

General Terms and Conditions

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1. Introduction

These General Terms and Conditions (hereinafter: "GTC") govern the use of the online store operated by [Company Name], registered in Hungary under company registration number [Company Number], registered office: [Registered Address], tax number: [Tax Number], hereinafter referred to as "Service Provider" or "Seller".

By placing an order on this website, the Customer (hereinafter: "Customer" or "Consumer") agrees to be bound by these Terms and Conditions.

2. Contact Information

- Company name: Leodora / Demeter Bence - Sole Proprietor
- Registered address: Hungary 8000 Székesfehérvár Lehel utca 23 2/6
- E-mail: info@leodorashop.com
- Phone: +36203944525
- Website: www.leodorashop.com

3. Scope of the Terms and Conditions

These Terms apply to all orders placed through the Seller's online store and to all electronic commerce services offered through the website available at [Website URL].

4. Products and Services

The Seller offers products and/or services available for purchase through the online store. Product descriptions, features, and prices are clearly indicated on the product pages. All prices include VAT (where applicable) and are stated in Hungarian Forints (HUF), unless otherwise indicated.

4.1 Product Images

Product images are for **illustration purposes only**. Actual colors and appearance may **slightly differ** due to screen settings and display differences.

4.2 "With Crystals" Products – Special Notice

Products marked as "**with crystals**" contain hand-applied or semi-hand-applied decorative crystal elements.

The Customer acknowledges and accepts that:

- the placement and appearance of the crystals may **slightly differ** from the images shown on the website,
- in the case of **intensive, sporty, or frequent use, 1–2 crystals may detach over time**,
- such crystal loss does **not constitute a defect or faulty performance**, but is considered normal wear resulting from the nature of the product.

5. Ordering Process

Orders may be placed online via the website by selecting the desired product(s), adding them to the cart, and completing the checkout process. Before finalizing the purchase, the Customer has the opportunity to review and correct any input errors.

After placing an order, the Customer will receive an automatic confirmation email. The contract between the parties is concluded when the Seller sends a second confirmation email indicating that the order has been processed and accepted.

6. Payment Methods

All prices are displayed in the selected currency.

- For customers in Hungary, prices are shown in accordance with the applicable VAT rules (or VAT-exempt status where applicable).
- For customers within the European Union, prices include taxes as required by EU regulations.

The Seller accepts the following payment methods:

- Bank card (via secure payment gateway)
- Bank transfer
- Cash on delivery (if available)

7. Shipping and Delivery

Delivery is available within Hungary and, upon request, to other EU countries. Delivery times vary depending on destination and logistics partner. Delivery fees are displayed during the checkout process.

8. Right of Withdrawal (Consumers only)

According to the provisions of the **45/2014 (II.26.) Government Decree**, the Consumer has the right to withdraw from the contract within **14 days** without giving any reason.

The withdrawal period expires 14 days after the day on which the Consumer or a third party indicated by the Consumer receives the goods.

To exercise the right of withdrawal, the Consumer must notify the Seller by means of a clear statement (e.g., by e-mail to **[contact email address]**).

The Consumer must return the product to the Seller's address at their own expense without undue delay, but no later than 14 days after notifying the Seller of the withdrawal.

The Seller shall refund all payments received from the Consumer (including delivery costs) within 14 days of receiving the returned goods.

9. Warranty and Guarantee

The products are covered by the warranty and guarantee rules set out in the Hungarian Civil Code and relevant government decrees. The Customer may report any defects to the Seller via **[contact email address]** or in writing to the Seller's address.

10. Liability

The Seller is not liable for any indirect or consequential damages arising from the use of the online store, except in cases of intentional misconduct or gross negligence.

11. Complaints and Consumer Protection

The Customer may submit complaints by email at **[contact email address]**.

In the event of a consumer dispute, the Customer has the right to contact the **Budapest Conciliation Board (Budapesti Békéltető Testület)** or the competent local conciliation body, as well as to use the EU's online dispute resolution platform at <https://ec.europa.eu/odr>.

12. Governing Law and Jurisdiction

These General Terms and Conditions are governed by Hungarian law. Any dispute arising from or in connection with these Terms shall fall under the exclusive jurisdiction of Hungarian courts.

13. Final Provisions

If any provision of these Terms is found to be invalid or unenforceable, the remaining provisions shall remain in full force and effect. The Seller reserves the right to modify these Terms at any time, provided that such modifications do not affect existing contracts.