publication or notification (whichever is later), it shall be deemed to be implied acceptance of the amendment by the Customer. If the Customer expressly objects to the amendment to the GTC and expressly refuses to accept it, the Supplier shall be entitled to terminate the contract with the Customer by giving 15 days' written notice.

12. Miscellaneous Provisions

1. If any provision of these GTC is or becomes invalid, that provision shall not affect the other provisions of these GTC.
2. The provisions of the Act V of 2013 on the Hungarian Civil Code (hereinafter: "Civil Code") shall apply to matters not specified in these General Terms and Conditions. For more information, see Section 50 (1) of Act XXVIII of 2017 on Private International Law (hereinafter: "Nmjtv.").
3. These GTC are valid for an indefinite period.