

GENERAL TERMS AND CONDITIONS (T&C)

Effective from: 1 November 2020

1. Service Provider Details

Service Provider: Comp-let Party Service Kft.

Registered Office (also for complaints): 1037 Budapest, Szépvölgyi út 33.

Email (for general inquiries): ajanlat@complet.hu

Company registration number: 01-09-678775

Tax number: 11829289-2-41

Phone: +36 70 419 9053

Customer Support: +36 30 997 8075 | sportparkevent@complet.hu

Hosting Provider:

Center.hu Információ-Technológiai Kft.

Address: 1094 Budapest, Tompa utca 13.

Tax number: 11890630-2-43

Email: office@center.hu

Website: www.center.hu

2. Scope and Acceptance

2.1. These T&C govern all legal relationships arising through the use of the Service Provider's website at <https://complet.hu/AW>.

2.2. Use of the Website constitutes acceptance of these T&C, which are binding for all users (hereinafter: "User"), whether registered or unregistered.

2.3. The governing law is Hungarian law, in particular:

- Act V of 2013 on the Civil Code,
- Act CVIII of 2001 on Electronic Commerce,
- Applicable consumer protection legislation.

2.4. The Service Provider may unilaterally amend these T&C. Users will be informed of any changes at least 11 days in advance via the Website.

2.5. Content on the Website may not be downloaded, copied, or distributed without written permission.

2.6. Disputes may also be submitted to the European Commission's online dispute resolution platform: <https://ec.europa.eu/consumers/odr/>

3. Registration / Ordering

3.1. By registering or placing an order, the User declares that they have read and accepted these T&C and the Privacy Policy, and consents to data processing as described therein.

3.2. Contracts concluded via the webshop are made electronically, considered written contracts, and archived electronically. The contract language is English.

3.3. The User must provide accurate and truthful data. Providing false or third-party data renders the contract void.

3.4. The Service Provider is not liable for delays or issues arising from incorrect data provided by the User.

3.5. The Service Provider is not responsible for damages resulting from password loss or unauthorized access unless directly caused by the Service Provider.

4. Products and Services Offered

4.1. Products can be ordered online, by phone, in person, or via email. Prices are in HUF, include VAT, and exclude delivery charges. No packaging fee applies.

4.2. Product names, descriptions, and images are displayed in detail, but images are for illustration only.

4.3. Discounts and promotions are clearly communicated with terms and validity period.

4.4. The Service Provider is not obligated to fulfill orders placed with obviously erroneous or system-error prices.

4.5. In case of pricing errors and no mutual agreement, the contract is void.

4.6. All food products are prepared and delivered by our own kitchens: Friss'n'Sült Restaurant and Sportpark Event Kitchen.

4.7. The webshop serves households; bulk/wholesale orders may be declined.

5. Order Process

5.1. Ordering is possible without registration.

5.2. User selects product quantity.

5.3. User clicks "Add to cart" and may review the cart anytime.

5.4. Items can be updated or deleted from the cart.

5.5. User chooses delivery address and payment method:

Payment options:

- **Barion card payment:** Secure online card payments via Barion Payment Zrt. (MNB license: H-EN-I-1064/2013). Card data is not stored.
- **Bank transfer:** Payment must be completed within 8 business days to the bank account specified in the confirmation email.

Delivery options: See “Delivery Information” section on the website.

5.6. We reserve the right to correct data entry errors. Customers will be notified and can confirm or cancel the order.

5.7. The final amount includes all costs; invoices are sent electronically. On delivery, the package must be inspected for damage and a report filed if necessary.

5.8. The order is finalized by clicking “Submit Order.” Comments or special requests can be added before submission.

5.9. Before finalizing, the User may return to edit the order or cart content.

5.10. Users receive an automatic confirmation email. If not received within 48 hours, the order is not binding.

5.11. The contract is established only when a separate order confirmation is sent with fulfillment details.

5.12. Placing the order implies a payment obligation (in accordance with Government Decree 45/2014).

6. Order Processing and Fulfillment

- Orders are processed on business days between 9 AM – 4 PM. Orders placed after hours are handled the next working day.
- Delivery typically occurs within 3–14 business days after confirmation.
- Ownership passes to the buyer upon payment and receipt of goods.
- Risk transfers to the buyer upon receipt (or when handed to a third-party carrier designated by the buyer).
- Orders must be fulfilled within 30 days unless otherwise agreed.
- If fulfillment is refused or delayed beyond agreed terms, the buyer may cancel the contract.
- If a product is unavailable, the customer will be notified and any payment refunded promptly.

7. Right of Withdrawal

- Consumers may withdraw from the contract within 14 days of receipt without justification (exceptions apply for perishable, hygiene-sensitive, customized goods).
- The intention to withdraw must be sent in writing.
- Full refund (including delivery fee) is provided for returned, unopened, undamaged products. Return shipping costs are borne by the consumer.
- Withdrawal is only possible before preparation starts, no later than 72 hours in advance. Requests must be sent in writing to customer service.
- Withdrawal does not apply if the food order is not accepted upon delivery.
- Consumers retain the right to lodge quality-related complaints.
- Withdrawal is not permitted for:
 - Services fully performed with prior consent.
 - Perishable or short-shelf-life goods.
 - Unsealed hygiene-sensitive items.
 - Personalized products.
 - Other exclusions under applicable laws.
- The right of withdrawal applies only to consumers under the Civil Code, not to businesses.

8. Warranty

- The Service Provider is liable for non-conformity if the product or service does not meet legal or contractual quality standards.
- If delivery fails due to the User's absence after two attempts, the order is considered fulfilled, and payment is non-refundable.
- The Service Provider is responsible for quality issues caused by closure, unavailability, incorrect information, or delays.

9. Warranty Claim Procedure

- Contracts with consumers may not deviate from statutory provisions to their detriment.

- Consumers must prove the existence of the contract (e.g. with invoice).
- All costs of fulfilling warranty obligations are borne by the Service Provider.
- A written record is made upon claim, and a copy is provided immediately.
- If immediate resolution is not possible, the Service Provider must respond in writing within 5 business days, including the reason for refusal and dispute resolution options.
- Records are kept for 3 years and presented to authorities upon request.
- Product replacement is aimed to be completed within 1 business day.

10. Miscellaneous Provisions

- The Service Provider may use subcontractors, and is liable for their conduct as if it were their own.
- If any provision is invalid or unenforceable, the rest of the document remains unaffected.
- Waiving any rights must be explicit and in writing.
- The Service Provider and the User aim to resolve disputes amicably.

11. Complaints Handling

- Complaints can be submitted by phone, email, or post.
- Verbal complaints will be investigated immediately; if not resolved, a written record is made and provided to the complainant.
- Written complaints will be answered within 30 days in writing, with justification for any rejection.
- Complaint records are stored for 5 years and made available to authorities upon request.
- In case of unresolved issues, consumers may initiate official or arbitration procedures.
- Further consumer protection contact information is available at <http://jarasinfo.gov.hu>