

General Terms and Conditions

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If you wish to become a customer or an active user of the services offered by our Online Store, please read these General Terms and Conditions (hereinafter: GTC) carefully, and use our services only if you agree with all of its provisions and accept them as binding on yourself.

The consumer explicitly acknowledges and accepts the GTC by marking a checkbox before submitting the registration as a new customer or before placing an order as a registered customer.

I. SCOPE OF THE AGREEMENT

These General Terms and Conditions (GTC) apply to all products and electronic commerce services available for purchase and order on the online store operated by **Inter geo Kft.** (registered office: 1011 Budapest, Gyorskocsi utca 12.) at <https://mydolcevita.hu>.

These GTC apply to all electronic commerce services provided within Hungary through the www.mydolcevita.hu website.

For the purposes of these GTC:

- **Inter geo Kft.** is referred to as the "Company"
- The purchaser or orderer on the Online Store is referred to as the "Customer"
- Together, the Company and the Customer are referred to as the "Parties".

For inquiries regarding online orders or delivery, the contact details provided in these GTC are available to Customers.

The GTC are continuously available at <http://mydolcevita.hu>.

II. CONTRACTING PARTIES

Company:

- Name: Inter geo Kereskedelmi Korlátolt Felelősségű Társaság
- Short name: Inter geo Kft.
- Registration court: Budapest Metropolitan Court of Registration
- Company registration number: 01-09-696270
- Registered office and mailing address: 1011 Budapest, Gyorskocsi utca 12. 4th floor
- Email: mydolcevita2024@gmail.com
- Customer service phone number: +36 20 25 00 231
- Tax number: 12640555-2-41
- Statistical code: 12640555-7112-113-01

Hosting Provider:

- Company: Unas Online Kft.
- Registered office: 9400 Sopron, Kőszegi út 14
- Email: unas@unas.hu
- Website: unas.hu

Customer Service:

- Phone: +36 20 25 00 231
- Availability: Monday – Friday: 8:00 – 17:00
- Closed on holidays and non-working days
- Email: mydolcevita2024@gmail.com

Customer:

The services of the Mydolcevita Online Store are available to any individual, legal entity, or other organization without legal personality that registers successfully on the Website, accepts these GTC and the data management described in the Privacy Policy, and pays the product price and delivery fees, as well as any cash-on-delivery charges if applicable.

III. PRODUCTS AVAILABLE FOR ORDER

Customers can browse products and services on the Mydolcevita web store by category. Each product page provides a short description, price, and characteristics. For detailed information, click on the product image or name to access the product page.

Product categories: Books

The essential features, characteristics, and instructions for use of the products are provided on the respective product pages. Prices are displayed both as unit price and total package price, including VAT. Delivery and cash-on-delivery fees are not included unless otherwise specified.

Price Display:

All product prices are displayed in Hungarian Forints and include VAT (gross price). Delivery charges are additional. The Company reserves the right to change prices. No separate packaging fee applies. VAT is non-refundable.

Incorrect Pricing:

If a price is displayed incorrectly despite our best efforts, the Company is not obliged to sell the product at the incorrect price but may offer the correct price. The Customer may then decide whether to proceed with the purchase.

IV. CONCLUSION OF THE CONTRACT

- Contract language: Hungarian
- Contracts concluded through the Mydolcevita web store are not considered written contracts and are not archived or stored for later access. They constitute electronic declarations of intent.

Technical steps for electronic conclusion:

Registration:

Customers must register via the Registration page by completing the form. Each order requires registration. Personal data is handled in accordance with the 2011 CXII Act on Informational Self-Determination and Freedom of Information (Privacy Policy). Users must

keep their login credentials secure. Forgotten passwords can be reset via the login interface.

Order Process:

After registration, the Customer completes the order form and submits the order by clicking "Place Order." If required fields are incomplete, an error message will appear. The Company is not responsible for delays or issues caused by incorrect Customer data.

Payment methods: Bank card, bank transfer, or cash on delivery.

- Bank transfer: Inter geo Kft, Erste Bank Hungary Zrt., Account No.: 11600006-00000000-81993321
- Cash on delivery fees vary by order value (0–10,000 HUF: +200 HUF/package; 10,001–50,000 HUF: 1.2%; >50,000 HUF: cash on delivery unavailable)

Contracts are concluded upon the receipt of the electronic order confirmation. If no confirmation arrives within 48 hours, the Customer is released from the offer.

V. DELIVERY AND RECEIPT

Personal Pickup: By prior appointment only.

Shipping:

Shipping is available within Hungary via FoxPost Zrt. or Magyar Posta Zrt. Shipping costs vary by delivery method, weight, and order value. Free shipping is provided for orders over 50,000 HUF.

Delivery times:

- In-stock products: 2–6 business days depending on payment method
- Custom orders: delivery date communicated by email within 72 hours

Customers must check the package for quantity and quality upon receipt. Any damage must be reported to the courier immediately, and a record should be made.

VI. PAYMENT

All prices include VAT but exclude delivery charges. Payments are accepted via bank card, bank transfer, or cash on delivery. For bank transfers, the payment must be credited to the Company's account before shipping. Cash on delivery includes additional handling fees.

VII. RETENTION OF TITLE

The purchased products remain the property of Mydolcevita until full payment is received.

VIII. RIGHT OF WITHDRAWAL

Consumers may withdraw from distance contracts within 14 days without giving any reason. The withdrawal period starts from receipt of the goods. Exceptions include: personalized products, perishable goods, sealed goods for health/hygiene reasons once opened, digital content once fully delivered with consent, etc.

Costs of return shipping are borne by the Customer. Refunds are made using the original payment method within 14 days of withdrawal and receipt of the goods.

IX. LIABILITY

The Company is only liable for damages arising from intentional or grossly negligent acts, or product liability issues affecting life, health, or safety. The Company is not liable for delays or problems caused by incorrect Customer data.

X. PROCEDURE FOR DEFECTIVE PRODUCTS

Claims for defective products can be made online or in person. Non-consumer orders: warranty claims expire within 1 year from delivery. The Customer must inspect the package upon delivery and report any issues immediately. The Company will arrange free replacement or repair as applicable.

XI. COMPLAINTS

Customers can contact the Company via:

- Address: 1011 Budapest, Gyorskocsi utca 12
- Phone: +36 20 25 00 231
- Email: mydolcevita2024@gmail.com

Complaints will be investigated immediately, and written responses are provided within 30 days. Consumers may also contact the Budapest Conciliation Board or pursue legal action.

XII. GOVERNING LAW AND DISPUTE RESOLUTION

The contractual relationship between the Company and the Customer is governed by Hungarian law, particularly the provisions of Act V of 2013 on the Civil Code and Act CLV of 1997 on Consumer Protection.

Dispute resolution for consumers:

- Consumers may initiate proceedings with the Budapest Conciliation Board or the Hungarian Trade Licensing Office.
- The Company aims to resolve disputes amicably before court procedures.

Non-consumer disputes:

- In the case of legal entities or organizations without legal personality, disputes are subject to the exclusive jurisdiction of the courts competent for the Company's registered office.

XIII. DATA PROTECTION

The Company processes Customer data in accordance with Act CXII of 2011 on Informational Self-Determination and Freedom of Information and the General Data Protection Regulation (EU) 2016/679 (GDPR).

Key rules:

- Personal data is collected and stored for contract performance, accounting, and delivery purposes.
- Data will not be shared with third parties except for order fulfillment (e.g., courier services, payment providers).
- Customers have the right to access, correct, or request deletion of their personal data.
- Detailed information on data processing and rights is available in the Privacy Policy on the website.

XIV. MISCELLANEOUS PROVISIONS

1. **Language of communication:** All communications between the Company and the Customer shall be in Hungarian or English.
2. **Force majeure:** The Company is not liable for delays or non-performance caused by events beyond its reasonable control (e.g., natural disasters, strikes, pandemic measures).
3. **Amendments:** The Company may modify these GTC at any time. Changes take effect upon publication on the website. Continued use of the service constitutes acceptance of the modified terms.
4. **Severability:** If any provision of these GTC is invalid, the remaining provisions remain in effect.

XV. EFFECTIVE DATE

These General Terms and Conditions take effect on **[insert date]** and remain in force until further notice.

This translation aims to maintain the legal style and clarity of the original Hungarian GTC while ensuring it is understandable and enforceable in English.