

General terms and conditions

1. INTRODUCTION

These General Terms and Conditions contain the conditions for the use of the service available on the blitzwolfeurope.hu website (hereinafter: website) by the user (hereinafter: User). The technical information required for the use of the website, which is not included in these GTC, is provided by the information available on the website. By using the website, the User / Consumer acknowledges and accepts the provisions of these GTC.

The last modification of the General Terms and Conditions: 2020 11.24.

2. The Service Provider

Name: Generation-Tech Kft.
Headquarters: 2112 Veresegyház, Mező utca 12.
Name of the representative: Bence Fábián
Name of the Registrar: Registry Office of the Budapest District Court
EU Tax number: HU28764553
Account managing financial institution: Raiffeisen Bank
Account number: HU27120210060173986200100009
E-mail address: info@blitzwolf.hu
Phone number: +36 70 224 90 89

3. Activity on the Website

This website is designed to showcase and sell premium quality electronic products and accessories manufactured by Blitzwolf.

4. Terms of use

4.1. Responsibility

The User may use the website only at his own risk and accepts that the Service Provider shall not be liable for property and non-property damages incurred during use due to intentional, gross negligence or crime, as well as for breach of contract damaging life, limb or health. In addition.

The Service Provider excludes all liability for the conduct of the users of the website and that the User is fully and exclusively responsible for his own conduct.

The User is obliged to ensure that the use of the website does not infringe the rights of third parties or the law, either directly or indirectly.

The Service Provider is entitled, but not obliged, to check the content (for example, posts) made available by the Users during the use of the website, and the Service Provider is entitled, but not obliged, to look for signs of illegal activity and is not responsible for them.

4.2. Copyrights

The entire website (texts, images, graphic elements, etc ...) is protected by copyright, so it can be copied and modified for commercial purposes only with the written consent of the author!

5. Purchase on the Website

5.1. Ordering process

The website provides users with the opportunity to present products and order online. You can browse the website using the User menu items. The products are categorized. For Promotional Products, each product has a separate start and expiration date, or an indication of the start date and while stocks last.

Click on the "Products" name to see a list of products that fit into it. If all the products in a given category do not fit on one page, you can scroll through the numbers above and below the products. From the product list, the detailed product page can be accessed by clicking on the product name, here you can find information about the detailed characteristics and price of the product you want to order.

On the website it is possible to search for a product by keyword. Product results that match your search criteria are displayed in a list similar to the categories.

The selected product can be placed in the basket using the basket button, the required number of pieces can be set next to the button. The User can check the contents of the shopping cart using the Shopping Cart menu item. Here you can change the quantity of the product in the basket and order the item. You can also empty the cart completely using the Empty Cart button. The User can continue the purchase process by clicking on the Order button. As a second step, it is possible to enter and register.

In case of purchase, the User must provide the following data: e-mail address, name, telephone number, billing address and, if different, the delivery address. In addition to the above data, a password is required for registration. The User can find out about the successful registration by e-mail and on the website. The User may request the cancellation of his registration by e-mail from the Service Provider, in which case he must re-register for a new purchase. The User is responsible for keeping the access data confidential. The User is responsible for updating his / her data and is obliged to notify the Service Provider if he / she becomes aware that his / her data has been misused by a third party. In case of a forgotten password, a new password can be requested on the website to the registered e-mail address. If the User has previously registered on the website, the ordering process can be continued by entering his e-mail address and password.

The next step in the order is for the User to select the appropriate payment and delivery method. With the help of a summary page, the User can check all his previously entered data and the products he wants to order, their quantity. In case of data entry errors, you can use the pencil icon to correct the entered data. If you find everything suitable, you can use the Submit Order button to finalize your order. You will receive a confirmation on the website or by e-mail. If, after recording the order (eg in the confirmation e-mail), it detects incorrect data, it must notify the Service Provider immediately, but not later than within 24 hours.

Irrespective of the order intent, the User can log in using the Customer Login window or the Login menu item. After logging in, a Change Data menu item will appear, where you can change the data you provided during registration, as well as the data and status of your submitted order. You do not need to log in to see the prices and add the product to the cart.

In the store next to cash on delivery and forwarding. It is also possible to use credit cards. In all cases, you must provide the bank card data on the website of Borgun, so they will not reach the Service Provider under any circumstances. Accepted credit cards: Visa (also some Electron cards), EC / MC embossed cards.

5.2. Binding of offers, confirmation

The Service Provider informs the User about the confirmation within 48 hours. If the User does not receive this confirmation within 48 hours, the User is released from the obligation to make an offer and is not obliged to take over the ordered products.

The confirmation e-mail contains the data provided during the purchase, the order data, the name and price of the ordered product (s), the chosen payment and delivery methods, the order number, and in addition the User's comments on the order.

5.3. Conclusion of the contract

It is possible to conclude the contract in Hungarian. The submission of the order is considered to be an electronically concluded contract, for which Article CVIII of 2001 on certain issues of electronic commerce services and services related to the information society. the provisions of the law shall apply accordingly. The contract falls within the scope of Government Decree 45/2014 (II.26.) On the detailed rules of contracts between consumers and businesses and takes into account the provisions of Directive 2011/83 / EU of the European Parliament and of the Council on consumer rights.

The contract is the automatic confirmation

6. Right of withdrawal

6.1. Procedure for exercising the right of withdrawal

The provisions of this section apply only to a natural person acting outside the scope of his or her profession, self-employment or business, who buys, orders, receives, uses, uses goods, and is the addressee of commercial communications and offers related to the goods (hereinafter Consumer).

To withdraw from the contract without giving reasons within fourteen (14) days from the date of receipt of the product, the last delivered product, by the Consumer or a third party other than the carrier designated by him.

The consumer also exercises his right of withdrawal between the date of conclusion of the contract and the date of receipt of the product.

If the Consumer wishes to exercise his right of withdrawal, he is obliged to send a clear statement of his intention to withdraw (for example by electronic mail) to the Service Provider using the contact details indicated in point 2 of these GTC. The Consumer shall exercise his right of withdrawal within the deadline if he sends his statement of withdrawal to the Service Provider before the expiry of the deadline indicated above.

The Consumer shall bear the burden of proving that he has exercised his right of withdrawal in accordance with the provisions set out in point 5.

In both cases, the Service Provider will immediately confirm the receipt of the Consumer's withdrawal statement by e-mail.

In the case of a written withdrawal, it shall be deemed to have been validated on time if the Consumer sends the statement to the Service Provider within 14 calendar days (even on the 14th calendar day).

When notifying by post, the Service Provider will take into account the date of posting or, in the case of notification by e-mail, the time of sending the e-mail for the calculation of the deadline. The Consumer will send the letter by registered mail so that the date of dispatch can be credibly proven.

In case of withdrawal, the Consumer is obliged to return the ordered product to the address of the Service Provider indicated in point 2 (mailing address) without undue delay, but no later than within 14 days from the notification of his statement of withdrawal. The deadline is deemed to have been met if the Consumer sends the product (by post or delivers it to the courier ordered by him) before the expiry of the 14-day deadline.

The cost of returning the product to the address of the Service Provider and the cost of delivery to the respective home shall be paid by the Consumer, even if the product has been ordered with free delivery, in this case the consumer will be charged a delivery fee to the current limit. So when the purchase is canceled, the cost of return and return is borne by the consumer. The Service Provider is not able to accept the package returned by cash on delivery. In addition to the above, no other costs shall be borne by the Consumer in connection with the withdrawal.

In the case of products ordered but not received, the Consumer is obliged to pay the incurred return and return costs, which correspond to the current delivery costs.

If the Consumer withdraws from the contract, the Service Provider shall reimburse the costs immediately (but not later than within 14 days from the receipt of the Consumer's statement of withdrawal) (except for the above-mentioned delivery costs). The consumer did not provide credible proof that he had returned it: of the two, the Service Provider takes into account the earlier date.

During the refund, the Service Provider will pay the refund in the cancellation application or in the form of a simple e-mail, only by bank transfer to a Hungarian bank account number.

The Consumer can only be held liable for the depreciation of the product if it results in damage to the product or the packaging to such an extent that the product can no longer be sold as new. In practice, the product must be returned in a condition that we would buy ourselves.

6.2. In which cases the Consumer does not have the right of withdrawal

In the case of a contract for the provision of a service, after the performance of the entire service, if the Service Provider has started the performance with the express prior consent of the Consumer and the Consumer acknowledges that he loses his right of termination after the performance of the entire service.

With regard to a product or service, the price or fee of which cannot be influenced by the money market by the Service Provider, it depends on the possible fluctuation of the 14-day withdrawal period.

In the case of a non-prefabricated product which has been produced by the Service Provider on the basis of the Consumer's instructions or at the express request, or in the case of a product which has been clearly tailored to the User.

In the case of a perishable or short-lived product.

In the case of a sealed product which, for reasons of health or hygiene, cannot be returned after opening after delivery.

In the case of a product which, by its nature, is inseparably mixed with another product after delivery.

In the case of an alcoholic beverage, the actual value of which depends on market fluctuations beyond the control of the Service Provider, and the price of which was agreed upon by the parties when concluding the sales contract, however, the contract will be performed only after the thirtieth day.

In the case of a business contract in which the Service Provider visits the User at the express request of the Consumer for the purpose of performing urgent repair or maintenance work.

Regarding the sale and purchase of a sealed package of audio or video, as well as a copy of computer software, if the Consumer has opened the package after the delivery.

For newspapers, periodicals and periodicals, except subscription contracts.

For contracts awarded by public auction.

In the case of a contract for the provision of accommodation, transport, car rental, catering or leisure services, with the exception of a residential service, if a performance date or time limit specified in the contract has been set.

With regard to digital data content provided on non-tangible data carriers, if the Service Provider has started the performance with the express prior consent of the Consumer and the Consumer has stated at the same time that he loses his right of withdrawal after the start of the performance.

7. Warranty and Guarantee

7.1. a warranty

In the event of faulty performance of the Service Provider, the User may assert a claim for a warranty against the company in accordance with the provisions of Act V of 2013 on the Civil Code.

In the case of a consumer contract, the User who qualifies as a Consumer may assert his warranty claims within 2 years from the date of receipt, for product defects that already existed at the time of delivery of the product. After the two-year limitation period, the User can no longer enforce his or her warranty rights.

In the case of a contract not concluded with the Consumer, the User may enforce his warranty claims during the 1-year limitation period from the date of receipt.

The User may, at its option, make the following supply warranty claims: It may request repair or replacement, unless it would be impossible to meet the demand chosen by the Consumer or would entail a disproportionate additional cost for the business compared to the fulfillment of its other demand. If the repair or replacement has not been requested or could not be requested by the User, the User may request a proportionate delivery of the consideration or the defect may be repaired by the User at the expense of the company,

The User may transfer his / her chosen right of warranty to another, however, the cost of the transfer shall be borne by the User, unless it was justified or the company gave a reason for it.

The User is obliged to report the defect immediately after its discovery, but not later than within two (2) months from the discovery of the defect.

The User can enforce his supply warranty claim directly against the company.

In the event of a defect detected within six months of performance (ie delivery, receipt), the defect shall be presumed to have existed at the time of performance, unless this presumption is incompatible with the nature of the defect or the nature of the product. The Service Provider is only released from the warranty if it rebuts this presumption, ie proves that the defect of the product occurred after the delivery to the User. Based on this, the Service Provider is not obliged to accept the User's objection if it duly proves that the cause of the error is the consequence of the improper use of the product. However, six months after performance, the burden of proof is reversed, ie in the event of a dispute, the User must prove that the defect already existed at the time of performance.

7.2. product warranties

Product warranty can only arise in the event of a defect in movable property (product). In this case, the User who qualifies as a Consumer - at his / her choice - shall comply with Section 7.1. may assert the right or product warranty claim specified in

As a product warranty claim, the User may only request the repair or replacement of the defective product.

A product is considered to be defective if it does not meet the quality requirements in force at the time of placing on the market or if it does not have the characteristics specified by the manufacturer.

The User may assert his product warranty claim within two (2) years from the placing of the product on the market by the manufacturer. Upon expiry of this period, he shall lose this entitlement.

The User may only exercise the product warranty claim against the manufacturer or distributor of the movable property.

In the event of a product warranty claim, the User must prove the defect of the product.

The manufacturer (distributor) is only released from its product warranty obligation if he can prove that:

the product was not manufactured or marketed in the course of his non - business activities, or

the defect was not recognizable at the time of placing on the market according to the state of the art or

the defect of the product results from the application of legislation or a mandatory official regulation.

It is sufficient for the manufacturer (distributor) to prove a reason for the exemption.

Due to the same defect, the supply warranty and product warranty claim cannot be enforced simultaneously, in parallel with each other. However, in the event of a successful enforcement of a product warranty claim, the User may enforce his or her warranty claim against the manufacturer for the replaced product or repaired part.

7.3. warranty

151/2003 on the mandatory warranty for certain durable consumer goods in connection with the mandatory warranty for certain durable consumer goods. (IX. 22.) contains regulations. The (material) scope of the decree only applies to products sold under a new consumer contract concluded in the territory of Hungary and listed in the annex to the decree.

The mandatory warranty for the durable consumer goods listed in the annex to the Government Decree is 1 year, the starting date of which is the day of delivery of the product to the Consumer or if the Carried out by the Service Provider or its agent, date of commissioning.

The company is released from its warranty obligation only if it proves that the cause of the defect arose after performance.

Due to the same error, the User may not assert the warranty and guarantee claim or the product warranty and guarantee claim simultaneously, in parallel with each other, otherwise the User shall not exercise the rights arising from the warranty in accordance with Section 7.1. and 7.2. regardless of the rights set out in point.

During the enforcement of the warranty right, the Service Provider must strive to carry out the repair / replacement within 15 days. The cost of returning the product is borne by the buyer. If the returned product is not defective, because the presumed defect was caused by improper use, or the product does not meet the characteristics expected by the Consumer and that expectation exceeds the capabilities described on the website, the return test (HUF 6,000 + VAT) and delivery costs are borne by the Consumer.

7.4. Enforcement of warranty and guarantee claims

The User can assert his warranty claims at the following contacts:

Name: Bence Fábíán

Mailing address: 2112 Veresegyház, Mező utca 12

E-mail address: info@ganzo.hu

Phone number: +36 70 224 90 89

8. Enforcement Options

1. Place, time and method of complaint handling

The User may submit consumer complaints related to the product or the activities of the Service Provider at the following contacts:

Name: Bence Fábíán

Mailing address: 2112 Veresegyház, Mező utca 12.

E-mail address: info@blitzwolf.hu

Phone number: +36 70 224 90 89

The Service Provider shall, if possible, remedy the verbal complaint immediately. If it is not possible to remedy the oral complaint immediately, due to the nature of the complaint or if the User does not agree with the handling of the complaint, the Service Provider shall keep a report on the complaint, together with a substantive response to the complaint for five years.

The Service Provider is obliged to hand over a copy of the minutes to the User locally in case of an oral complaint communicated in person (at the business premises) or, if this is not possible, to act in accordance with the rules for a written complaint detailed below.

In the event of an oral complaint communicated by telephone or other electronic communication service, the Service Provider shall send a copy of the minutes to the User at the latest at the same time as the substantive reply.

In all other cases, the Service Provider shall act in accordance with the rules applicable to written complaints.

The Service Provider will respond to the complaint received in writing within 30 days. The measure means delivery by post within the meaning of this contract.

If the complaint is rejected, the Service Provider shall inform the User of the reason for the rejection.

8.2. Other enforcement options

If any consumer dispute between the Service Provider and the User is not resolved during negotiations with the Service Provider, the following legal enforcement options are open to the User:

Complaint to the consumer protection authority,

Initiation of the Conciliation Body's procedure (the contact details of the Conciliation Body competent according to the registered office of the Service Provider must be indicated),

Initiation of legal proceedings.

9. Other

9.1. GTC, price modification

The Service Provider may amend these GTC, the prices of the products sold on the website and other prices indicated at any time without retroactive effect, the amendment shall take effect after its publication on the website and shall be valid only for transactions following the entry into force.

Last modified: 6/20/2018

9.2. Technical limitations

Purchasing on the website presupposes the User's knowledge and acceptance of the possibilities and limitations of the Internet, in particular with regard to technical performance and errors. The Service Provider shall not be liable if any malfunction is detected in the Internet network, which prevents the operation of the website and the purchase.

9.3. Privacy policy