



## General Terms and Conditions

### Introduction

The General Terms and Conditions (referred below as „GTC”) detailed below refer exclusively only to the Parties which are in mutual contractual relations with each other. GTC refers on one hand to the users of multifelt.com/webshop (referred below as “customer”), on the other hand to the company of Multifelt Factory Kft. with registered seat at Hungary, 9730, Kőszeg, Róti völgy 3., registered by Szombathely Törvényszék Cégbírósága at a number of 18-09-111699 (company registration number), tax number: 13118619-2-18 (referred below as “Multifelt Factory”). Only the below detailed terms and conditions are relevant and applicable. Any other and previous terms and conditions are null and void except if previously announced otherwise.

Multifelt Factory has the right to amend the GTC from time to time, therefore you shall read the GTC before each purchase at the webpage of multifelt.com/webshop (below referred to as webpage). These amendments are valid and applicable from the moment of appearance on the internet, however are not applicable for the previous contracts. With the confirmation of your order by Multifelt Factory, you already accepted these below terms without any conditions.

### Webshop Data

The seller of the products you buy here and the operator of this webshop is Multifelt Factory Kft.

Registered seat: Hungary, 9730, Kőszeg, Róti völgy 3.

Tax Number: 13118619-2-18

EU Tax Number: HU13118619

Company Registration Number: 18-09-111699

Registered by Szombathelyi Törvényszék Cégbírósága

Bank Account Number: 11784009-21215319-00000000

IBAN: HU 44 11784009-21215319-00000000

SWIFT: OTPVHUBB

E-mail: [sales@multifelt.com](mailto:sales@multifelt.com)

### Essential properties of the subject of the sales contract

The products offered for sale in the webshop, operated and owned by Multifelt Factory Kft, are the subject of contracts made by customers and Multifelt Factory. You can find the details about the characteristics and specifications of the products in the description provided in each product. We kindly ask you to read carefully the products’ descriptions in order to find the most suitable products for your need! The pictures are for illustration purposes only. The sale price is always showed close to the selected product and includes VAT, except if you are entitled to purchase the goods without VAT and the registration for this entitlement already made. You have the possibility to select if you

would like to purchase the products and get the invoice in one of the following currencies: HUF, EUR or USD. The prices determined in EUR or USD are applicable in the given currency, and our exchange rates do not necessarily follow the official national bank exchange rates.

#### Availability of the products

The availability of the products in the webshop does not mean that the selected products are on stock. In the confirmation to be sent by us we always inform you when we can deliver the selected products to you.

#### The process of buying

The first step in the buying process through our webshop is a registration or log-in for customers who already registered. For the registration you need a valid, active e-mail address. You can start buying without registration or log-in, however in order to finish the buying process the registration or log-in is needed. You will not get an e-mail from us for the confirmation of the registration.

In order to finish your buying first you need to complete billing and payment information. These are the following:

- **Billing address:** we will issue the invoice to this address. You can modify the address you entered during the registration process.
- **Payment method:** you can choose from the following payment methods:
  - bank (wire) transfer: we kindly ask you to transfer the amount of your order to our bank account. The exact date of the delivery of the goods is included in our confirmation, so if you are our contractual partner you shall pay the amount in line with our contract.
  - c.o.d.: cash payment on delivery of goods. In case of choosing this payment method you shall settle the fee of the cash treatment service, too. You can find more information about this under the section of "Delivery conditions" below.
  - cash payment at our factory: in our registered seat you can pick up the goods upon cash payment. Our opening hours are: from Monday to Friday between 6AM to 2PM.
  - Paypal: the settlement of the invoice is made at Paypal Inc.'s website, which is paypal.hu or paypal.com. In this case Multifelt Factory will not possess any information about the payment details, including your credit card details. Multifelt Factory will only be informed about the result of the payment transaction (success/failure), and the transaction ID. The General Terms and Conditions of using Paypal is available at paypal.com. With the execution of payment via Paypal you become the customer of Multifelt Factory.
  - debit card, credit card: Multifelt Factory offers to its customers the safe online payment solution operated by OTP Mobil Kft. (Simple Pay online payment solution). The safety of payment is based on the separation of data. Our webshop receives information solely connected to your order, while OTP Mobil Kft., through the online payment platform, receives information solely related to the debiting of the debit/credit card. The information entered on the payment platform is not provided to the webshop, they are available only to OTP Mobil Kft. The webshop will notify you about the result of the transaction, i.e. the successful execution of the payment. In order to use this payment service your internet browser must support the use of SSL encryption. Your debit/credit card will be debited with the price of the purchased

products/services. Please read the detailed information sheet that you can reach on our webshop by clicking on the  logo.

- **comments:** we kindly ask you to provide us with any further information/comments regarding your order.

By clicking the “Continue” button you will be directed to the delivery details screen.

- **Shipping address:** we will deliver the products to this address. Here you may change the address already entered during the registration.
- **Shipping methods:** here you can see the shipping methods available for the already selected payment method. You can also see the costs of delivery and packaging of the selected shipping method.

### Shipping methods and their costs

The following shipping methods are available for the products purchased in the webshop:

1. Personal pick-up at our factory (Hungary, 9730, Kőszeg, Róti völgy 3.) from Monday to Friday between 6AM and 2PM,
2. Shipment via courier: our partner is GLS. (<https://gls-group.eu/HU/hu/home>)

Fees and costs of *domestic shipments* in case you have not chosen c.o.d.:

VAT is included below.

Weight	HUF (gross)
0-0,2dkg	1,143
0,21kg-2,0kg	1,207
2,1kg-3,0kg	1,359
3,1kg-5,0kg	1,524
5,1kg-10,0kg	1,905
10,1 – 15,0 kg	1,969
15,1 – 20,0 kg	2,057
20,1 – 25,0 kg	2,203
25,1 – 30,0 kg	2,362
30,1 – 40,0 kg	3,112

Such delivery can be chosen for wire transfer, Paypal or debit/credit card payments.

In case of c.o.d. in addition to the delivery cost the following extra fees will be charged:

Invoice Value	Gross Fee (HUF/delivery)
Up to 10,000 HUF	330
Up to 20,000 HUF	406
Up to 50,000 HUF	826
Up to 100,000 HUF	1,080
Up to 150,000 HUF	1,257
Up to 499,999 HUF	1% of the invoice value
Up to 999,999 HUF	2% of the invoice value
Up to 1,499,999 HUF	3% of the invoice value
Up to 1,999,999 HUF	5% of the invoice value

In case of c.o.d you need to pay cash to the courier upon receiving the packet.

#### Shipment to abroad:

In case of shipment to an address abroad (outside Hungary) you cannot choose c.o.d., and we charge an extra fee of 300 HUF net (381 HUF gross) in addition to the shipping cost.

Fees and costs in HUF (VAT is included):

Zone	< 2 kg	< 3 kg	< 5 kg	< 10 kg	< 15 kg	< 20 kg	< 25 kg	< 30 kg	< 40kg
1. Zone	3,747	4,001	4,064	4,318	4,636	5,017	5,588	6,223	6,731
2. Zone	3,874	4,064	4,255	4,385	5,143	5,842	6,477	7,112	7,747
3. Zone	6,223	6,541	6,858	7,112	7,493	7,874	9,017	10,033	11,049
4. Zone	6,731	7,620	8,446	9,271	13,716	18,034	20,320	22,479	24,638
5. Zone*	17,145	19,216	23,702	35,311	45,772	55,082	63,244	70,258	85,890

#### **Zones and expected delivery times (in brackets, estimated but not guaranteed!):**

1. Zone: Slovakia (1), Slovenia, Austria, The Czech Republic, Rumania, Croatia (2)
2. Zone: Poland, Germany (2), Belgium, The Netherlands, Luxembourg, Liechtenstein\*\*, Bulgaria, Switzerland\*\* (3)
3. Zone: Denmark (3), France, San Marino\*\*\*, Vatican\*\*\*, Italy (3-5), Great- Britain, Monaco\*\*\* (4), Ireland (5)

4. Zone: Lithuania (3), Latvia (4), Spain (4-6), Sweden (4-7), Estonia, Turkey\*\*, Malta (5), Norway\*\*, Greece, Andorra\*\*, Gibraltar\*\*\*, Portugal, Finland (5-7), Cyprus (6-7)\*\*\*
5. Zone: Serbia (2), Bosnia-Herzegovina, Montenegro, Iceland (3), Albania, Macedonia (4), Kosovo (6-7), Faroe-Islands (8)

\*delivered through partner network of GLS

\*\* + customs clearance (min. +2 working days): additional HUF 8,600 fee of export customs clearance. In case of DDP parity in addition to the export customs clearance the fee of customs clearance in the target country will be added (HUF 8,600). The fee of the customs clearance is calculated for one addressee. In case of export to these countries marked with \*\*, extra coordination is needed regarding the process of customs clearance.

\*\*\*In case of delivery to these countries marked with \*\*\* extra coordination is needed regarding the process and fees&costs of customs clearance and other potential administrative procedures.

### **Replacement, right to cancel**

In case you are not 100% satisfied with the purchased product we replace it within 14 days, or we buy it back. This requires that the products are returned to us in an unharmed condition. In case of replacement or withdrawal we kindly ask you to contact us in advance!

### **Revocation or modification of your order**

Your purchase is completed when you push the "Confirm Order" button. The webshop system sends you an automatic confirmation e-mail about your order. This does not mean that the contract has been concluded between buyer and seller, and it does not imply a check on the inventory stock and the deadline for delivery, it only indicates to the buyer that the order has been registered and forwarded to our sales team. In case your order is not confirmed within 2 working days we kindly ask you to contact us.

Following the receipt of the automatic confirmation e-mail you cannot modify or cancel your already registered order through our webshop. Should you like to modify or cancel your order please contact us at our contact details.

We confirm the fulfillment of your order within 2 working days except factory shutdowns/bank holidays. We inform you about our planned shutdowns at our website [www.multifelt.com/webshop](http://www.multifelt.com/webshop).

In case the terms and conditions of fulfillment of your order confirmed by us is not acceptable for you and you decide to change or cancel your order we kindly ask you to contact us at our contact details.

If the ordered goods are already handed over to the courier you cannot change or cancel the order. However you have the right to cancel the purchase itself. In that case please take the packet from the courier and send it back to us as described above. In case you chose the payment method of c.o.d. but the goods are delivered back to us because you could not received them, we will fulfill your next order only if you pay in advance (wire transfer, Paypal, debit/credit card).

In line with the law about the electronic commerce services and art. 5. § (2.) of the law nr. CVIII. from 2001 about information society services we inform you that the governing language of the contract

making is Hungarian, and if your order is registered in our webshop it is considered as a contract made in writing. The contracts are registered in our computer system and can be retrieved later.

### **Information about warranty**

#### **1. Warranty on non-compliance of obligation during the fulfillment of your order:**

Based on the Hungarian Civil Code you have the right to get warranty from Multifelt Factory Kft. in case of non-compliance during the fulfillment of your order.

*Your rights in case of non-compliance:*

You can choose from the following possibilities:

- you can ask for rectification or replacement of the goods except if the selected option is impossible or could cause disproportionate extra cost for the company (seller) compared to the fulfillment of an other option. If you have not asked or are not allowed to ask for rectification or replacement you have the right for proportionate delivery or you can rectify or make the defect rectify at the cost of the seller. You also have the right for complete revocation from the contract.
- You can change from one warranty method to another, however the costs of change shall be bared by you except if the change to another warranty method is justifiable or happens for the cause of the seller.

You are obliged to inform the seller about the defect immediately but in any case not later than 2 months from the finding of the defect. Please note that beyond the two-year limitation period from the fulfilment of the order, you will no longer be able to enforce your warranty rights.

*Against whom can you enforce the warranty?*

You can enforce the warranty against the corporation (seller).

*What other conditions are required in order to enforce the warranty?*

Within six months from the fulfillment of your order there is no other obligation just to inform the seller about the defect. You shall prove that the product or service has been provided by Multifelt Factory Kft. However after six months from the fulfillment of your order you need to prove that the defect was in place even at the time of fulfillment.

#### **2. Guarantee**

In case of defects of movable goods you can enforce your warranty right in line with point nr. 1 above or you can enforce your guarantee right as described below.

*Your rights based on guarantee*

Under the terms of guarantee you have the right to ask for the replacement of the product or correction of the defect.

*Under which conditions is the product considered defective?*

A product is defective when it does not comply with the quality requirements effective when the product was placed on the market, or it does not comply with the specifications stated by the producer in writing.

*What is the deadline for the enforcement of your guarantee rights?*

Your guarantee rights can be enforced within 2 years from the date when the product was placed on the market. After the expiration of this time period your guarantee rights are lost.

*Against whom can you enforce the guarantee rights? What other conditions you can comply with in order to enforce the guarantee?*

You can enforce the guarantee against the producer or seller of the movable goods. The defect of the product, in case of application of guarantee, shall be proved by You.

*In which cases would be the producer (seller) be exempted from the guarantee obligations?*

The producer (seller) would be exempted from the guarantee obligation only in case if it can prove that:

- the product is not produced or traded by it, or
- the defect cannot be identified based on the valid scientific and technical situation at the time the product was placed on the market, or
- the defect of the product is originated from application of legislation or mandatory official regulations.

The producer (seller) is obliged to prove only one from the three reasons above.

We kindly call your attention that based on the same defect you cannot at the same time enforce both the warranty and guarantee. However in case of successful enforcement of your guarantee rights you are entitled for the warranty rights for the replaced or corrected product.

Following your registration in our webshop a customer account is created where you can check all your previous orders any time.

### ***Unique Products***

Due to the nature of the manufacturing and sales process, it is often the case that a product is added to our webshop as a unique product, partly because we cannot ensure that we can produce the same colour/combination/size again, and mostly because it is the remainder of a bigger stock with special size/shape/colour which is only available as its stocks last. For such products we clearly indicate that it is a unique product and is only available in limited quantity (mostly one), and also if such a product can only purchased in one piece and we are not going to cut it into pieces. Such products usually have a very discounted price tag. Thank you for your understanding.

### ***Others***

This General Terms and Conditions document exists in Hungarian and English languages. The Hungarian version is the governing one, while the English version is only a translation (that may contain errors) prepared to help our customers not speaking Hungarian.

Valid from 25 January 2018.

Multifelt Factory Kft.