

General Terms and Conditions

General Terms and Conditions

These General Terms and Conditions (the “GTC”) apply to all deliveries of goods and services by ALPAKA Kft. (the “Supplier”), in particular those offered through the Facebook page “A fűszeres Alpaka”, the Instagram page “szeretem_a_fuszereket”, the LinkedIn page “Alpaka Kft.” and the TikTok page “szeretem_a_fuszereket”, as well as through www.fuszerkereskedelem.hu, www.alpaka.hu and www.webshop.fuszerkereskedelem.hu (collectively, the “Website”).

Effective date of these GTC: 15 October 2026.

This document can be downloaded and printed by clicking the small printer icon in the upper-right corner.

Any person or entity entering into a goods-delivery or service relationship with the Supplier in any form or through any communication channel, or using the Website (collectively, the “Customer”), acknowledges and accepts these GTC and the Privacy Notice by using the Website. Technical information required to use the Website that is not included in these GTC is provided in the notices available on the Website.

1. SUPPLIER DETAILS

Name: Alpaka Kft.

Registered office: Textilgyari ut 4., Szeged, HUNGARY, 6724, Hungary

Postal address: Textilgyari ut 4., Szeged, HUNGARY, 6724, Hungary

Business premises address: Textilgyari ut 4., Szeged, HUNGARY, 6724, Hungary

Representative: Orsolya Vas - Manager

Company registration number: 06-09-015657

Registering court: Szegedi Törvényszék Cégbírósága

Tax number: 22744564-2-06

EU VAT number: HU22744564

FELIR food-chain identification number: AA0183822

Bank: MBH Bank

Bank account number: 10102842-58388500-01000008

IBAN: HU64-10102842-58388500-01000008

E-mail: rendeles@alpaka.hu

Telephone: +36-30/653-8274

2. CONDITIONS OF PURCHASE AND PRODUCTS AVAILABLE FOR PURCHASE

The Supplier supplies products exclusively on a wholesale basis to businesses and entrepreneurs holding a tax number, including food-business operators, plants, producers, sole traders and operators in the hospitality sector, who contact the Supplier in writing or register using their business details and accept these GTC and the Privacy Notice.

The Supplier is unable to supply products to private individuals or consumers without a tax number, as its purpose is to support and supply food-business operators and resellers. Registration using business details and approval of that registration are therefore conditions of purchase.

The Supplier offers spices, spice blends, teas, other food-industry ingredients and related accessories (the “Products”) in pre-packed sizes, in bulk, in custom sizes or as custom blends for business customers.

The minimum order quantity is one packaging unit. There is no minimum order value.

Spices and teas are agricultural products whose characteristics, particularly colour, size, structure and active constituents, depend significantly on environmental factors in the growing area and weather conditions. Characteristics shown in photographs may differ slightly from those of the current year’s harvest and from batch to batch. Such differences do not constitute a quality defect provided that the Product complies with applicable legal requirements.

Prices are generally displayed as net prices, as is customary in trade. The detailed page for each Product on the Website displays both gross and net prices and the VAT amount. Prices do not include delivery charges. Prices displayed on the Website are valid while stocks last or until withdrawn.

If, despite exercising the care reasonably expected of it, the Supplier displays an incorrect price, the Supplier is not obliged to supply the Product at that price, but must offer the Customer the option to purchase it at the correct price in the order confirmation. If the Customer does not wish to accept this option, the Customer may withdraw from the contract unilaterally.

The detailed delivery tariff forms part of these GTC and is also available on www.webshop.fuszerkereskedelem.hu under “PAYMENT” and “DELIVERY” in the footer menu.

3.1. COPYRIGHT, PROTECTION AND CONSEQUENCES OF INFRINGEMENT

The Website operated by the Supplier, including its graphic elements, text, posts, blog articles, technical solutions and service elements, is protected by copyright or other intellectual property rights. The Supplier is the copyright owner or authorised user of all content displayed on its social media pages, the Website and the services available through the Website, including all copyright works and other intellectual creations, such as graphics, photographs and other materials, the layout and editing of the Website interface, software and other solutions, ideas and implementations.

Saving, quoting or printing the content of the Website or any part thereof to a physical or other data medium is permitted only for private use or with the Supplier’s prior written consent.

Use of protected content without permission entitles the Supplier to claim a contractual penalty and/or compensation for non-pecuniary damage. The contractual penalty is HUF 1,000 per word per day and HUF 5,000 per image per day. Following notice from the Supplier, the unauthorised user must pay the amount within 8 days to the Supplier’s MBH Bank account, account number 10102842-58388500-01000008.

Except for the rights expressly specified in these GTC, neither use of the Website nor any provision of these GTC grants the Customer any right to use or exploit any trade name or trademark appearing on the Website.

The Supplier reserves all rights in every element of its services, particularly its domain name and related subdomains, all other domain names registered by the Supplier and their subpages, and its online advertising surfaces. Activities aimed at listing, organising, archiving or hacking the Supplier's database, or reverse-engineering its source code, are prohibited unless the Supplier has given separate written permission.

Without a separate agreement or use of a service provided for this purpose, it is prohibited to modify or copy the Supplier's database, add new data to it or overwrite existing data by bypassing the interface or search engine provided by the Supplier.

3.2. LIABILITY

The Customer uses the Website at its own risk. Except for liability for damage caused intentionally, through gross negligence or by a criminal offence, and for contractual breaches causing death, personal injury or damage to health, the Supplier excludes liability for pecuniary and non-pecuniary damage arising during use of the Website.

The Supplier excludes liability for the conduct of Website users. The Customer is fully and exclusively responsible for its own conduct.

The Customer must ensure that use of the Website does not directly or indirectly infringe third-party rights or violate applicable law.

The Customer consents to the storage of the data and information it provides and to their use for statistical analysis and other business purposes that do not infringe personal-data protection, in any form and using any current or future means, including content, audio and video content sent by the Customer, including through third parties.

The Supplier is entitled, but not obliged, to review content made available by the Customer (for example, comments) and to search published content for indications of unlawful activity. The Supplier accepts no liability in this regard.

4. ORDERING PROCESS 4.1. ONLINE ORDERING PROCESS

The Website enables Customers to view Products and place orders online. Products can be browsed using the menus and are organised into categories. Customers can browse by Product type, such as basic spices, peppers, onions, herbs and teas, and select different packaging units on each Product page.

"Bulk Products" are Products supplied in sacks or boxes in bulk sizes; their webshop names do not include a size designation. Bulk Products are supplied only in quantities exceeding 5 kg. Smaller quantities can be ordered by adding Products in 1,000 g or 250 g packs, small bags or bottles to the basket. Products in packaging smaller than bulk packaging can only be viewed by interested parties whose registration has been approved and who have logged into their account.

A short description, price or unit price and other characteristics are shown next to each Product, without limitation. For more information, click the Product image or the eye-shaped "View" icon. The Product page provides more detailed information and an enquiry form below the photograph.

Clicking a category displays its Products. If the Products do not fit on one page, the page numbers above and below the list can be used to navigate. The detailed Product page is available by clicking the Product name and contains detailed characteristics and price information.

The Website allows Products to be searched by keyword. Matching results are displayed in a list similar to category results.

The selected Product can be added to the basket using the basket button. The quantity or weight can be set next to the button. The Customer can review the basket, change quantities or remove items. There is no minimum order value; however, the minimum quantity for Bulk Products is 5 kg. The basket can be emptied using "Empty basket". The Customer proceeds by clicking "Order", after which they may log in or register.

To register, the Customer must provide an e-mail address, name, tax number, telephone number, billing address and, if different, delivery address, as well as a password. The Supplier checks the data and approves or rejects the registration within 3 business days. Rejection is passive, without a separate step or notification. The Supplier reserves the right to reject a registration without giving reasons. If no result is received within 3 business days, the Customer should contact customer service if necessary, because UNAS, the webshop service provider (see the Privacy Notice), sends notifications only for approved registrations, not rejected ones.

For VAT-exempt intra-Community sales within the EU, the Supplier checks the Customer's data. VAT-exempt purchases are possible only after approval by the Supplier's managing director.

Successful registration is confirmed by e-mail and on the Website. The Customer may request deletion of their registration by e-mail; in that case, they must register again to make future purchases. The Customer is responsible for keeping login credentials confidential and for updating their details, and must notify the Supplier if they become aware that a third party has misused their data. A new password can be requested on the Website using the registered e-mail address. Previously registered Customers can continue the ordering process by entering their e-mail address and password.

The Customer must then select a payment and delivery method. A summary page allows the Customer to check all entered data and the Products and quantities ordered. Data-entry errors can be corrected using the pencil icon. If everything is correct, the Customer finalises the order by clicking "Submit order". Confirmation is provided on the Website and by e-mail. Any incorrect data noticed after submission (for example, in the confirmation e-mail) must be reported to the Supplier without delay and no later than within 24 hours.

Customers can log in using the "Customer Login" window or "Login" menu, regardless of whether they intend to place an order. After login, "MY PROFILE" and "Edit details" allow the Customer to amend registration data and track submitted orders and their status.

After an order is placed, the system automatically confirms receipt and includes the data provided by the Customer. This automatic confirmation does not constitute the Supplier's contractual acceptance or confirmation of the order.

4.2. WRITTEN ORDERS

If, for any reason, the Customer cannot submit an order online through the Website, orders may exceptionally be accepted by e-mail at rendeles@alpaka.hu. After receipt, the order details and further communication will be handled by e-mail or another communication channel.

5. ORDER PROCESSING AND CONFIRMATION

Orders are processed on business days between 08:00 and 16:00. Orders may be placed outside these hours, but orders submitted after working hours are processed on the next business day. For accepted orders, the delivery time from confirmation is 3 business days for Products in stock. If a Product is out of stock, delivery takes 2–3 weeks depending on the source of supply. The parties will coordinate any partial delivery and the expected delivery date.

All deliveries are conditional upon the Supplier receiving out-of-stock Products from its own suppliers in full and on time. Unforeseen events and force majeure may extend delivery times; the Supplier is not liable for resulting obstacles or delays.

The Supplier is not liable for changes to information or descriptions of an ordered Product made without prior notice due to the supplier or other causes beyond the Supplier's control.

6.1. CONCLUSION OF THE CONTRACT

Information on the Website and in any price list provided by the Supplier does not constitute an offer by the Supplier to enter into a contract. For orders subject to these GTC, the Customer is deemed to make the offer under applicable law, and the Supplier accepts or rejects that offer.

Placing an order on the Website or by e-mail constitutes a declaration of intent by conduct. The contract is therefore concluded electronically rather than in writing; the Supplier does not file or archive it, and it is not subsequently accessible.

Contracts may be concluded in Hungarian, English and German.

6.2. INVOICE

The Supplier issues a paper invoice and sends it electronically as a remote invoice in a format to be printed by the Customer.

6.3. PAYMENT 6.3.1. ADVANCE PAYMENT AND BANK TRANSFER

For advance payments and bank transfers, the Supplier sends by e-mail a payment request or invoice issued by the invoicing software of Kulcs-Soft Zrt., containing the necessary details. The transfer must be initiated by the deadline stated on the document.

Advance payment is available to any registered Customer. Bank transfer with a payment deadline is permitted only at the Supplier's discretion and after a separate written framework agreement has been concluded.

Bank details:

Domestic HUF transfers: MBH Bank, 10102842-583885-010000008

SWIFT code for advance payments from abroad: MKKBHUHB

For invoices issued in EUR, advance payments should be made to the EUR account: EUR IBAN HU10102842-58388500-01003300.

In the event of late payment, the Supplier may charge default interest under Section 6:48 of Act V of 2013 on the Civil Code and claim fixed recovery-cost compensation of EUR 40.

If the Customer fails to pay within 3 days after the payment deadline following performance, the Supplier may suspend fulfilment of the Customer's further orders.

6.3.2. CASH ON DELIVERY

For domestic delivery, payment is made to GLS General Logistics Systems Hungary Csomag-Logisztikai Kft. in cash or by bank card, or by bank card at a parcel locker.

A handling fee of HUF 857 gross per invoice is charged for cash on delivery. This payment method is not available for deliveries abroad.

6.3.3. ONLINE CARD PAYMENT THROUGH BARION

Barion is an electronic payment service that enables convenient and secure payment in the webshop by bank card or pre-loaded balance. Barion Payment Zrt. is supervised by the Hungarian National Bank; its authorisation number is H-EN-I-1064/2013. The Supplier does not access, store or misuse the Customer's card details.

Card payment does not require registration. The Customer must provide the card number, expiry date, CVC code on the back of the card and a valid e-mail address. Accepted cards: Mastercard or Maestro; Visa or Visa Electron.

Payment without a bank card is possible using a pre-loaded Barion balance, which the Customer can top up by bank transfer or cash deposit. Barion does not charge the Customer an additional fee for card payments.

6.3.4. ONLINE PAYMENT THROUGH STRIPE

Online payment is also available through Stripe, which supports Apple Pay, Google Pay, Visa, Mastercard, Maestro and American Express.

The Supplier does not access, store or misuse the Customer's card details. Stripe's terms and privacy information are available at <https://stripe.com/en-hu/privacy>.

6.4. DELIVERY CHARGES AND DEADLINES; PERSONAL COLLECTION 6.4.1. DOMESTIC DELIVERY

For domestic deliveries, delivery is expected on the business day following dispatch. Gross shipment weight, including packaging, and gross delivery charge:

Under 4.99 kg — HUF 2,985

5–9.99 kg — HUF 4,320

10–29.99 kg — HUF 5,543

30–49.99 kg — HUF 8,504

50–74.99 kg — HUF 10,389

75–99.99 kg — HUF 12,302

100–149.99 kg — HUF 17,030

150–199.99 kg — HUF 20,525

200–299.99 kg — HUF 28,004

300–599.99 kg — HUF 34,994

Over 600 kg — free of charge.

For domestic orders exceeding 600 kg per shipment, the Supplier covers the delivery charge. Cash-on-delivery handling is HUF 675 net plus VAT per invoice.

6.4.2. INTERNATIONAL DELIVERY CHARGES AND CONDITIONS

For international delivery, the gross weight of each parcel, including packaging, may not exceed 25 kg. Charges below are net per parcel.

EU Zone 1 — transit time 1–2 business days: Austria, Bulgaria, Czechia, Croatia, Germany, Romania, Slovakia and Slovenia.

0–24.99 kg — HUF 10,300 or the equivalent in EUR
25–49.99 kg — HUF 20,610 or the equivalent in EUR
50–74.99 kg — HUF 30,910 or the equivalent in EUR
75–99.99 kg — HUF 41,215 or the equivalent in EUR
100–149.99 kg — HUF 61,825 or the equivalent in EUR
150–599.99 kg — HUF 84,525 or the equivalent in EUR
Over 600 kg — free delivery.

EU Zone 2 — transit time 3–5 business days: Belgium, Denmark, Estonia, Finland, France, Greece, Ireland, the Netherlands, Poland, Latvia, Liechtenstein, Lithuania, Luxembourg, Norway, Italy, Portugal, Spain, Switzerland and Sweden.

0–24.99 kg — HUF 14,260 or the equivalent in EUR
25–49.99 kg — HUF 28,520 or the equivalent in EUR
50–74.99 kg — HUF 42,780 or the equivalent in EUR
75–99.99 kg — HUF 57,040 or the equivalent in EUR
100–149.99 kg — HUF 85,560 or the equivalent in EUR
150–599.99 kg — HUF 120,750 or the equivalent in EUR
Over 600 kg — free delivery.

GLS handles parcel deliveries. For pallet deliveries, the Supplier uses another transport service to select the most suitable delivery method.

6.4.3. GLS COURIER SERVICE – GLS GENERAL LOGISTICS SYSTEMS HUNGARY

Parcel deliveries are made on business days, Monday to Friday, between 08:00 and 17:00, or at another time agreed with the courier. The Customer may provide a different delivery address if they are not present at the registered address on weekdays.

GLS sends SMS or e-mail notifications about the parcel's current status. The Customer may use the contact details in the notification to contact the courier service and coordinate the delivery time.

GLS customer service for recipients:

business days, 07:00–20:00.

Telephone: +36 29 886 700.

Mobile: +36 20 890 0660.

E-mail: info@glshungary.com.

Website: <https://glsgroup.com/HU/hu/kontakt/elerhetoseg/>

GLS delivers the parcel personally to the Customer, who signs to confirm receipt. A family member may also receive the parcel on the Customer's behalf. If the Customer and no authorised recipient are present, GLS returns the parcel to the depot or centre and attempts delivery a second or third time on the following business day(s). If delivery cannot be made, the courier leaves a notice containing the GLS customer service telephone number.

Upon receipt, the Customer must inspect the Product for damage. If damage to the packaging or Product is visible, the Customer may ask the courier to draw up a damage report. Under these GTC, acceptance from the courier and signing the proof of delivery constitute quantitative and qualitative acceptance. The Supplier therefore states that it cannot accept subsequent quantitative or qualitative complaints after the courier has left.

The Customer is responsible for thoroughly inspecting the parcel. If the parcel is damaged, the Customer must immediately request a damage report and take photographs. The Customer should then open the parcel and, if the contents are also damaged, have the damage recorded in the report and take several photographs. The courier service will not accept complaints about parcels accepted without a report. If damage to the packaging or Product is visible on delivery and occurred before receipt, the Supplier will arrange return or replacement free of charge. The Supplier accepts no liability for damage discovered after acceptance.

6.4.4. COLLECTION BY THE CUSTOMER'S REPRESENTATIVE

Pre-ordered and prepared parcels may be collected in person from the Supplier's premises at Textilgyári út 4, Szeged, by prior appointment and during goods-release hours.

Orders pick-up hours:

Monday to Thursday, 10:00–16:00;

Friday, 10:00–14:00.

6.4.5. QUALITATIVE AND QUANTITATIVE INSPECTION

Upon receipt, the Customer checks the quantity and quality of the Products and verifies that they correspond to the order and confirmation. Any quantity discrepancy must be recorded by the parties' representatives on the delivery note.

The Customer must notify the Supplier of quality complaints without delay and no later than within 2 business days.

The parties shall cooperate to resolve disputes concerning complaints. If no agreement is reached, they shall appoint an expert mutually accepted by both parties.

Where a carrier is involved, if the Customer identifies a quantity or quality defect, the Customer must take the written steps necessary to assert a claim against the carrier during and after receipt and send a copy to the Supplier.

6.4.6. DELIVERY CONDITIONAL ON PAYMENT

If the Customer previously failed to accept an ordered Product (except when exercising a right of withdrawal), or the Product was returned to the Supplier marked "not collected", the Supplier may make fulfilment conditional on advance payment of the purchase price and delivery costs. The Supplier may withhold delivery until it has verified successful payment of the Product price and the total amount shown on the payment request or invoice. If the price has not been paid in full, the Supplier will request payment of the balance.

In such cases, no default penalty, cancellation penalty or damages may be claimed against the Supplier.

6.4.7. EXCLUSION OF SET-OFF

The Customer may not set off its own claims against the Supplier or exercise rights of retention without the Supplier's written consent.

Warranty

7.1. WARRANTY FOR DEFECTIVE PERFORMANCE

If the Supplier performs defectively, the Customer may assert warranty claims against the business in accordance with Act V of 2013 on the Civil Code.

As the Products are foodstuffs, warranty claims apply only while the packaging is unopened and provided that the storage instructions on the label or in the Product description have been followed.

The Customer may assert warranty claims for food Products within their best-before period for defects that existed when the Product was handed over. Warranty rights cannot be asserted after the best-before date has expired.

Spices and teas are agricultural products whose characteristics, particularly colour, size, structure and active constituents, depend significantly on growing-area conditions and weather. Slight differences may occur between Website photographs or samples and the current year's harvest or stock, including differences between batches and growing locations. Such differences do not constitute quality defects if the Product complies with applicable legal requirements.

At the Customer's choice, the Customer may request repair or replacement, unless the chosen remedy is impossible or would impose disproportionate additional costs on the business compared with another remedy. If repair or replacement has not been requested or is not available, the Customer may claim a proportionate price reduction, repair the defect at the business's expense, have it repaired by another party at the business's expense or, as a last resort, withdraw from the contract.

The Customer may change from the chosen warranty remedy to another, but bears the cost of doing so unless the change was justified or caused by the business.

The Customer must notify the Supplier of a defect without delay after discovering it and no later than 8 business days after discovery. The Customer may assert warranty claims directly against the business.

7.2. PRODUCT LIABILITY WARRANTY

A product-liability warranty applies only to defects in movable property (Products). A Customer qualifying as a consumer may, at their choice, exercise the rights described in Section 7.1 or make a product-liability warranty claim.

As the Products are foodstuffs, warranty claims apply only while the packaging is unopened and provided that the storage instructions on the label or in the Product description have been followed.

Spices and teas are agricultural products whose characteristics, particularly colour, size, structure and active constituents, depend significantly on growing-area conditions and weather. Slight differences may occur between Website photographs or samples and the current year's harvest or stock, including differences between batches and growing locations. Such differences do not constitute quality defects if the Product complies with applicable legal requirements.

A Product is defective if it does not meet the quality requirements laid down in the legislation in force when it was placed on the market. Under a product-liability warranty claim, the Customer may request only repair or replacement of the defective Product.

The Customer may assert a product-liability warranty claim within the Product's best-before period. This right is lost after that period expires. The claim may be asserted only against the manufacturer or distributor of the movable item, and the Customer must prove the defect.

The manufacturer or distributor is released from its product-liability warranty obligation only if it proves that the Product was not manufactured or placed on the market in the course of its business; or that, according to the state of scientific and technical knowledge at the time the Product was placed on the market, the defect was not detectable; or that the defect resulted from the application of legislation or a mandatory official requirement. Proof of one ground is sufficient.

A warranty claim for defective performance and a product-liability warranty claim may not be pursued simultaneously for the same defect. If a product-liability warranty claim is successful, the Customer may assert a warranty claim against the manufacturer in respect of the replaced Product or repaired part.

7.3. SUBMITTING WARRANTY CLAIMS

Warranty claims may be submitted using the following contact details:

Name: Alpaka Kft.

Postal address: Textilgyari ut 4., Szeged, HUNGARY, 6724, Hungary

Telephone: +36-30/653-8274

E-mail: rendeles@alpaka.hu

8.1. COMPLAINT HANDLING: PLACE, TIME AND METHOD

The Customer may submit consumer complaints concerning a Product or the Supplier's activities using the following contact details:

Name: Alpaka Kft.

Postal address: Textilgyari ut 4., Szeged, HUNGARY, 6724, Hungary

Telephone: +36-30/653-8274

E-mail: rendeles@alpaka.hu

The Supplier shall remedy an oral complaint immediately where possible. If immediate remedy is not possible because of the nature of the complaint or because the Customer disagrees with its handling, the Supplier shall draw up a record of the complaint and retain it for five years together with its substantive response.

For an oral complaint made in person at the business premises, the Supplier shall hand a copy of the record to the Customer immediately. If this is not possible, the Supplier shall proceed under the rules applicable to written complaints.

For an oral complaint made by telephone or another electronic communications service, the Supplier shall send a copy of the record to the Customer no later than together with its substantive response. In all other cases, the rules applicable to written complaints shall apply.

The Supplier shall assign a unique identifier to complaints recorded by telephone or another communications device to facilitate retrieval.

The Supplier shall provide a substantive response to written complaints within 30 days. For the purposes of these terms, taking action means posting the response.

If a complaint is rejected, the Supplier shall inform the Customer of the reasons.

8.2. OTHER DISPUTE-RESOLUTION OPTIONS

The Alpaka Kft. webshop provides purchasing opportunities for registered businesses and other business partners.

The Customer may submit comments or complaints concerning Products, order fulfilment, delivery, invoicing or the Supplier's services using the following details:

E-mail: rendeles@alpaka.hu

Telephone: +36 30 520 9293

Postal address: 6724 Szeged, Textilgyári út 4.

The Supplier will investigate complaints and seek to resolve them as soon as possible in a manner acceptable to both parties. The parties shall first attempt to resolve disputes amicably through direct consultation.

If a dispute cannot be resolved through negotiations, the following options are stated in these GTC. For consumer complaints or comments concerning the edibility or quality of food, the consumer may contact:

Csongrád-Csanád County Government Office, Department of Food Chain Safety and Animal Health

6724 Szeged, Vasas Szent Péter u. 9.

Telephone: +36 62 680 800

Csongrád-Csanád County Conciliation Board

6721 Szeged, Párizsi krt. 8–12.

Telephone: +36 62 549 392

E-mail: bekelteto.testulet@cskik.hu

Website: <https://www.bekeltetes-csongrad.hu/>

9. DELETION OF INACTIVE ACCOUNTS

The Supplier reserves the right to delete the Customer's user account in the webshop if the Customer has not logged into their account for at least two (2) years. The period of inactivity is calculated from the date of the last successful login.

The Supplier may decide at its own discretion whether to delete inactive accounts and is not obliged to delete all accounts meeting the above criteria. The Supplier may terminate the affected account without prior individual notice.

After deletion, the Customer will no longer be able to log in using the previous login credentials. If the Customer wishes to use the webshop again, they may submit a new registration, subject to the registration and approval rules in these GTC.

Deletion of a user account does not affect the Supplier's obligation to retain data and documents for the period prescribed by applicable law.

10.1. AMENDMENTS TO THE GTC AND PRICES

Matters not regulated or not sufficiently regulated by these GTC are governed by the Civil Code and legislation applicable to contracts between businesses. The Supplier may amend these GTC, the prices of Products sold on the Website and other displayed prices at any time, without retroactive effect. Amendments take effect upon publication on the Website or following other written notification by the Supplier.

10.2. ENTIRE AGREEMENT AND EXCLUSIONS

These GTC, notices available on the Website and other information constitute the entire agreement between the Supplier and the Customer. In individual cases, the Supplier may make delivery conditional on the conclusion of an additional written framework agreement.

Contracts concluded under these GTC do not incorporate customs or practices established in the parties' previous business relationship. They also do not incorporate customs regularly applied by parties to similar contracts and widely known in the relevant business sector.

10.3. TECHNICAL LIMITATIONS

Purchasing through the Website presupposes that the Customer is aware of and accepts the possibilities and limitations of the Internet, particularly technical performance and potential errors. The Supplier is not liable for operational failures in the Internet network that prevent the Website from functioning or prevent a purchase.

10.4. PRIVACY POLICY

The Supplier's Privacy Policy is available at: http://webshop.fuszerkereskedelem.hu/shop_help.php?tab=privacy_policy

Effective date of these General Terms and Conditions: 15 October 2026.