

Terms and Conditions - Király Computer

The General Terms of Service (hereinafter: GTC) contain the general terms and conditions for the use of the webshop operated by Király Computer Szerviz Kft. (registered office: 1068 Budapest, Király utca 72. Ground floor 1., tax number: 32737820-2-42) as service provider (hereinafter: Service Provider). Please use our services only if you agree with all points and consider them binding upon yourself. This document is not filed, it is concluded exclusively in electronic form (it does not qualify as a written contract), and it does not refer to a code of conduct.

The Seller reserves the right to unilaterally amend these General Terms and Conditions. Any order placed after the amendment shall mean acceptance of these GTC and all amendments in force.

Service Provider details:

Name of the service provider: Király Computer Szerviz Kft.

Registered office of the service provider: 1068 Budapest, Király utca 72. Ground floor 1.

Postal address of the service provider: 1068 Budapest, Király utca 72. Ground floor 1.

Company registration number: 01-09-439985

Tax number: 32737820-2-42

Phone: 06-20-494-9418

Bank account number: 12011148-02028852-00100006

Language of the contract: Hungarian

Hosting provider

Name: InfoNetfort Kft.

Address: 7900 Szigetvár, Szent István ltp 17. IV/25.

Phone: +36-30/530-2953

E-mail: kapcsolat@netfort.hu

Web: www.netfort.hu

Tax number: 26648082-2-02

Company registration number: 02 09 084205

Basic provisions

For matters not regulated in these GTC, as well as for the interpretation of these GTC, Hungarian law shall apply, in particular Act V of 2013 on the Civil Code ("Civil Code"), Act CVIII of 2001 on certain issues of electronic commerce services and information society services, and the relevant provisions of Government Decree 45/2014 (II. 26.) on the detailed rules of contracts between consumers and businesses. The mandatory provisions of the applicable laws shall apply to the parties without any separate stipulation.

1. CONCLUSION OF THE CONTRACT

These GTC contain the contractual terms and conditions established between the Seller and the Customer. Documents closely related to the contract are the warranty card belonging to the Product and the invoice issued by the Seller.

1.1. By placing an order on www.kiralycomputer.hu, the Customer accepts the communication channel (phone: 06-20-494-9418 or e-mail: info@kiralycomputer.hu) through which the Seller enables the ordering of the product.

1.2. The notification received by the Customer by phone or e-mail after placing the Order is for information purposes only and does not mean confirmation of the Order by the Seller.

1.3. The Seller reserves the right to confirm a smaller quantity than the quantity included in the Order placed by the Customer. The Customer will be notified of this at the phone number and/or e-mail address provided in their user account. In such a case, the Seller shall refund to the

Customer the purchase price of the products already paid for by the Customer but not confirmed by the Seller.

1.4. The Contract between the Seller and the Customer is concluded when the Customer receives notification from the Seller by e-mail and/or SMS about the finalisation/confirmation of the Order, which notification also includes the notice that the Products ordered by the Customer have been handed over to the courier service.

1.5. If the Customer provides false data during the finalised order process, no contract between absent parties is concluded. Both the Operator and the Seller exclude all liability arising from such contracts.

2. SPECIAL PROVISIONS REGARDING ONLINE SALES

2.1. Any User/Customer may access the website. The Operator reserves the right to restrict the Customer's/Buyer's eligibility and access to place an Order and/or to choose and use a certain payment method if the activity of the given Customer/Buyer on www.kiralycomputer.hu may endanger the smooth operation of the website and/or may cause damage to the Operator/Seller.

2.2. The Customer may contact the Seller through the contact details listed under the "Contact" menu item on the product page.

2.3. The prices of the Products on the Website are in Hungarian forints (HUF) and include VAT; they do not include any fee of the selected payment method, which the customer pays in addition to the Product price if using the given service.

2.4. In accordance with the conditions prescribed by law, the price displayed on the website for electrical equipment and other products subject to environmental product fees as defined by law includes the environmental product fee.

2.5. In the case of online payments (bank transfer), the Seller shall not be liable for any additional costs incurred by the Customer that depend on the payment method selected by the Customer or the Customer's card-issuing bank, especially but not exclusively exchange rates or other costs. The Customer is responsible for the consequences arising from the selected payment method.

2.6. The information used to describe the Product displayed on the Website, such as static/dynamic images, multimedia presentations, etc., does not constitute a binding offer by the Seller; these expressly serve presentation purposes.

3. ASSIGNMENT

The Seller may entrust a third party with the performance of Services related to the fulfilment of the Order, such as delivery, packaging, etc., even without informing the Customer. This is not subject to the Customer's consent. However, in such cases the Seller remains responsible for fulfilling its obligations arising from the Contract concluded with the Customer.

4. ORDER

4.1. After placing the selected products in the cart, the contents of the cart may be freely modified. If, after checking, you send your filled cart by "clicking", you order all products in the cart and accept that ordering the product is an operation involving payment obligation.

4.2. The data of the given order may be modified in writing or by phone after sending but before delivery. During a new order, you may of course modify your data. The Seller permanently records the Customer's data, login and order for one year from home delivery, but the contract is not considered to be in writing and is not filed.

4.3. The Customer acknowledges that after being placed in the cart, the product(s) may only be purchased if the Service Provider has sufficient stock available to fulfil the order.

4.4. By finalising the order, the Customer confirms that the data provided by them and required for the purchase are real and may be used for fulfilling the order and concluding the contract. By finalising, the Customer undertakes to pay the consideration of the order using the payment method indicated by them; otherwise, the Seller may refuse to fulfil the order.

4.5. By finalising the order, the Customer consents to the Service Provider contacting them, if necessary, through any of the provided contact details, typically by e-mail or phone.

4.6. The Service Provider may declare the Customer's order null and void or not concluded, with prior notification to the Customer, without either party subsequently having any obligation towards the other party on this basis, or without either party making a claim for damages against the other party, in the following cases:

4.6.1. The data provided by the Customer are not true, are incomplete or do not allow the order to be fulfilled.

4.6.2. If the Customer does not pay the purchase price of the ordered product to the Service Provider within 5 days. In this case, the Service Provider is entitled to cancel the order.

4.6.3. The order is placed by an incapacitated or minor person.

4.7. Based on the provisions of Government Decree 45/2014 (II.26.) on the detailed rules of contracts between consumers and businesses, the Customer, if they qualify as a Consumer, has the option to withdraw from the contract. The Seller provides this option to Customers within 14 days from receipt of the product. If the total amount of the order has been paid and the Customer has indicated their intention to withdraw from the contract in time, the Seller undertakes to refund the purchase price of the product within no more than 14 days from the Customer's notification. The detailed conditions of withdrawal are included in the information published on the Website. Exceptions to the right of withdrawal from the Contract are those set out in Section 29 of Government Decree 45/2014 (II. 26.) on the detailed rules of contracts between consumers and businesses.

Withdrawal

4.8. Procedure for exercising the right of withdrawal:

4.8.1. The consumer may exercise their right of withdrawal and/or termination by using the model statement or by making a clear statement to this effect. If the Customer wishes to exercise the right of withdrawal, they must send the statement containing their intention to withdraw to one of the following contact details, or they may withdraw from the purchase in person or verbally:

Postal address: 1068 Budapest, Király utca 72. Ground floor 1.

E-mail address: info@kiralycomputer.hu

For this purpose, the Customer may also use the model withdrawal statement. In the case of notification by post, the date of posting is taken into account; in the case of notification by e-mail or fax, the time of sending the e-mail or fax is taken into account.

4.8.2. In the case of withdrawal, the Customer is obliged to return the ordered product to 1068 Budapest, Király utca 72. Ground floor 1. without delay, but no later than within 14 days from communicating their withdrawal statement. The deadline is considered met if the product is sent before the expiry of the 14-day deadline, meaning it does not have to arrive within 14 days. In the case of the sale of several products, if the delivery of the individual products takes place at different times, the buyer may exercise the right of withdrawal within 14 days from receipt of the last delivered product, or in the case of a product consisting of several lots or pieces, from receipt of the last delivered lot or piece.

4.8.3. The Service Provider is not obliged to reimburse the Customer for additional costs arising from the choice of a delivery method other than the cheapest standard delivery method offered by the Service Provider.

4.8.4. The Seller is entitled to withhold reimbursement of the full amount paid by the Customer until it has received the product back or the Customer has credibly proven that they have returned it.

4.8.5. During reimbursement, the Seller shall use the same payment method as used in the original transaction, unless the Customer expressly consents to the use of another payment method. The Customer shall not bear any additional cost as a result of the reimbursement method.

4.8.6. The Customer is liable for any depreciation resulting from use exceeding the use necessary to determine the nature, properties and functioning of the product.

4.8.7. The Customer may also exercise the right of withdrawal in the period between the conclusion of the contract and receipt of the product. The Customer bears the burden of proving that the right of withdrawal was exercised in accordance with Section 20 of Government Decree 45/2014 (II. 26.).

4.9. The Seller is not obliged to take back products that are tied to the Customer's person or that were produced based on the Customer's individual instructions or express request.

4.10. The Seller is not obliged to take back products that the Customer installed, modified or changed in any other way in their nature or structure before exercising the right of withdrawal.

4.11. If the Seller cannot deliver the Product ordered by the Customer within 15 days, it shall inform the Customer and refund the consideration of the order within 7 days, which shall be considered termination of the contract by the Seller. The parties may also agree on rescheduling and/or modifying the fulfilment of the order.

5. CONFIDENTIALITY

5.1. Any information of any nature provided by the Customer to the Seller shall be treated confidentially by both the Seller and the Operator.

5.2. By concluding the Contract, the Customer undertakes not to make any public statement to third parties without the Seller's prior written consent.

5.3. By communicating information and data on this website, the Customer grants the Seller and the Operator unrestricted and irrevocable access to them, as well as the right to use, copy, modify and transmit such information or data.

5.4. By creating a user account / placing an Order, the Customer is included in the Operator's/Seller's database and, in accordance with and within the framework of applicable laws, consents to being contacted by third parties, namely the Operator's and/or Seller's partners: providers offering marketing services or other services, service departments, and other companies with which the Operator/Seller can develop joint offer programmes in relation to the Products.

6. INVOICING – PAYMENT

6.1. All products found on the www.kiralycomputer.hu website may be purchased online. In the product description, the Seller also states the product parameters and price. The displayed prices always include Value Added Tax (VAT). The costs of network access and other telecommunications services used for the purchase are borne by the Customer.

6.2. If the Seller confirms the order, it is considered a payment request. The Customer is entitled to pay the amount stated in the confirmation within 72 hours from the confirmation, in accordance with the selected payment method. If this does not happen within 72 hours, the Seller is entitled to delete the order from the system. The Customer may not assert any claim for damages against the Seller on this basis.

6.3. The goods, the price, the payment method and the payment deadline must be indicated in every Order. The Seller issues an invoice to the Customer for the delivered Products. It is the Customer's obligation to forward and check upon receipt all information necessary for issuing the invoice in accordance with applicable laws.

6.4. In the case of every recorded order, the purchase price of the Product to be purchased, the payment method and the payment deadline are indicated. The Customer is responsible for providing

all data relating to them for the invoice to be issued, in accordance with reality. If this is omitted, the Seller cannot be obliged to issue a new invoice.

6.5. The Seller primarily sends the invoice for the Products sold under the order to the Customer electronically. The issued invoice is available in electronic form from the Customer's user account and is also sent in the form of an electronic message (e-mail) to the e-mail address provided in the user account; it is also attached to the Product in paper form.

6.6. The Customer is obliged in all cases to keep the personal data provided in their user account and used for invoicing up to date, so that the Seller can issue and make the invoice available to the Customer correctly for each order. The Customer is obliged to make sure that the data provided are correct when placing each order.

6.7. If information related to invoicing, including the issued invoice(s), is unavailable in the registered account for more than forty-eight (48) hours, the Customer may inform the Operator's customer service in writing.

6.8. Payment of the price

Payment may be made by bank transfer in advance, or by cash on delivery through the courier service upon receipt of the goods.

6.8.1. Purchase by bank transfer

Bank account number: Raiffeisen Bank 12011148-02028852-00100006

7. DELIVERY TERMS

7.1. Products are typically delivered by the Seller within 1–15 working days; the Customer may request information about the exact delivery date at the phone number 06-20-494-9418.

7.2. The Seller undertakes delivery only from door to door. The Customer must arrange for the products to be carried into the apartment or property.

7.3. Upon receipt of the product, the Customer is obliged to check the integrity of the packaging and the goods. If the product arrives damaged to the Customer, acceptance must be suspended and the product must be returned with the carrier. By signing the delivery note, the Customer certifies to the Seller and the courier service that the product is intact. If the Customer accepts the Product and does not indicate at the time of receipt that the Product is damaged, the Seller shall not subsequently accept liability for damage arising from delivery.

7.4. If damage to the consignment is not immediately recognisable upon delivery, the damage must be reported to the Seller within a 24-hour forfeiture deadline from delivery. After this, the Seller shall not accept liability for damage arising from delivery.

7.5. The delivery cost is indicated on each product page; in the case of an order with multiple items, these amounts are not added together, but the total order amount must be taken into account.

7.6. In the case of certain purchases/orders from the site, under the applicable Hungarian laws, the National Tax and Customs Administration may request an EKAER (Electronic Public Road Trade Control System) number from the buyer. Obtaining the EKAER number is the obligation and responsibility of the Customer as Consignee. Consequently, the Customer is responsible for any consequences, and possibly the Seller's costs, arising from breach of this obligation.

8. WARRANTY RIGHTS

8.1. Implied warranty:

8.1.1. In the case of defective performance by the Seller, the Customer may assert an implied warranty claim according to the rules of the Civil Code.

8.1.2. The Customer is obliged to notify the defect without delay after discovering it, but no later than within two months from discovering the defect.

8.1.3. In the case of a consumer contract, the Customer may assert warranty claims within 2 years from receipt for product defects that already existed at the time of delivery of the product. Beyond the two-year limitation period, the Customer cannot assert implied warranty rights.

8.1.4. When enforcing implied warranty rights, the Customer may request repair or replacement,

unless fulfilling the chosen claim is impossible or would involve disproportionate additional cost for the Seller compared with fulfilling another claim.

8.1.5. If the Customer did not request or could not request repair or replacement, they may request a proportionate reduction of the consideration, or may repair the defect at the Seller's expense or have it repaired by someone else, or, as a last resort, may withdraw from the contract.

8.1.6. The Customer may switch from the chosen implied warranty right to another, but in this case they are obliged to bear the cost of switching unless it was justified or caused by the Seller.

8.1.7. Within six months from performance, asserting an implied warranty claim has no condition other than notifying the defect, provided that the Customer proves that they purchased the product from the Seller. After six months from performance, the Customer is obliged to prove that the defect recognised by them already existed at the time of performance.

8.2. Product warranty:

8.2.1. A product is considered 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 properties included in the description provided by the manufacturer. The Customer may assert a product warranty claim within two years from the product being placed on the market by the manufacturer. After this deadline, the Buyer loses this right.

8.2.2. The Customer may exercise a product warranty claim only against the manufacturer of the movable item or against the Seller. In the case of asserting a product warranty claim, the Customer must prove the defect of the product. The manufacturer/distributor is exempt from product warranty obligation only if it can prove that:

- the product was not manufactured or placed on the market within the scope of its business activity,
- the defect was not recognisable according to the state of science and technology at the time of placing on the market, or
- the defect of the product results from the application of a law or mandatory authority regulation.

8.2.3. Due to the same defect, the Customer may not assert an implied warranty claim and a product warranty claim at the same time, in parallel.

8.3. Guarantee:

8.3.1. In the case of defective performance, based on Government Decree 151/2003 (IX. 22.), the Seller undertakes the mandatory 1-year guarantee for durable consumer goods listed in the annex of the decree, meaning products with a value above HUF 10,000.

8.3.2. The Seller is exempt from its guarantee obligation only if it proves that the cause of the defect arose after performance. Due to the same defect, an implied warranty claim and a guarantee claim, or a product warranty claim and a guarantee claim, may not be asserted at the same time, in parallel.

8.3.3. If the guarantee claim is justified, the Customer may request replacement or repair of the product. If the Seller is unable to replace the product due to lack of stock or another reason, the Customer may request repair or price reduction, or refund of the purchase price if neither replacement, repair nor price reduction is possible.

8.3.4. If the Customer asserts a replacement claim within three working days from delivery of the product due to the product's defect, the Seller is obliged to replace the product, provided that the defect prevents intended use.

8.3.5. To report warranty or guarantee claims related to purchased products, please use the e-mail address info@kiralycomputer.hu or the phone number 06-20-494-4918.

8.4. Other conditions:

8.4.1. Decorations shown in the photos displayed in the store do not form part of the contract; only the product indicated in the name and description does.

Online dispute resolution platform

The European Commission has created a website where consumers can register, thereby giving them the opportunity to settle disputes related to online purchases by completing an application, avoiding court proceedings. This allows consumers to enforce their rights without, for example, distance preventing them from doing so.

If you wish to make a complaint about a product or service purchased online and do not necessarily want to go to court, you may use the online dispute resolution tool.

On the portal, you and the merchant against whom you have made a complaint may jointly select the dispute resolution body you wish to entrust with handling the complaint.

The online dispute resolution platform is available here:

9. TRANSFER OF OWNERSHIP OF THE PRODUCTS

9.1. Ownership of the Products transfers to the Customer upon receipt at the time of home delivery, at the place indicated in the order, provided that the Customer has paid the purchase price of the Product. This may be certified by delivery report – signature acknowledging receipt of the delivery document issued by the express courier.

10. LIABILITY

10.1. The Seller may not be held liable for any damage that the Customer or any third party may suffer as a result of the Seller fulfilling any obligation under the Order, and may not be held liable for any damage arising from the use of the Products after their handover to the Customer.

10.2. The Seller may not be held liable for the loss of Products during delivery; any problem arising from delivery falls within the responsibility of the courier service/express courier.

11. INTERPRETATIVE PROVISIONS

Seller: Király Computer Szerviz Kft., registered office: 1068 Budapest, Király utca 72. Ground floor 1., company registration number: 01-09-439985, tax number: 32737820-2-42, statistical number: Operator: the operator of the www.kiralycomputer.hu website is Király Computer Szerviz Kft., registered office: 1068 Budapest, Király utca 72. Ground floor 1., company registration number: 01-09-439985, tax number: 32737820-2-42, statistical number: 32737820-9510-113-01),

11.1. Customer/User: a natural person or legal entity who, by using the site, gains access to the site and its content through any electronic communication device, such as desktop computer, notebook, phone, tablet, smartphone, etc.; who registers on the Website and thereby creates a user account (hereinafter: user account), or who places an order on the Website and consequently creates a user account.

11.2. Buyer: the Customer who has placed an order on www.kiralycomputer.hu.

11.3. User account: the Customer may create a user account on www.kiralycomputer.hu by registration. Registration requires providing a real e-mail address belonging to the Customer and a password. From the user account, they may place orders and make purchases. A user account may also be created by the Customer placing the selected product on www.kiralycomputer.hu into the Cart, providing a real e-mail address linked to the Customer and the data required for placing the order, and submitting the order, thereby creating a user account with the data provided by them.

The user account contains the data and information provided by the Customer during registration and when placing order(s), all data and information related to the order(s) placed by them, such as warranty and invoice related to purchased products, etc., as well as the products/product lists selected by the Customer on www.kiralycomputer.hu.

During registration and order placement, the Customer is obliged to provide real data. If the Operator becomes aware that the data provided by the Customer partially or fully contain false elements, it is entitled to restrict the Customer's access to the user account or exclude the Customer from using www.kiralycomputer.hu.

Only a natural person who has reached the age of 18 by the date of account creation at the latest is entitled to create a user account and make purchases on www.kiralycomputer.hu.

11.4. Contract – concluded between the Seller and the User ordering a product from the Seller through www.kiralycomputer.hu (hereinafter: Buyer), without the simultaneous physical presence of the Seller and the Buyer, in accordance with these GTC.

12. GENERAL INFORMATION

12.1. Registration

The Customer may freely browse and select products in the webshop without registration. Before purchase, the registration form must be completed (registration) and a password must also be chosen. Providing some personal data is also required for registration. The Customer may check the correctness of their personal data provided. This is served by approval of the data. If the data are not approved, the Customer may delete or correct all displayed data.

12.2. Providing the identifier and password means that the natural person registered through registration acts personally during the purchase, or the representative of a legal entity or business company/organisation without legal personality acts on behalf of the organisation during the purchase.

12.3. Login

After registration, you may log in at any time using your personal identifier and password.

13. GOVERNING LAW

The contract is concluded in Hungarian, and the current legal system and laws of the Republic of Hungary shall govern its provisions.

Valid from: 01.06.2026.