

# General Contractual Terms and Conditions (GCTC)

The General Contractual Terms and Conditions (“GCTC”) include the general contractual terms and conditions relating to the use of the web shop operated by **Globomax Zrt.** (registered seat: H-1155 Budapest, Wysocki utca 1., tax number: 23504550-2-42) as supplier (“Supplier”).

Please, only use our services if you agree with all clauses of these terms and conditions and consider yourself to be bound by them. This document shall not be filed; it shall only be concluded in electronic form (not deemed as a written contract), and shall not contain references to any code of conduct.

## Data of the Supplier:

Name of the Supplier: **Globomax Zrt. (GLOBOMAX ZRT.)**

Registered seat of the Supplier: **H-1155 Budapest, Wysocki utca 1.**

Data controller’s contact details, electronic mailing address regularly used for communicating with the users: **info@globomax.hu**

Registration number: **01-10-047166**

Tax number: **23504550-2-42**

Name of registering authority: **Budapest-Capital Regional Court**

Phone numbers: **+36 1 306 5371**

Language: English

## 1. Fundamental provisions

1.1. The matters not regulated in this Policy and the interpretation of this Policy shall be governed by the Hungarian law, in particular:

- Act V of 2013 on the Civil Code (hereinafter “Civil Code”),
- Act CVIII of 2001 on certain issues of electronic commerce services and information society services,
- *in case of private individual customers* Gov. Decree No 45/2014. (II. 26.) on the detailed rules governing contract concluded between consumers and businesses;
- *in case of private individual customers* the relevant provisions of Act XLVII of 2008 on the prohibition of unfair commercial practices against consumers (Fttv.).

The mandatory provisions of the relevant legal provisions shall apply to the parties even without a specific clause.

1.2. These GCTCs became effective on 1 July 2021.

1.3. The content of the website of GLOBOMAX ZRT., the documents placed and the products sold there are subject to the copyright of GLOBOMAX ZRT.

1.4. The exact description of the products with the customisation of the products

## 2. Data Processing Policy

2.5. Our company's detailed Data Processing Policy is available at the link below:  
<https://globomaxcreation.com>

## 3. Scope of available products

3.6. Our company's products can be purchased under a direct customer order, by concluding a supply contract. The prices of our products include value-added tax (VAT).

3.7. Selection of the products:

By using the configurator found on our website (<https://globomaxcreation.com/>), our customers can obtain a clear picture of the versions, equipment, and design of our products. It is, however, important to know that the current availability of the products may depend on the status of the stocks, possible manufacturing processes.

## 4. Ordering procedure

4.8. Register on our website (<https://globomaxcreation.com/>) and customise the desired product(s) by using our configurator as described in clause 1.7; indicate the desired number of items as well. If you select the "request an offer" option, the compiled request will be received by our colleagues; they will shortly send our official offer to the electronic mailing address mandatorily provided upon registration. The offer will include detailed information on the delivery date, the procedure of payment, as well as the draft supply contract to be concluded if the order is placed.

If you find our offer acceptable, send it to our e-mail address within the deadline specified therein; the supply contract shall be thus concluded.

4.9. You will receive information on the current payment options in the offer.

## 5. Processing of orders and completion

5.10. Following the processing of the order, we prepare the product and deliver it to you by post within the deadline specified in the offer provided that you have fulfilled your payment obligation.

## 6. Guarantee

6.11. We assume comprehensive guarantee for our products. If the product becomes defective, you will have the right to return it to us according to the conditions set out in detail in the supply contract; we will then repair and return the product to you, or – where necessary – we will replace it as soon as possible. In the cases set out in the legal regulation, you also have right of withdrawal.

6.12. If you use the service as a private individual, you are entitled to the full range of consumer protection rights applicable in the territory of the EU. The detailed rules are contained in *Gov. Decree 45/2014. (II.26) "On the detailed rules governing contract concluded between consumers and businesses"*, adapted to EU legislation. Of course, you can also expect the highest-level service and treatment if you are a public sector customer.

## 7. Complaint handling

7.13. Our users may submit their complaints at the electronic mailing address of our customer service as provided above; we will seek to remedy such complaints within our own competence. If the above is unsuccessful, the consumer may apply to the following body:

Government Office of the Capital City Budapest (BFKH), Department of Consumer Protection

Address of registered address: H-1051 Budapest, Sas u. 19.

Mailing address: H-1364 Budapest, Pf.: 144.

E-mail address: [fogyved\\_kmf\\_budapest@bfkh.gov.hu](mailto:fogyved_kmf_budapest@bfkh.gov.hu)

Phone: +36-1/450-2598

## 8. Miscellaneous provisions

8.14. The Supplier and the User shall seek to settle their disputes by amicable means.

The court acting based on the general rules on competence and power shall be entitled to adjudicate any legal disputes between the User and the Supplier falling within the scope of this Policy which cannot be settled by agreement within 30 (thirty) calendar days. Hungarian courts shall have jurisdiction over legal disputes relating to the delivery of the products; the Hungarian substantive and procedural law shall apply. Budapest shall be considered as the place of conclusion of contract.