

General Terms and Conditions

GENERAL TERMS AND CONDITIONS

Effective from: 29 May 2026

Webshop: furdoszoba-szaniter.hu

Operator: AXO saniter Kft.

1. Details of the Service Provider

Company name: AXO saniter Kft.

Registered seat: 1223 Budapest, Dallam utca 18. 2., Hungary

Showroom / shop / customer service: 1131 Budapest, Reitter Ferenc utca 163., Hungary

Company registration number: 01-09-903553

Tax number: 14429493-2-43

EU VAT number: HU14429493

E-mail: axo@axosaniter.hu

Telephone: +36 1 555 1490

Managing directors: Jelinek Péter, Kleisz Ádám

Bank account numbers:

BINX: 30400001-00000000-37781020

OTP Bank: 11742049-21463127

IBAN: HU62117420492146312700000000

SWIFT: OTPVHUBB

Hereinafter referred to as: **Service Provider, Seller** or **AXO saniter Kft.**

2. Scope of these General Terms and Conditions

These General Terms and Conditions — hereinafter referred to as the **GTC** — apply to orders and requests for quotation placed in the furdoszoba-szaniter.hu webshop, as well as to related services provided by AXO saniter Kft.

By using the webshop, requesting a quotation, placing an order or accepting an offer from the Service Provider, the Customer accepts the provisions of these GTC.

These GTC apply to all sales contracts concluded between AXO saniter Kft. and the Customer through the furdoszoba-szaniter.hu webshop, electronically, by e-mail, by telephone or by any other means of distance communication.

3. Definitions

Customer: any natural person, legal person, business association, sole proprietor or other organisation who or which places an order in the webshop, requests a quotation, or enters into a contract with AXO saniter Kft.

Consumer: a natural person acting outside the scope of his or her profession, independent occupation or business activity.

Non-consumer / Customer acting as a business: a Customer who does not qualify as a Consumer, including in particular business associations, legal persons, sole proprietors, public bodies, institutions, or natural persons acting within the scope of their professional, business or economic activity.

Product: any bathroom, sanitary, tile, tap, shower enclosure, bathtub, bathroom furniture, mirror, accessory or other product available for purchase in the webshop.

Stock item: a Product that is available from AXO saniter Kft.'s own stock at the time of placing the order.

Non-stock item / Product ordered upon request: a Product that is not available from AXO saniter Kft.'s own stock at the time of placing the order, and the procurement of which depends on the stock and confirmation of the manufacturer, importer, wholesaler or other partner.

4. Language, form and filing of the contract

The language of the contract is Hungarian.

An order placed through the webshop qualifies as an electronically concluded contract. The contract does not qualify as a written contract and is not separately filed by AXO saniter Kft.; however, the order data can be retrieved in the Service Provider's system.

AXO saniter Kft. is not subject to the provisions of any code of conduct.

5. Purchase process

The Customer selects the Product to be purchased in the webshop and places it in the cart. The contents of the cart may be checked and modified before the order is finalised.

To place an order, the Customer must provide the data necessary for performance, in particular:

name or company name;

billing address;

delivery address, if different;

e-mail address;

telephone number;

tax number, if required;

chosen payment method;

chosen method of receipt or delivery.

The Customer is responsible for ensuring that the data provided are accurate, true and complete. AXO saniter Kft. shall not be liable for any delay, unsuccessful performance or additional cost arising from incorrectly or incompletely provided data.

6. Placing and confirmation of the order

Placing an order constitutes an offer by the Customer.

After the order has been placed, the webshop sends an automatic e-mail to the Customer confirming receipt of the order. This automatic e-mail only confirms that the order has technically been received by the system; by itself it does not constitute acceptance of the order and does not create a sales contract.

The contract is concluded when AXO saniter Kft. confirms the acceptance of the order by separate e-mail or by other verifiable means, including the availability of the Product, the amount payable, the amount of the advance payment, the payment terms and

the expected performance deadline.

If the Product is not available, has been discontinued, is not confirmed by the manufacturer or wholesale partner, the displayed price is incorrect, or the order cannot be fulfilled for any other reason, AXO saniter Kft. shall inform the Customer thereof. In such a case, the Customer may decide whether to accept the modified conditions or not to maintain the intention to order.

7. Prices, incorrect prices and product information

The prices displayed in the webshop are stated in Hungarian forints and include value added tax.

Product images displayed in the webshop are illustrations. The actual appearance, colour, shade, surface, size, accessories or packaging of the Products may differ from those shown in the pictures, in particular due to manufacturer changes, photography conditions, display settings or illustrative presentation.

AXO saniter Kft. makes every effort to ensure that the data, prices, stock information and product descriptions displayed in the webshop are accurate. Nevertheless, data entry errors, technical errors, manufacturer data changes, stock information discrepancies or obviously incorrect prices may occur.

An obviously incorrect price includes, in particular, a price that is conspicuously disproportionate compared with the known market price, purchase price or usual consumer price of the Product, or a price that is clearly displayed incorrectly due to a technical or administrative error.

In the event of an obviously incorrect price or incorrect product data, AXO saniter Kft. is not obliged to sell the Product at the incorrect price or under incorrect conditions. In such a case, the Service Provider shall inform the Customer of the correct price or data, on the basis of which the Customer may decide whether to maintain or cancel the order.

8. Stock availability, Products ordered upon request and performance deadline

The stock availability, availability information and expected delivery time displayed in the webshop are for information purposes only.

The expected lead time for non-stock Products, Products ordered upon request, or Products dependent on the stock of a manufacturer, importer or wholesale partner may vary. In certain cases, the lead time may be up to **180 days**.

AXO saniter Kft. shall inform the Customer, upon confirmation of the order, of the expected performance time based on the information available to it.

The Customer acknowledges that the performance time communicated by AXO saniter Kft. is based on information received from manufacturers, importers, wholesalers or other contractual partners. AXO saniter Kft. cannot guarantee the accuracy, unchanged nature or actual fulfilment of information received from such external partners.

If the expected performance deadline is not acceptable to the Customer, the Customer may, after receiving the order confirmation, indicate that they do not wish to maintain the order, provided that the procurement, manufacture, custom preparation or performance of the Product has not yet begun in such a manner that modification or cancellation is excluded or restricted by law or by these GTC.

The Customer may decide whether to maintain the order and pay the advance payment in the knowledge of the expected performance deadline stated in the order confirmation. Payment of the advance payment constitutes acceptance of the conditions stated in the confirmation.

In the event of manufacturer or wholesale delay, stock shortage, discontinuation, import delay, transport obstacle or any other circumstance beyond the control of AXO saniter Kft., the Service Provider shall inform the Customer of the modified expected performance time.

9. Advance payment

Orders placed in the webshop are subject to an **advance payment obligation**, irrespective of the value of the order, the type of Product or the purchase price of the given Product.

AXO saniter Kft. shall inform the Customer of the exact amount of the advance payment, the payment method and the payment deadline in the order confirmation.

As a general rule, the processing, procurement, manufacturer or wholesale ordering of the order shall begin after receipt of the advance payment, unless the parties agree otherwise in writing.

If the Customer does not pay the advance payment within the specified deadline, AXO saniter Kft. is entitled to cancel the order, suspend performance, or issue a new confirmation based on changed prices, stock information or delivery conditions.

10. Payment methods

The payment methods available in the webshop shall be those displayed for the given order:

bank transfer in advance;
bank card payment;
cash on delivery, if available for the given Product or delivery method;
cash payment upon personal collection;
instant bank transfer upon personal collection.

AXO saniter Kft. reserves the right not to make certain payment methods available for certain Products, high-value orders, Products ordered upon request, fragile Products or custom orders.

Payment is deemed completed when the amount is credited to the bank account of AXO saniter Kft., or, in the case of cash payment, when it has been received by the Service Provider.

11. Invoicing

AXO saniter Kft. issues an invoice to the Customer for the performance.

The invoice is issued on the basis of the billing data provided by the Customer. The Customer is responsible for ensuring that the billing data are accurate and complete.

The invoice may be modified only within the limits permitted by the applicable accounting and tax legislation.

12. Goods preparation, handling or other service fees

AXO saniter Kft. may charge a goods preparation, handling, packaging, cash-on-delivery handling or other service fee for certain orders.

The exact amount of such fees shall be displayed during the ordering process and/or in the order confirmation.

By placing the order, the Customer acknowledges and accepts the fees related to the order that were indicated in advance.

13. Personal collection

Products may be collected personally at the location specified by AXO saniter Kft.

Place of personal collection:

1131 Budapest, Reitter Ferenc utca 163., Hungary

AXO saniter Kft. shall inform the Customer of the time and conditions of personal collection.

The Customer is obliged to inspect the Product upon personal collection. In the case of visible damage, breakage, missing items or external signs of damage reported after collection, AXO saniter Kft. is entitled to examine whether the defect or damage already existed at the time of handover or occurred thereafter.

14. Storage fee

AXO saniter Kft. stores Products that have arrived or have been prepared for collection free of charge for **1 week** from the notification of availability for collection.

Thereafter, AXO saniter Kft. may charge a storage fee for each commenced week.

The amount of the storage fee is:

HUF 10,000 + VAT / commenced week.

The condition for charging the storage fee is that the Customer has been informed in advance of the possibility of collecting the Product and of the application of the storage fee.

The storage fee does not exempt the Customer from the obligation to collect the Product, pay the purchase price, or fulfil any other obligations arising from the contract.

15. Delivery

Delivery is carried out by a carrier, courier service or logistics partner independent of AXO saniter Kft.

The carrier is an undertaking independent of AXO saniter Kft., which performs the delivery service according to its own operating procedures, route plan, capacity and rules.

The Customer shall be informed of the expected delivery date by AXO saniter Kft. or by the carrier. Delivery dates are for information purposes only and may depend on the capacity, route, traffic, weather, logistics or other external circumstances of the carrier.

As a general rule, delivery is made to the gate/entrance. Carrying the Product into an apartment, upstairs, into a bathroom, construction site or any other room is not part of the basic delivery service.

The Customer is obliged to ensure that the delivery location is accessible and that a person authorised to receive the Product is present at the time of delivery.

16. Special rules applicable to fragile Products

A significant part of the Products sold in the webshop are fragile, breakable, large-sized or difficult-to-move Products.

Such Products include in particular, but are not limited to:

toilets;
washbasins;
bidets;
bathtubs;
shower enclosures;
shower walls;
mirrors;
bathroom furniture;
ceramic sanitary ware;
tiles;
glass products;
sinks;
cast marble, ceramic, glass or acrylic products;
other bathroom or sanitary products.

The Customer acknowledges that, in the case of such Products, transport, receipt, moving, storage, unpacking, installation, fitting and return require increased care.

17. Inspection upon receipt in the case of fragile Products

On the basis of the agreement with the carrier, upon delivery of fragile Products, the Customer must be given the opportunity to inspect not only the packaging but also the intact condition of the Product itself.

The Customer is obliged to inspect the shipment upon receipt.

The inspection must cover in particular:

the external condition of the packaging;
visible damage to the packaging;
signs of denting, tearing, soaking, breakage or impact;
the visible condition of the Product;
any breakage, cracking, chipping, deformation, scratching, missing parts or other damage to the Product;
the quantity and type of the Product.

If, upon receipt, the Customer detects any damage, breakage, cracking, missing item, packaging damage or any irregularity, the Customer is obliged to report this to the carrier at the time of handover, request that a report be drawn up, and, where possible, take photographs of the packaging, the Product, the damage and the waybill or handover document.

The Customer is entitled to refuse receipt of a damaged shipment or damaged Product.

If the carrier does not provide an opportunity to inspect the Product, the Customer is obliged to indicate this on the handover document, waybill or by other verifiable means, and to notify AXO saniter Kft. without delay.

If the Customer receives the Product without objection, report or notice of damage, and confirms receipt by signature or otherwise, this may be considered by AXO saniter Kft. as strong evidence that the Product was handed over in an undamaged, complete and proper condition at the time of receipt.

The Customer acknowledges that, in the case of fragile Products, inspection upon receipt is of particular importance. If the Customer, despite the inspection opportunity provided by the carrier, receives the Product without inspection, objection or report, AXO saniter Kft. is entitled, in the case of damage reported later, to consider that the occurrence of the damage during transport has not been proven.

In the absence of a report, photographic documentation or objection upon receipt, AXO saniter Kft. is entitled to dispute that the damage reported later occurred during transport or before handover.

In such a case, AXO saniter Kft. shall examine the report individually and is entitled to request any evidence that may clarify the time, cause and circumstances of the occurrence of the damage.

This provision does not affect the Consumer's statutory warranty, guarantee, withdrawal or other consumer rights; however, failure to carry out inspection upon receipt and failure to report damage at the time of receipt may significantly affect the provability of any subsequent claim.

18. Reporting complaints, damaged or defective Products

The Customer may primarily report any complaint, damaged Product, defective performance, incomplete performance, guarantee or warranty claim via the online platform created for this purpose:

<https://furdoszoba-szaniter.hu/reklamacio>

A complaint may also be submitted by e-mail to:

axo@axosaniter.hu

In order to enable faster and more accurate investigation of the report, AXO saniter Kft. asks the Customer to attach the following to the report:

order number;
invoice or receipt details;
exact name of the Product;
detailed description of the defect, damage or missing item;
photographs of the Product;
photographs of the damage;
photographs of the packaging;
in the case of transport damage, the report drawn up by the courier or carrier, if such report was prepared;
any other document that may be necessary for investigating the report.

If the Customer reports damage, breakage, deficiency or defect of the Product, AXO saniter Kft. shall examine the report according to its content. In such a case, the matter may not exclusively constitute withdrawal without giving reasons, but may also involve transport damage, an implied warranty claim, a guarantee claim or another complaint.

In the case of a damaged, broken, installed, used, incomplete or depreciated Product, AXO saniter Kft. is entitled to examine when, for what reason and in whose sphere of interest the damage, defect or depreciation occurred.

19. Right of withdrawal for Consumers

A Customer qualifying as a Consumer is, as a general rule, entitled to a 14-day right of withdrawal without giving reasons in the case of a distance contract pursuant to Government Decree 45/2014.

As a general rule, the 14-day withdrawal period begins on the day of receipt of the Product.

The Consumer may primarily notify the intention to withdraw via the online platform created for this purpose:

<https://furdoszoba-szaniter.hu/elallas>

Use of the online platform is not mandatory. The Consumer may also send the withdrawal statement by e-mail to:

axo@axosaniter.hu

In order to exercise the right of withdrawal, the Consumer must make an unambiguous statement from which it can be established that the Consumer wishes to withdraw from the contract.

Refusal to receive the Product, failure to collect the Product or ignoring the order does not in itself qualify as a lawful withdrawal statement.

20. Exceptions to the right of withdrawal

The Consumer is not entitled to the right of withdrawal without giving reasons, in particular in the following cases:

in the case of a non-prefabricated Product that was produced on the basis of the Consumer's instructions or at the Consumer's express request;
in the case of a Product that was clearly personalised for the Consumer;
in the case of a sealed Product that cannot be returned after opening following delivery for health protection or hygiene reasons;
in the case of a Product which, by its nature, is inseparably mixed with another product after delivery;
after the full performance of a service, if performance began with the Consumer's express prior consent and the Consumer acknowledged that the right of withdrawal would be lost after full performance.

In the case of Products ordered in a custom size, custom colour, custom design, as a special manufacturer's order or specifically according to the Customer's needs, AXO saniter Kft. may indicate separately in the order confirmation if, due to the nature of the Product, the right of withdrawal without giving reasons cannot be exercised under the law.

21. Returning the Product in the event of withdrawal

In the event of withdrawal, the Consumer is obliged to return or personally hand over the Product to AXO saniter Kft. without undue delay, but no later than within 14 days from the communication of the withdrawal statement.

The direct cost of returning the Product shall be borne by the Consumer, unless AXO saniter Kft. has expressly undertaken to bear this cost. Pursuant to Government Decree 45/2014, in certain cases the undertaking may withhold reimbursement until it has received the Product back or until the Consumer has provided proof of return.

As a general rule, the return address of the Product is:

AXO saniter Kft.

1131 Budapest, Reitter Ferenc utca 163., Hungary

AXO saniter Kft. is entitled to provide separate information on the method and exact address of return when confirming the withdrawal notification.

The Consumer is obliged to pack the Product properly, in a manner appropriate to the nature, size, weight and fragility of the Product.

In the case of fragile, large-sized, ceramic, glass, furniture, shower enclosure, mirror, sanitary ware, bathtub, washbasin, toilet, tile or other fragile Products, the Consumer is obliged to proceed with particular care.

The Consumer is obliged to choose a return delivery method that ensures the undamaged return of the Product and allows the

condition of the Product to be inspected upon receipt.

If the Product is damaged during return delivery and the damage is attributable to improper packaging, an improper delivery method or a cause arising within the Consumer's sphere of interest, the Consumer may be liable for the resulting depreciation or damage.

AXO saniter Kft. is entitled to withhold reimbursement until it has received the Product back or until the Consumer has credibly proven that the Product has been returned.

22. Distinction between withdrawal and damaged Products

The purpose of the right of withdrawal without giving reasons is to allow the Consumer, in the case of a distance contract, to view and try the Product to the extent that would be possible when purchasing in a physical shop.

If the Consumer returns the Product in a damaged, broken, incomplete, installed, used or depreciated condition, AXO saniter Kft. is entitled to examine whether the Product was already in such condition upon receipt, whether it was damaged during delivery, or whether the condition resulted from the Consumer's handling, use, installation, storage, moving or return delivery.

If the Consumer refers to damage or a defect of the Product, AXO saniter Kft. may examine the report according to its content as an implied warranty claim, guarantee claim, transport damage-related claim or other complaint.

The Consumer may be liable for the depreciation of the Product if it results from use exceeding the use necessary to establish the nature, characteristics and functioning of the Product, installation, damage, incomplete return, improper packaging or improper return delivery.

AXO saniter Kft. is entitled to deduct from the amount to be refunded on the basis of withdrawal the amount of depreciation that occurred within the Consumer's sphere of responsibility, provided that the conditions for doing so are met.

23. Reimbursement in the event of withdrawal

In the event of a lawful withdrawal, AXO saniter Kft. shall reimburse the amount paid by the Consumer within the deadline specified by law.

As a general rule, reimbursement shall be made using the same payment method that the Consumer used for the original transaction, unless the Consumer expressly consents to another method of reimbursement.

AXO saniter Kft. is not obliged to reimburse any additional costs resulting from the Consumer choosing a delivery method other than the least expensive standard delivery method offered by AXO saniter Kft.

AXO saniter Kft. is entitled to withhold reimbursement until it has received the Product back or until the Consumer has credibly proven that the Product has been returned.

24. Implied warranty

In the event of defective performance, the Consumer may enforce an implied warranty claim against AXO saniter Kft.

The detailed rules applicable to consumer sales contracts are set out in Government Decree 373/2021.

At the Consumer's choice, the Consumer may request repair or replacement, unless this is impossible or would involve disproportionate additional costs for AXO saniter Kft.

If repair or replacement is not possible, or AXO saniter Kft. does not undertake it within an appropriate deadline, the Consumer may request a price reduction, repair the defect themselves or have it repaired at the expense of AXO saniter Kft., or, as a last resort, withdraw from the contract.

There is no right of withdrawal due to an insignificant defect.

For the assessment of an implied warranty claim, AXO saniter Kft. is entitled to inspect the Product and clarify the nature, cause, time of occurrence and circumstances of the defect.

25. Product warranty

In the case of a consumer contract, the Consumer may also enforce a product warranty claim against the manufacturer or distributor of the Product.

Under a product warranty claim, the Consumer may only request repair or replacement of the defective Product.

A Product is defective if it does not meet the quality requirements in force at the time it was placed on the market or does not have the characteristics stated in the description provided by the manufacturer.

The manufacturer or distributor may be exempt from product warranty liability if it proves that the Product was not manufactured or distributed within the scope of its business activity, that the defect could not be detected according to the state of scientific and technical knowledge at the time the Product was placed on the market, or that the defect results from the application of legislation or mandatory official regulations.

26. Mandatory guarantee

The mandatory guarantee applies to durable consumer goods specified by law.

Pursuant to Government Decree 151/2003, the current duration of the mandatory guarantee is:

2 years in the case of a selling price reaching HUF 10,000 but not exceeding HUF 250,000;

3 years in the case of a selling price exceeding HUF 250,000.

As a general rule, the guarantee period begins on the day on which the consumer goods are handed over to the Consumer. If installation is carried out by AXO saniter Kft. or its agent, the guarantee period begins on the day of installation.

The guarantee does not affect the Consumer's implied warranty and product warranty rights.

AXO saniter Kft. provides the guarantee certificate to the Consumer in the manner specified by law. Under the rules currently in force, the guarantee certificate may also be provided electronically, unless the Consumer requests otherwise.

27. Manufacturer's warranty

For certain Products, the manufacturer or importer may provide a voluntary manufacturer's warranty in addition to the mandatory statutory guarantee.

The content, duration, conditions, restrictions and method of enforcement of the manufacturer's warranty are determined by the manufacturer or importer.

The manufacturer's warranty does not affect the Consumer's statutory implied warranty, product warranty and mandatory guarantee rights.

28. Installation, fitting and proper use

The Customer is obliged to use, store, move, fit and install the Product properly and in accordance with its intended purpose.

AXO saniter Kft. shall not be liable for defects, damage or losses arising from:

improper installation;
incorrect fitting;
improper storage;
improper moving;
use not in accordance with the intended purpose;
use of unsuitable cleaning agents;
physical impact;
freezing, limescale, chemicals or other external causes;
failure to comply with the manufacturer's instructions.

In the case of a Product that has been installed, drilled, cut, glued, fitted or otherwise modified, AXO saniter Kft. is entitled to examine whether the defect or damage originates from the original condition of the Product or from installation, fitting, use, moving, storage or another external cause.

29. Different rules applicable to Customers purchasing as businesses

If the Customer does not qualify as a Consumer, the Customer is not entitled to the 14-day right of withdrawal without giving reasons granted to Consumers.

In the case of a non-consumer Customer, the contract shall be governed primarily by these GTC, any separate agreement of the parties, and the provisions of the Hungarian Civil Code.

In the case of a Customer acting as a business, AXO saniter Kft. is entitled to determine individual payment, delivery, advance payment, receipt, storage or complaint handling conditions.

A Customer acting as a business is obliged to inspect the Product immediately upon receipt and to report any defect, damage, missing item or discrepancy to AXO saniter Kft. without delay.

30. Complaint handling

The Customer may submit a complaint via the following contact details:

Online complaint platform:

<https://furdoszoba-szaniter.hu/reklamacio>

E-mail: axo@axosaniter.hu

Postal address: 1223 Budapest, Dallam utca 18. 2., Hungary

Shop / customer service: 1131 Budapest, Reitter Ferenc utca 163., Hungary

Telephone: +36 1 555 1490

AXO saniter Kft. shall, where possible, examine and remedy an oral complaint immediately.

If immediate investigation of an oral complaint is not possible, or if the Customer does not agree with the handling of the complaint, AXO saniter Kft. shall draw up a report; in the case of a written complaint, AXO saniter Kft. shall examine the complaint and respond within the deadline specified by law.

31. Consumer protection authority

In the event of a consumer dispute or consumer protection complaint, the Consumer may turn to the consumer protection authority competent according to the Consumer's place of residence or place of stay.

As a general rule, consumer protection authority tasks are performed by the government offices.

32. Conciliation body

If the consumer dispute between the Consumer and AXO saniter Kft. is not settled directly, the Consumer may turn to a conciliation body.

The conciliation body is an independent forum for the out-of-court settlement of consumer disputes.

From 1 January 2024, the conciliation bodies operate nationwide as 8 regional bodies.

AXO saniter Kft. is subject to a duty of cooperation in conciliation body proceedings.

Up-to-date information on conciliation bodies and the competent bodies is available at:

<https://www.bekeltetes.hu>

33. Limitation of liability

AXO saniter Kft. shall not be liable for any damage, delay or obstacle to performance that occurs for reasons beyond its control.

Such reasons may include in particular:

manufacturer or wholesale delay;
import delay;
stock shortage;
discontinuation of the Product;
carrier delay;
traffic obstacle;
weather condition;
authority measure;
force majeure;
technical error;
manufacturer data change;
supplier price change;
any other circumstance beyond the control of AXO saniter Kft.

This provision does not affect the mandatory rights granted to the Consumer by law.

34. Force majeure

Force majeure means any extraordinary, unforeseeable event beyond the sphere of interest of AXO saniter Kft. that prevents or significantly hinders the performance of the contract.

Such events may include in particular:

natural disaster;
war;
epidemic;
authority restriction;
strike;
import ban;
traffic restriction;
energy supply disruption;
IT system failure;
manufacturer or supplier operational disruption.

In the event of force majeure, AXO saniter Kft. shall be exempt from liability arising from delay for the duration of the obstacle to performance.

35. Copyright

The texts, images, graphic elements, logos, product descriptions, layouts and other content found on the furdoszoba-saniter.hu website may be protected by copyright.

Unauthorised copying, use, adaptation, distribution or commercial exploitation of the website content is prohibited.

36. Data processing

AXO saniter Kft. processes the Customer's personal data in accordance with the applicable data protection legislation, in particular the provisions of the GDPR.

The detailed rules of data processing are contained in the separate Privacy Notice of AXO saniter Kft.

37. Miscellaneous provisions

AXO saniter Kft. is entitled to amend these GTC unilaterally.

The amended GTC enter into force upon publication on the website and apply to orders placed after their entry into force.

Contracts already concluded shall be governed by the GTC in force at the time of placing the order, unless the amendment is more favourable to the Customer or the parties agree otherwise.

If any provision of these GTC is found to be invalid or ineffective, this shall not affect the validity and effectiveness of the remaining provisions.

Matters not regulated in these GTC shall be governed by Hungarian law, in particular the Hungarian Civil Code, consumer protection legislation, Government Decree 45/2014, Government Decree 373/2021 and Government Decree 151/2003.

38. Withdrawal statement template

The Consumer may also use the following withdrawal statement template, but its use is not mandatory.

Addressee:

AXO saniter Kft.
1223 Budapest, Dallam utca 18. 2., Hungary
E-mail: axo@axosaniter.hu

I, the undersigned, hereby declare that I exercise my right of withdrawal in respect of the contract for the sale of the following Product:

Order number:

Product name:

Date of receipt:

Consumer's name:

Consumer's address:

Data required for reimbursement, if relevant:

Date:

Signature, only in the case of a statement made on paper:

This English version is a translation of the Hungarian General Terms and Conditions. In the event of any discrepancy, interpretation issue or legal dispute, the Hungarian language version shall prevail.