

General terms and conditions

General Terms of Use

These General Terms of Use, Veronika Nagyné Fórián e.v. (4183 Kaba, Cukorgyári ltp. 3 / b Tax number: 67475522-1-29 Registration number: 50287644 e-mail: info@chilis.hu Tel .: +36303020376) user of the services available on the <https://chilis.hu> website contains the terms of use.

Product selection

The customer has the opportunity to choose or order from the store's products. The displayed products can be ordered online. The customer can click on the selected product for a more detailed description. If you intend to purchase, you will place the product you wish to purchase into a virtual shopping cart by pressing the "Add to Cart" button. Clicking on the Shopping Cart icon at the top of the page will find the items you have added to your shopping cart. Here you can check the correctness of your order, especially the prices and quantities, which can be modified, corrected or even canceled as needed. The cart automatically calculates the order total. If you have a coupon code or gift certificate, you can validate it by typing it and it will be deducted from the subtotal.

Submit your order

If you are satisfied with the quantity of items in your shopping cart, have checked the partial amount and decided that you would like to purchase them, click on the "Order" button. After that, you have the choice of whether you want to log in as an existing customer, want to register as a new customer, or want to buy without registering. You can sign up with your own email address, Facebook or Google profile.

If you have previously purchased in our store, please enter the email address and password you provided during your previous registration. If you would like to register as a new buyer, enter the details of your purchase, which will be stored and you will only need to sign in the next time you make a purchase. For unregistered purchases, enter billing, shipping, and contact information.

In the next step, choose your billing information, then your shipping address, the shipping method that suits you, and the payment method (cash on delivery, Barion credit card or bank prepay). Shipping cost is calculated at the time of selection, taking into account the value of the products ordered. If you agree with the contents of the order, you must accept the "General Terms and Conditions" by clicking the checkbox and click "Order" to proceed with the order. You have sent us your order intent with this step. As a final step, you can check the content of your order with regard to the products ordered, the quantity, the price and the total amount increased by any shipping charges.

Prices

Our prices are in Hungarian Forin (HUF) and the list prices valid at the time of ordering, which you can find in the web store beside the products. Prices are subject to tax free, but these prices do not include shipping. Shipping costs are included in the checkout process under the "Shipping Information" menu in the footer before the order is finalized and in the Purchase Terms. In the event of a defect or defect in the products or prices in the Web Store, we reserve the right to make corrections. In such a case, the customer will be notified of the new data immediately upon detection or correction of the defect. The buyer can then confirm the order again or it is possible for either party to cancel the contract.

If the price of a product is misrepresented - in particular due to obvious misspellings, prices that are significantly different from the general value or due to a system failure - the trader is not obliged to deliver the ordered product at a defective price; delivery. If this does not satisfy the Customer, it may cancel the purchase.

Confirmation

The 2001 CVIII. Pursuant to the law, the seller's webshop software immediately notifies the buyer of the fact of placing an order when placing an order. This notice does not constitute a contract between the seller and the buyer! It merely indicates to the buyer that your order request has been registered and forwarded to our competent sales representative by our system.

All orders will be emailed to you.

When the order is processed, the contract between the outsiders will be created, and the order status will change to 'Processing', which will be notified by email. This means that you will receive an automatic email once your order has been received, once your order has been received, and one (later) of your order being processed and one of your estimated delivery times. The total amount payable includes all costs based on the order summary and the contents of the confirmation letter. Please keep an eye on your email (the email address you provided in your registration) as we will contact you by email to inform you of your order, delivery time, or receipt of your order. For telephone reconciliation, call +36303020376.

Order processing

Orders will be processed within 2 business days.

Possibility to correct data entry errors

It is also possible to correct data entry errors before pressing the "Order" button.

- If you have sent your order, you will have the opportunity to change your order to the Customer until the order is completed if the Customer notices in the confirmation email that you have entered your details incorrectly or that you have ordered a product by mistake or ordered another. In this case, the Customer must immediately notify our customer service of their mistake by replying to the confirmation email sent to either info@chilis.hu or +36303020376.

- It is also possible for the Customer to cancel his order by replying to the sent confirmation e-mail at info@chilis.hu or by phone +36303020376 until we deliver the Customer's package to the courier service for delivery. . In all cases, the customer will be informed of the transfer by e-mail.

Payment Terms

- It is also possible to pay by cash in our store. In this case, the full purchase price, including shipping costs, must be paid in cash to the consignee upon receipt of the shipment. We do not accept partial performance, the contracted courier service employee may not accept partial performance. The Customer may take over all items of the order or refuse to accept the entire order.

- You can also pay for your order by bank transfer. In this case, the final amount of the order, including any shipping costs, will be transferred via bank to the invoice number provided in the confirmation email. Once the amount has been received, we will begin to

process the order.

- You can also pay by credit card on our site. In the case of credit card payments, this is provided by Barion's online payment system. Learn more about Barion at <https://www.barion.com/en/>

For personal pick-up

Personally, the following items can be picked up at the following address (Health Shop 4183 Kaba, Rákóczi u. 93.) Monday to Friday from 8am to 1pm and 1:30 pm to 5pm. In this case shipping and packaging costs will not be charged. In all cases, a pre-order is required for purchase and the time of receipt will be emailed to you.

If your package is ready to be picked up, we will notify you by email and you will then be able to pick up and pay for the package in person. We do not accept credit cards for personal collection.

If you requested the product by personal pick-up but are unable to leave it, we will store the ordered products in our warehouse for 5 business days, and after 5 business days our system will send you an automatic notification. If you reply that you still need the order, we will of course keep the package here longer.

Home delivery

The parcels are delivered and transported by the GLS courier service. We undertake the delivery of parcels to the territory of Hungary by courier service. The shipping cost of the product is described by the webshop during the checkout process, considering the value of the products ordered, as well as the confirmation email. You will receive information on the date of delivery and will be emailed to you later, and you will have the opportunity to make an appointment by replying to the confirmation email or by phone on +36303020376

The shipping fee depends on the value of the package, regardless of the address, within Hungary. We will do our best to process and post your orders placed on weekdays until 12 noon!

Delivered in Hungary by GLS courier service

0 - 5.000 Ft	1.590 Ft
5.001 - 10.000 Ft	1.490 Ft
10.001 - 15.000 Ft	1.390 Ft
15.001 - 20.000 Ft	1,290 Ft
20.001 -	FREE

In the case of bank transfer, please transfer the final amount to the following account number:

Beneficiary: Veronika Nagyné Fórián

Account number: 61400117-13346625

Bank: Fonix Takarek Szovetkezet

Be sure to include the order ID in the bulletin! Your order will not be shipped until you have received a payment for it.

For purchases over 20,000 HUF we will cover the packing and shipping fee!

We will try to fulfill your orders within 1-4 business days, whether you wish to take the order personally or request delivery. We will notify you by email of any potential delay.

Delivery time is 1-4 business days from the order.

Cancellation of shipment

If the webshop fails to fulfill its obligation because the specified goods are unavailable or it is not possible to provide the ordered service, it is obliged to inform the customer. The webshop does not contract with minors. By accepting the "Purchase Terms", the customer declares that they are of legal age. If the confirmation is not received by the recipient within the expected time of sending the customer's order, but within 72 hours at the latest, the customer will be released from the bidding obligation.

Returning the Product

We take back the product in its complete quality and quantity.

Right of withdrawal

45/2014. (II.26.), You may cancel your purchase without giving any reason within 14 days of receiving the package. In case of cancellation in writing, the statement must be sent to the info@chilis.hu email address within the deadline for cancellation, or by phone on +36303020376 or by mail (Veronika Nagyné Fórián 4183 Kaba Cukorgyári ltp 3 / b) If you are notified by road, you must give your notice of withdrawal as a recommended item.

In case of cancellation you are required to return the product in complete quantity to the following address: Veronika Nagyné Fórián 4183 Kaba Sugar Factory ltp 3 / b and within 8 days of receipt we will refund the purchase price of the delivered products to your bank account number. You will bear the cost of returning the products.

The customer shall bear the cost of returning the goods (postage) due to the exercise of the right of withdrawal. In addition, the customer is not charged any other costs. If the goods returned under the right of withdrawal are not in perfect and complete condition, the customer shall be liable for damages if they have caused the goods to deteriorate or otherwise rendered impossible to return, either intentionally or negligently.

In some cases, the buyer does not have the right to withdraw:

"The right of withdrawal shall not apply to copyrighted products (program CDs, DVDs, software, etc.) if their packaging has been opened and its use can be proved. In the case of hygiene products, dietary supplements, vitamins, sexual aids, supplies, cosmetics if the product has already been unpacked! If unopened, the buyer can exercise his right of withdrawal! You will be liable for any damages resulting from the misuse of the product. The Parties shall determine the jurisdiction of the City Court of Debrecen in the event of any dispute. "

If during the opening of the product in the presence of the person delivering the product (postal courier, courier) it is established that the product has been damaged and the damage occurred before the receipt of the goods, we will ensure the return of the product and the cancellation of sales immediately. Any damage or defect in the content of the shipment must be recorded in the factual record between the transferor and the recipient! We cannot be held responsible for any lack of content or damage that may occur

afterwards!

Warranty

The product warranty terms can be found on the product packaging or documentation.

Ownership clause

The goods delivered remain the property of the supplier until the purchase price is paid in full. In the case of erroneous unapproved orders, the product will be put into inventory under the name of the "new" owner and will be paid to the new owner after another successful sale!

If you have any questions, feel free to contact us by e-mail at info@chilis.hu or by phone on +36303020376.

Applicable law, complaint management, redress

Customer may submit consumer objections to the Products or the Service Provider through the following contact details:

Address: 4183 Kaba Cukorgyari Itp. 3 / b

Phone: +36303020376

Contact person: Veronika Nagyné Fórián

e-mail: info@chilis.hu

In the event that any consumer dispute between the Service Provider and the Customer is not resolved during negotiations with the Service Provider, the Customer shall have the following remedies available:

- Entry in the buyers' book. The customer's book is available at the Service Provider's store. The Service Provider shall respond in writing to the entries posted here within 30 days.
- Complaints to consumer authorities. If the Customer detects a violation of his or her consumer rights, he or she is entitled to lodge a complaint with the competent consumer protection authority of his or her place of residence. After considering the complaint, the authority will decide on the consumer protection procedure.
- Conciliation body. For the purposes of amicable out-of-court settlement of consumer disputes related to the quality, safety and application of product liability rules, and to the conclusion and performance of a contract, Customer may initiate proceedings with a to a conciliation body. For the purposes of the Arbitration Board rules, a consumer is a non-governmental organization, church, condominium, housing association, micro, small and medium-sized enterprise, which purchases, orders, receives, uses, uses, or communicates commercially with goods. addressed.

Contact details of the Budapest Arbitration Board:

Address: 1016 Budapest, Krisztina krt. 99. III. em. 310th

Mailing address: 1253 Budapest, Pf. : 10.

Email address: bejelentetetestulet@bkik.hu

Central phone number: +36 1 488 2131

Fax: +36 1 488 2186

In the event of a consumer dispute related to an online contract of sale, consumers may electronically settle their disputes related to online purchases by submitting an electronic complaint through the online platform available at the following link.

All you have to do is register with the online platform available at the above link, complete the application and submit it electronically to the Arbitration Board via the platform. This way, consumers can easily enforce their rights regardless of distances

In Hungary, the Budapest Arbitration Body (BBT) is entitled to litigate cross-border consumer and merchant disputes related to online sales or service contracts.

· Court proceedings. The Customer is entitled to a court action to enforce a consumer claim in a civil proceeding under Act V of 2013 on the Civil Code and Act III of 1952 on the Code of Civil Procedure. according to its provisions.

Chili Hungaria Webshop loyalty point system

You make money with your purchases for your future purchases!

We'll give you back some of your purchase!

1 point = 1Forint

You don't have to earn points or buy others to buy. The bonus system at Chilis.hu is much simpler.

Whatever product you purchase at full price in the Chili Hungaria Web Store, we will credit a portion of the purchase price to your user account. * This amount is free to use at your next purchase or at any time. Visit the product pages for information on the points you earn after purchasing each product.

How do you use your bonuses?

The next time you make a purchase, you can specify on the Basket page whether or not to use your bonus. If not, your bonuses will continue to accrue and can be used at any time. If you use your existing bonuses, its value will be deducted from the purchase price.

*

* Terms of Use: Bonus only applies to products purchased at full price, and products purchased through promotional, discounted or any other bonus system for any reason will not be credited. The bonus cannot be used to reduce shipping and other service charges.

Bonuses are non-cash and can only be redeemed at Chilis.hu according to the terms of use. For purchases of less than the amount of the bonus, we will not be able to refund the difference in cash. The bonus is not subject to a time limit and is available to the user until the user account is terminated.