

## **TERMS AND CONDITIONS**

### **General terms and conditions**

These General Terms and Conditions (GTC) are available from Bencs Máté Kálmán e.v.. (1051 Budapest, Nádor utca 14., tax number: 66613826-1-41, registration number: 36653484, e-mail address: [twinstrippin@gmail.com](mailto:twinstrippin@gmail.com) ), hereinafter between the Service Provider and the consumer using the electronic commerce services and the Customer who does not qualify as a consumer (hereinafter the Service Provider and the Consumer, the Customer together as Parties) on the [shop.twinstrippin.com](http://shop.twinstrippin.com) website operated by Bencs Máté Kálmán e.v.. ) and the contracts concluded between the Parties in the manner specified in Government Decree 45/2014, the rights and obligations arising therefrom, as well as the provisions of the Civil Code. (Act V of 2013) Sections 6:58 - 6:77 apply.

In the Service Provider's web store, the Consumer can validly place his order by accepting these GTC. An automated system message operated by the webshop does not qualify as an order confirmation. Our company excludes its liability:

- in the event of any error in the Internet network which prevents web operation and purchase,
- for the content of data and messages sent on the Internet not from our company, - for any error caused by a program error, technical error or force majeure in our system,
- for incorrect spellings or incorrect data on our website.

The Service Provider shall not be liable for any erroneous delivery that can be traced back to the data provided incorrectly by the Consumer / Customer, as well as for any delay in the execution of orders. The Service Provider shall not be liable for any damages resulting from the Customer forgetting his / her password or to any unauthorized person.

The Contract is not concluded with the order made by the Consumer and with the automatic electronic system message (e-mail, sms) confirming the order sent in response to it. The contract does not constitute a written contract, the contract will not be registered and will not be accessible subsequently.

## **Contractual languages and contract conclusion**

The contractual language is English.

The products shown in the online shop are not a legal binding product offering but a non-binding online catalogue. By clicking the ordering button at the final step of the ordering process, the seller places a binding ordering of the chosen goods. After placing your order, shop.twinstrippin.com will send a confirmation by email to the customer that the order was received. The order confirmation does not yet constitute a binding contract of sale. It is merely for your information, to let you know that shop.twinstrippin.com have received your order. A binding contract of sale shall come into being when shop.twinstrippin.com confirms the product shipping.

## **Copyright**

We point out that all illustrations, photos and texts are copyrighted on our website. Please understand that misuse can be tracked.

## **Information:**

### **Delivery**

- The delivery fee is charged to the customer, the amount of which varies depending on the size and weight of the product
- we offer free shipping in Europe
- Delivery time is 5-10 working days depending on the ordered product, capacity and delivery time to the destination.

**\*\*\*Due to the impact of Covid 19 outbreak we cannot guarantee on-time deliveries\*\*\***

- In all cases, please wait for the feedback of our colleagues on the status or completion of the order before you start receiving the product!
- Delivery through the **courier company** - Delivery takes place on working days between 8 am and 4 pm, your completed orders will be delivered to your home by the authorized courier company. The service is available throughout the country. - Please sign the receipt only if you have checked your

package, as we are unfortunately unable to accept complaints about defects after receipt.

- If the deliverer is unable to deliver the package, he / she will leave a notice at the customer's address. In case of unsuccessful delivery, the courier service will act in accordance with its own regulations when re-delivering the shipment.

### **Wrapping**

- Our prices include the cost of packaging.

### **Prices**

All prices are in Euro. You will be charged the prices stated in our online shop at the time your order has been placed. shop.twinstrippin.com will give its very best to avoid any pricing errors, but if there are wrong prices shown, shop.twinstrippin.com has the right to refuse or cancel any incoming orders.

-Prices shown are gross prices, including VAT.

### **Payment method**

#### **1. Paylike**

As a payment option, online credit card payment is available with the Simple and secure online payment solution provided by PAYLIKE.

During online payment, the customer goes to PAYLIKE by entering the bank card details to purchase the product or service. PAYLIKE guarantees the security of the user's cardholder as described in its own regulations. The order submission can only be considered final with the successful PAYLIKE acceptance of the online credit card payment transaction.

Paylike privacy policy: <https://paylike.hu/privacy/end-users>

#### **2. Paypal**

You can pay the invoice amount via the online payment service PayPal. To use PayPal, you will need a PayPal account which is linked to your bank account or credit card, so you can pay with only a few clicks.

You can find more information about paypal here:

<https://www.paypal.com/uk/webapps/mpp/home>

## **Order**

The order is placed on the website [shop.twinstrippin.com](http://shop.twinstrippin.com), by the following purchase steps:

1. Click on the "Add to Cart" button on one of the product pages on the page
2. Click Next to "View Cart" to see a summary of the cart.
3. See contents of your cart, order quantity
4. Click on "Proceed to checkout" to finish payment
4. Click on Proceed to PayPal or "Continue to Payment"

On the "view chart page" you can see the products placed in the basket and the order data: product name , the unit price, the quantity ordered. Here you can set how much of each product you want to order. If you would like to continue shopping, click the "Continue Shopping" button. This will return you to the webshop pages and allow you to continue your selection. By clicking on the "Proceed to checkout" button, you must choose whether to purchase as a guest or log in.

Enter a shipping address

After completing the order, you have the opportunity to provide your contact information, delivery or your billing address. You can indicate your special request in the "Other comments" section.

Order Summary

By clicking on the "Proceed to checkout" button, you can see another summary of your order, now supplemented with your personal data. If you find everything is fine, select the "continue to payment" or "proceed to paypal" button. Our system will send you an e-mail confirmation that your order has been accepted.

The system will redirect you to the PAYLIKE online payments page by clicking the "continue to payment" button.

The system will redirect you to the PAYPAL online payments page by clicking "proceed to paypal" button. You will receive a confirmation of your payment and order via email. At this point, the order becomes accepted.

We guarantee the quality of the printed products. If you are dissatisfied with the quality of your print, please let our staff know.

### **Printing**

We work with Pigmenta Art Print Lab where they use the newest Canon inkjet technology. Our goal is to satisfy your needs and expectations at the highest possible level.

-see more information about here: <https://artprintlab.com/>

### **Warranty and Disclaimer**

Our service is provided in accordance with Act V of 2013 on the Civil Code 6: 159. § and 6:168. §, therefore it is subject to the warranty obligation. This contract is covered by the contractual warranty, the Civil Code. 6: 171st §, which warranty obligation is excluded by the parties. In accordance with the above, we do not guarantee our service. cancellation If the customer orders, pays, but does not take over and returns the product, or if the customer orders, pays, takes over but does not like and returns the product undamaged, We will refund the full price of the product within 14 days of receipt, with the written request from Customer containing the clear statement of the intention to terminate. Please note, that in the latter case the Customer shall bear the costs of return shipping.

### **Complaints**

Customers may forward observations and complaints pertaining to orders and invoices to the e-mail address below:

twinstrippin@gmail.com

If the Costumer - in accordance with Act CLV of 1997 on consumer protection - does not accept the answer given to the complaint, the Customer may turn to the Budapest Conciliation Board operated by the Budapest Chamber of Commerce and Industry with regard to the complaint.

Costumers may also forward their complaints through the European Union online dispute resolution platform.

**The provisions of these General Terms and Conditions are accepted by the Parties.**