

General Terms and Conditions

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Effective from November 23, 2015. (Amended: May 4, 2023.)

The present General Terms and Conditions apply to all electronic commerce services provided within the territory of Hungary, which are conducted through the website www.interbolt.eu and the online store located therein. Furthermore, the present General Terms and Conditions apply to all commercial transactions carried out within the territory of Hungary, concluded between the Parties defined in this contract. Purchases made in the www.interbolt.eu online store are governed by the provisions of Act CVIII of 2001 on certain issues of electronic commerce services and information society services ("Elkertv.").

By using the website, the User accepts the present General Terms and Conditions. Interbolt.eu Kft. reserves the right to unilaterally modify the General Terms and Conditions without prior notice to the users.

Interbolt.eu Kft. reserves the right to apply the General Terms and Conditions of the partner for goods sold on partner sites (eBay, Vatera, Jófogás, etc.).

Company Information

Interbolt.eu Kft

8360 Keszthely,
Kossuth Lajos u. 83.
Hungary

EU VAT ID: HU14856433

<https://www.interbolt.eu>

Registration number: 20-09-069792

Headquarters:

Interbolt.eu Kft
8360 Keszthely,
Kossuth Lajos u. 83.
Hungary

Tel.: +36 1 522 2522

info@interbolt.eu

Local Pickup, warehouse:

Interbolt.eu Kft.
2120 Dunakeszi,
Repülőtéri street 1. HRSZ2942/13 - Industrial Area
Hungary

Tel.: +36 1 522 2522

info@interbolt.eu

Supervisory Authorities

Keszthelyi Városi Polgármesteri Hivatal - Keszthely City Mayor's Office

8360 Keszthely, Fő tér 1.

Hungary

Zala Megyei Fogyasztóvédelmi Felügyelőség - Zala County Consumer Protection Authority

8900 Zalaegerszeg, Göcseji út 24.

Hungary

If the User resides in the European Union, they can utilize the following online dispute resolution tool provided by the European Commission regarding complaints about products or services purchased online. The European Commission's online dispute resolution platform

Website: <https://webgate.ec.europa.eu/odr>

The EU has established this internet-based platform for consumers who wish to raise complaints about products or services purchased online and seek the involvement of a neutral third party (dispute resolution body) in handling the complaint. Further information about the online dispute resolution platform and its usage, as well as the resolution process, can be found on the website accessible via the above link.

Technical possibilities for correcting data entry errors

Data input errors can be corrected before pressing the "ORDER" button. To go back, use the "Back" button. The information provided during registration and the login password can be changed at any time in the "DATA MODIFICATION" section after logging in. The contents of the "Cart" can be checked, modified, or even deleted at any time. If you notice a data input error after submitting the order, please notify us immediately at info@interbolt.eu to correct the error as soon as possible.

Product Warranty, administration process

Updated on 2021.01.06.

Taking into account that the products distributed by Interbolt.eu Kft. are, unless otherwise indicated, refurbished products, the regulations of Government Decree 151/2003 (IX. 22.) regarding individual durable consumer goods do not apply to the Products distributed by Interbolt.eu Kft. Exceptions to this rule are new products.

Warranty Types

The following warranty types are available for our servers:

Standard pickup & return and/or (+12-month extendable). Basic pickup and return. As an additional service included in the basic warranty, package pickup is free of charge. Available only for server and storage products.

NBD (Next Business Day) pickup & return and/or (+12-month extendable). Pickup and return on the next business day. Optionally selectable.

NBD onsite and/or (+12-month extendable). Onsite service on the next business day. Optionally selectable.

The warranty periods provided by Interbolt.eu Kft. for individual products are as follows:

For new products, the warranty period depends on the purchase price of the product: for purchase prices exceeding 10,000 HUF but not exceeding 100,000 HUF, the warranty period is 1 year; for purchase prices exceeding 100,000 HUF but not exceeding 250,000 HUF, the warranty period is 2 years; and for purchase prices exceeding 250,000 HUF, the warranty period is 3 years.

For used products, the following applies:

Server computers and the components supplied with them, forming parts of servers sold by our company (motherboard, power supply, HDD, RAID controller, fan, HDD backplane, memory, etc.), come with a warranty of **12, 24, or 36 months**, with the exception of the **RAID controller battery**, which has a **1-month** warranty. This also applies to RAID batteries attached to separately sold RAID controllers or those purchased separately. If there is a warranty different from the above for a product, it will be indicated on the product page. The basic warranty for server configurations equipped with DDR3 memory is 12 months, while for configurations with DDR4 memory and Intel E5-24xx v3/4 or E5-26xx v3/4 processors, the basic warranty is 24 months. We provide a 36-month warranty for servers equipped with Intel Scalable series processors.

Desktop computers and the components supplied with them, forming parts of computers sold by our company (motherboard, power supply, HDD, fan, memory, etc.), **come** with a **12-month** warranty. If there is a warranty different from the above for a product, it will be indicated on the product page.

Laptops, Tablets, Mobile Devices (Portable Computers), and the components supplied with them, forming parts of devices sold by our company (motherboard, power supply, HDD, display, fan, HDD backplane, memory, etc.), come with a **6-month** warranty, with the exception of the **battery**, which has a **3-business-day** warranty. This also applies to separately sold batteries. If there is a warranty different from the above for a product, it will be indicated on the product page.

Workstation computers and the components supplied with them, forming parts of computers sold by our company (motherboard, power supply, HDD, fan, memory, etc.), come with a warranty of **12/24/36 months**. If there is a warranty different from the above for a product, it will be indicated on the product page. The basic warranty for workstation configurations equipped with DDR3 memory is 12 months, while for configurations with DDR4 memory and Intel E5-24xx v3/4 or E5-26xx v3/4 processors, the basic warranty is 24 months. We provide a 36-month warranty for workstations equipped with Intel Scalable series processors.

Hard drives: SAS hard drives and the components supplied with them, forming parts of computers sold by our company, come with a **12-month** warranty. This excludes products with a net price below 9,000 HUF, which have a warranty period of 3 months. If there is a warranty different from the above for a product, it will be indicated on the product page.

Hard Drives: SATA hard drives and the components supplied with them, forming parts of computers sold by our company, come with a **6-month** warranty. An exception to this is "Hot Swap" HDDs, which have a **12-month** warranty. Products with a net price below 6,000 HUF have a warranty period of 3 months. If there is a warranty different from the above for a product, it will be indicated on the product page.

Memory Module: Any DDR, DDR2, DDR3 memory modules and the components supplied with them, forming parts of computers sold by our company, come with a **12-month** warranty. If there is a warranty different from the above for a product, it will be indicated on the product page.

RAID Controller and the components supplied with it (Battery Backup Unit, Cache, cable), forming parts of computers sold by our company, come with a **12-month** warranty. If there is a warranty different from the above for a product, it will be indicated on the product page.

Network Controllers and the components supplied with them, forming parts of computers sold by our company, come with a **12-month** warranty. If there is a warranty different from the above for a product, it will be indicated on the product page.

Uninterruptible Power Supply (UPS) and the components supplied with it, forming parts of UPS sold by our company (Control electronics, Fan, etc.), come with a **12-month** warranty, excluding the **battery**, for which the warranty does not apply. An exception to this is separately sold batteries. If there is a warranty different from the above for a product, it will be indicated on the product page.

Projectors and the components supplied with them, forming parts of computers sold by our company, come with a **12-month** warranty. An exception to this is the "**Lamp, Lamp housing**" component of the projector, which has a **3-month** warranty period. If there is a warranty different from the above for a product, it will be indicated on the product page.

Printers and the components supplied with them, forming parts of printers sold by our company (Control electronics, Fan, power supply, etc.), come with a **6-month** warranty. If there is a warranty different from the above for a product, it will be indicated on the product page.

Networking devices and the components supplied with them, forming parts of devices sold by our company (Control electronics, Fan, power supply, etc.), come with a **6-month** warranty. If there is a warranty different from the above for a product, it will be indicated on the product page.

Accessory components, peripherals, and other devices and the components supplied with them, forming parts of devices sold by our company, come with a **6-month** warranty. If there is a warranty different from the above for a product, it will be indicated on the product page.

For other products not listed here and available for purchase on the Webshop, and the components supplied with them, forming parts of computers sold by our company, a **12-month** warranty applies. If there is a warranty different from the above for a product, it will be indicated on the product page.

B2B Warranty: A uniform 30-day warranty applies to products sold at reduced reseller prices.

In the case of hard drives, warranty replacement is possible when the number of faults reaches a sufficiently high level, reaching the threshold determined by the manufacturer.

The warranty period starts from the date of purchase, meaning that the warranty is counted from the moment of product receipt for all products.

For used products with a valid manufacturer's warranty service, the responsibility for warranty localization lies with the buyer. In this regard, Interbolt.eu Kft. assumes no responsibility or obligation.

Pixel Defect: Due to the operational characteristics of pixels (elementary image points on TFT type displays), our company (unless otherwise specified by the product manufacturer) applies the international ISO 13406 Class II standard.

Warranty coverage is free at the supplier's premises on weekdays. The warranty primarily applies to product repairs, within a maximum of 30 days from receipt, in accordance with applicable laws. The warranty period is extended by the duration during which the product is repaired under warranty and the buyer is notified of the product's return. In the case of replacement of the product or a significant part thereof, the warranty period for the replaced product (significant part) starts anew.

If the warranty processing of the product exceeds the legally regulated deadline, we will replace the product with one that is identical in terms of specifications and features. If this is not possible responsibly from Interbolt.eu Kft., we will refund the purchase price of the defective product to the buyer. In other cases, we cannot exchange the malfunctioning device for another product.

The customer is obliged to report any detected defects to our company in writing or by phone as soon as possible. Following that, it can be done through the website <https://www.interbolt.eu/hibabejelentes>. Failure to do so may result in the customer being responsible for any resulting damages and delays in handling the issue. Warranty service for products is only available at our company's premises, where they can be submitted for repair or handling. If possible, products should be returned to our company's premises via personal delivery or courier service. Products and their components are equipped with warranty labels bearing unique serial numbers; removal of these labels, in whole or in part, will result in a partial or complete voiding of the warranty. Upon receipt, incoming devices are inspected, and if a fault is found, they are repaired or replaced.

If the warranty-related fault of the product is identified, our company covers the costs of return shipping, inspection, repair, and warranty problem resolution. However, if the device's fault is not covered by the warranty, arising from non-standard use, physical damage, failure to perform necessary maintenance, or any other neglect by the customer, the incurred costs (shipping, inspection, repair fees) are the customer's responsibility.

The maximum repair time is 30 working days from receipt. No replacement devices are provided during the repair period. The value and usability of the product after repair will not decrease compared to similarly used products for the same period.

If during the repair it is found that the reported fault is not hardware-related (resulting from mishandling, virus-related issues, etc.), our company reserves the right to charge the customer the current hourly rate. Generally, the entire base unit must be brought to the service center for repairs (in its original packaging, with accessories).

Devices sent via courier service or post will only be accepted if the packaging is undamaged, and the fault has been reported. The customer is responsible for arranging the return of the product. **Return address: Interbolt.eu Kft., 2120 Dunakeszi, Repülőtéri út 1. HRSZ2942/13. In all cases, the package must be marked with the identification number received after reporting the fault.**

Courier service or postal charges are always borne by the purchaser. We do not accept cash on delivery packages! Manufacturer's warranty can be claimed through the manufacturer's nationwide network in case of malfunction.

Product warranty does not cover damages resulting from lack of maintenance, unauthorized intervention, modifications, misuse, tampering, or unauthorized repairs.

The product warranty does not cover, among other things, immediate loss of warranty for:

- Malfunctions and damages resulting from the product's intended or unusual use;
- Malfunctions and damages resulting from incorrect use, accidents, or negligence, and when connecting incompatible devices;
- Errors or damages resulting from improper testing, use, maintenance, installation, modification, unauthorized or modified software applications, which may adversely affect their performance, or when devices are disassembled and repaired in a manner that does not allow proper examination of the device and any warranty claim verification, unless repaired at the Manufacturer's authorized service center;
- Damages and faults resulting from the operation of the operated system. Additionally, for the compatibility of electronic systems, such as compatibility of programs recorded in electronic systems (Firmware). Possible malfunction of a part or accessory marked as compatible by the manufacturer due to firmware integration errors. Their correct operation when integrated into other systems;
- Malfunctions and damages caused by moisture, liquid, or spilled food;
- Stretching of the wires associated with the product's control unit, broken modem ear;
- Improper **packaging of the product, i.e., failure to package it in appropriate cardboard boxes with proper cushioning**, ideally in its original packaging without obvious tampering.

Warranty extension management:

Standard pickup & return and/or (+12 months extendable). Basic pickup and return. Additional service free of charge as part of the basic warranty for package pickup. Available only for our server and storage products.

The customer is obliged to report any detected faults to our company in writing or by phone as soon as possible. Subsequently, at the <https://www.interbolt.eu/hibabejelentes> web address. If the fault report is neglected, Interbolt.eu is not responsible for any resulting damages and delays in warranty processing.

The customer sends or personally delivers the faulty product to Interbolt.eu's premises (2120 Dunakeszi, Repülőtéri út 1. HRSZ2942/13) during business hours. Every weekday between 08:00 and 16:00. If sent, the customer must package the faulty product and hand it over to the courier provided by Interbolt.eu.

Upon receipt, our experts examine the faulty product, then repair the reported fault, or replace the defective component within 14 days if necessary.

If there is a shortage of stock for the product, the defective component can be replaced with an equivalent product or a higher-category replacement product after consultation with the customer. Interbolt.eu Kft. only offers the Standard pickup & return and/or (+12 months extendable) service within the territory of Hungary.

NBD pickup & return and/or (+12-month extendable). Next business day pickup and return. Optionally selectable.

The customer is obliged to report any detected faults to our company in writing or by phone as soon as possible. Subsequently, at the <https://www.interbolt.eu/hibabejelentes> web address. If the fault report is neglected, Interbolt.eu is not responsible for any resulting damages and delays in warranty processing.

Our company's expert contacts the customer by phone for clarification purposes and requests a diagnostic report for the faulty product. Upon request, Interbolt.eu server experts assist the customer in preparing the diagnostic report. Interbolt.eu server experts analyze the received diagnostic report, based on which they send the appropriate replacement part to the customer for the next business day.

If there is a shortage of stock for the product, the defective component can be replaced with an equivalent product or a higher-category replacement product after consultation with the customer. Interbolt.eu will return the defective product to the customer's site free of charge at a prearranged time. The fault report must be submitted by 2:00 PM on the respective business day using the form available on the website. Interbolt.eu Kft. only offers the NBD pickup & return and/or (+12-month extendable) service within the territory of Hungary. The indicated price includes both delivery and return costs.

NBD onsite and/or (+12-month extendable). Next business day on-site warranty at the customer's premises. Optionally selectable.

The customer is required to report any detected faults to our company in writing or by phone as soon as possible. Subsequently, at the <https://www.interbolt.eu/hibabejelentes> web address. If the fault report is neglected, Interbolt.eu is not responsible for any resulting damages and delays in warranty processing.

Our company's expert contacts the customer by phone for clarification purposes and requests a diagnostic report for the faulty

product. Upon request, Interbolt.eu server experts assist the customer in preparing the diagnostic report. Interbolt.eu server experts analyze the received diagnostic report, based on which they arrange the appropriate replacement part to be delivered to the customer on the next business day. An expert service engineer from Interbolt.eu delivers and replaces the faulty equipment at the customer's premises at a pre-arranged time on the next business day following the fault report.

If there is a shortage of stock for the product, the defective component can be replaced with an equivalent product or a higher-category replacement product after consultation with the customer. The fault report must be submitted by 2:00 PM on the respective business day using the form available on the website. Interbolt.eu Kft. only offers the NBD onsite and/or (+12-month extendable) service within the territory of Hungary. The indicated price includes both the call-out fee and labor costs.

For products ordered on our partner sites (eBay, Vatera, Jófogás, etc.), the same warranty periods apply as for purchases made through the web store. In the event of a fault within the warranty period, the customer must always return the product to our premises at their own expense. We will inspect the faulty product within 30 days and replace it if possible. The replacement product will be sent to the customer by mail. If we cannot provide a replacement product, we will refund the full purchase price to the customer within 30 days. If there is suspicion that the fault stems from improper handling, we will initiate an expert examination. If the expert examination confirms customer negligence or improper use, the cost of the examination will be borne by the customer.

The customer's obligations:

Using grounded connection according to the manufacturer's specifications, exclusively using the original cable provided with the device, adhering to the usage instructions prescribed by the seller and the service during assembly and disassembly. Downloading the user manual from the manufacturer's website is the responsibility of the buyer, and they should do so independently. For information on its language availability, inquiries can be made via email to our company's customer service prior. Before initial setup, the device should reach room temperature following package reception.

Warranty - Frequently Asked Questions

Under what circumstances can you exercise your product warranty rights?

You can assert your product warranty claim in the case of a defect in movable property (product).

What rights do you have based on your product warranty claim?

As a product warranty claim, you can only request the repair or replacement of the faulty product.

Under what circumstances is a product considered defective?

The 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 characteristics specified in the manufacturer's description. Furthermore, it is not suitable for its intended use.

Within what timeframe can you assert your product warranty claim?

You can assert your product warranty claim within two years from the date of placing the product on the market by the manufacturer. After this deadline, you lose this entitlement.

Against whom and under what other conditions can you assert your product warranty claim?

You can only exercise your product warranty claim against the manufacturer or distributor of the movable property. In the event of asserting a product warranty claim for a product defect, you must prove it yourself.

For the manufacturer (distributor) it is sufficient to prove one reason to be exempt.

I draw your attention to the fact that for the same defect, warranty and product warranty claims cannot be asserted simultaneously and in parallel. However, if your product warranty claim is successfully upheld, you can assert your warranty claim against the manufacturer regarding the replaced product or repaired part.

Under what circumstances can you exercise your statutory warranty rights?

In the event of defective performance, Interbolt.eu is liable for warranty.

What rights and within what deadline are you entitled to under warranty?

The rights determined in the contract or by law.

When is the business exempt from the obligation of warranty?

The business is only exempt from the warranty obligation if it can prove that the cause of the defect arose after performance due to non-compliant use or after transport.

I draw your attention to the fact that for the same defect, warranty and statutory warranty claims, or product warranty and statutory warranty claims, cannot be asserted simultaneously and in parallel. However, you are entitled to warranty rights independent of the entitlements specified in points 1 and 2 of the warranty.

Warranty Extension

The warranty extension can be purchased simultaneously with the purchase of the device. The fee for the warranty extension must be paid in one lump sum at the time of purchase. The purchased warranty extension takes effect the day after the expiration of the in-store warranty and is valid for the period purchased by the buyer. The warranty extension does not cover accessories (e.g., batteries, elements) and does not apply to software malfunctions of IT equipment! The warranty extension cannot be claimed for malfunctions resulting from improper use.

Choose a warranty matching the manufacturer's terms:

Standard pickup & return and +12-month warranty extension

Basic pickup and return. As part of the basic warranty, additional services are provided free of charge for package pickup. The buyer reports the detected fault to our company in writing or by phone. The buyer packages the faulty product and hands it over to the courier service provided by Interbolt.eu. Upon receipt, our experts inspect the faulty product, then repair the reported fault or, if necessary, replace the malfunctioning part within 14 days. The warranty for the product is extended by 12 months.

NBD (Next Business Day) pickup & return and/or (+12-month extendable)

Pickup and return on the next business day.

The buyer reports the detected fault to our company in writing or by phone. Our company's expert contacts the buyer by phone for coordination purposes and requests a diagnostic report of the malfunctioning product. If requested, Interbolt.eu server expert colleagues assist the buyer in preparing the diagnostic report. The diagnostic report received by Interbolt.eu server expert colleagues is analyzed, and based on it, the appropriate replacement of the faulty component is sent to the buyer the next business day. Optionally, the warranty for the product is extended by 12 months.

NBD onsite and/or (+12-month extendable)

Onsite warranty on the next business day at the buyer's premises.

The buyer reports the detected fault to our company in writing or by phone. Our company's expert contacts the buyer by phone for coordination purposes and requests a diagnostic report of the malfunctioning product. If requested, Interbolt.eu server expert colleagues assist the buyer in preparing the diagnostic report. The diagnostic report received by Interbolt.eu server expert colleagues is analyzed, and based on it, the appropriate replacement of the faulty component is delivered to the buyer the next business day. An expert service engineer from Interbolt.eu delivers and replaces the faulty device at the buyer's premises at a prearranged time on the next business day following the report. Optionally, the warranty for the product is extended by 12 months.

The fee for additional services provides a 12-month warranty extension from the date of purchase, in addition to the basic warranty.

Condition of the Products

For **"Like New"** products, the product is entirely free of defects. Aesthetically flawless but not considered new. There may be dust inside the casing - dust cleaned. Residue from sticker removal and its trace may occur on the casing.

For products with LCD or TFT (pixel technology) displays, pixel defects may occur following shipment. In this regard, our company (unless otherwise specified by the manufacturer) applies the international ISO 13406 Class II standard due to the operational characteristics of pixels (elementary pixels on TFT-type displays).

For products equipped with batteries, the manufacturer's stated data is not considered definitive. For any product containing a battery, even with extended idle time, it may operate well below expected performance. This includes portable computers, for which our company separately notes in the product data the duration of operation not exceeding 15% of the time indicated by the manufacturer. It is understood that no warranty claim can be made for the battery if its performance meets the above criteria.

For **"Used"** products, in addition to the "Like New" condition, stronger scratches and dirt may occur on the casing. Casing elements may also be missing. In the case of laptops, the keyboard and touchpad may visibly show signs of wear. For products with batteries, their performance may not reach 5-10% of the manufacturer's specified performance.

For products with LCD or TFT (pixel technology) displays, pixel defects may occur following shipment. In this regard, our company, unless otherwise specified by the manufacturer, applies the international ISO 13406 Class II standard due to the operational characteristics of pixels (elementary pixels on TFT-type displays).

In cases differing from the above, the condition of the product will be indicated on the product datasheet.

The attached images of the product are always for illustration purposes only and correspond to the item offered for sale. Any additional accessories (e.g., HDD frame) seen in the picture are not included with the item offered for sale. If otherwise, it will be indicated in the product description!

We reserve the right to typographical errors and mistakes. We always sell used products unless otherwise indicated.

Trademark names and model numbers are protected and are the property of the original (OEM) manufacturer, serving solely for identification purposes.

Products and their accessories distributed by Interbolt.eu Kft. meet all quality requirements and are marked with quality assurance. They comply with the requirements for products and are freely marketable.

Accessories included with the product

Server computer, Workstation, Desktop computer:

Power cable, manufacturer documentation, manufacturer driver programs, operating system, HDD frame, Rail Kit, front bezel are NOT included with the offered device.

Laptop, or any other product receiving power from an external device:

Includes AC power adapter. Manufacturer documentation, manufacturer driver programs, operating system are NOT included with the offered device.

Monitor:

Does not include D-Sub 15-pin VGA cable, power cable. Manufacturer documentation, manufacturer driver programs are NOT included with the offered device.

For other products not listed here and offered for sale by Interbolt.eu Kft.:

Power cable, manufacturer documentation, manufacturer driver programs, operating system, and additional accessories attached by the manufacturer or the first distributor are NOT included with the offered device. Interbolt.eu Kft. assumes no responsibility for the availability of manufacturer driver programs or for the refusal of the manufacturer to provide them.

Contrary to the above, this will be indicated on the product datasheet.

The images are for illustrative purposes and may contain additional accessories that are not included in the devices offered for sale by our company! Some product descriptions are subject to change without prior notice.

Reward points invoice, Advertising campaigns, Promotional items, Promotions

The gross price of the product is available for 1% of the total amount to be paid in points. The number of points received after registration is 1000. Points received after purchase expire after 365 days. After this, the customer can no longer use them. A maximum of 20% of the points balance can be used at the time of purchase. Additionally, points can only be used for orders over 100,000 HUF. If the purchase is made based on a special offer, no points will be awarded after the purchase.

Regular customers and Resellers receive separate discounts on purchased products. If the customer receives a separate discount, we cannot apply the discount based on the points balance.

Interbolt.eu reserves the right to withdraw the discounted price of the products listed in the offer and the right to use the promotional coupon code for discounted products at any time without prior notice. Promotional coupon codes are for one-time use only, cannot be transferred to another party, and cannot be applied retroactively or to products that have already been ordered but not yet fulfilled.

Interbolt.eu considers items offered for sale in advertising campaigns and as discounted products as items sold at a discounted price.

Discounted products do not contain any separate distinguishing status unless otherwise stated on the product page. The warranty period and product condition are consistent with the terms and conditions stated in the General Terms and Conditions. Any deviations will be indicated on the product page.

Interbolt.eu reserves the right not to be held responsible for: reserving discounted products at the discounted price for more than 3 business days, fulfilling obligations undertaken by the customer, changing prices during the advertising campaign period, including confirmed orders.

Price guarantee

The price guarantee is only valid for sales within Hungary (domestic sales). Furthermore, it can only be claimed based on an offer provided by a business entity with a Hungarian tax number engaged in commercial activities matching the product profile of Interbolt.eu Kft. After invoicing, the price guarantee cannot be applied! Under the price guarantee, if the price stated in the referenced offer is lower, the difference should be discounted from the selling price with an additional percentage discount.

The price guarantee is applicable only to orders placed on the website. Interbolt.eu Kft. is not obligated to inform the customer substantially about the price guarantee before the purchase as a discount. The price guarantee cannot be combined with other discounts.

Installment payment

The advantages of leasing/rental agreements are flexible, customized structures. Short processing time. No appraisal fee. Asset-backed financing. We do not burden other movable or immovable property. The financier retains ownership of the asset until the end of the term, leasing/renting it to the client for lease payments. After the contracted period, the product becomes the property of the buyer.

General conditions for installment payments:

- Currently ONLY companies can apply for installment payments
- The company has a registered office in Hungary
- Confirmation of at least 12 months of continuous activity in Hungary within the same industry.
- There is no valid enforcement procedure against the company
- The company is not listed on the negative KHR (Central Credit Information System) list
- Personal surety statement from the person entitled to sign the company's memorandum of association for the entire loan amount

Documents required for installment payments:

- NAV 0 tax certificate not older than 30 days
- Company extract not older than 30 days, specimen of signature
- Valid Hungarian national ID card issued by Hungarian authorities, or valid personal identification card and address card, or valid passport and address card
- Financial statement submitted to the company court for the previous closed fiscal year with the signature of the person authorized to sign and the accountant
- General ledger extract for the previous quarter with the signature of the person authorized to sign and the accountant

The installment payment option is available for a specified range of products, for products in stock, and for orders with a total value between gross 200,000 - 3,000,000 HUF. The total value of the order includes any potential shipping and other fees.

Installment payment is exclusively available for the following product categories:

- servers
- workstations
- network devices Storage,
- data storage devices

Interbolt.eu Kft. reserves the right to modify the conditions of installment payments and to reject installment payment requests based on individual assessment!

Interbolt.eu Kft. is the provider of installment payments. The calculated prices are indicative and do not constitute a direct quotation. Interbolt.eu Kft. reserves the right to offer installment payments. For products purchased on installments, Interbolt.eu Kft. offers an extended warranty service, the cost of which is included in the monthly payment! The information provided is not exhaustive, therefore, for further detailed information, please inquire with our staff or visit our premises in person. For more information, call +36 1 522 2522.

Order fulfillment

The customer will be informed about the status of their order in a confirmation email sent after the purchase. The so-called status notification contains the unique order ID, billing, and shipping details.

Order fulfillment depends on the completion of payment. In the case of bank transfer, the order will be fulfilled within 24-48 hours after the amount appears on our bank account; in the case of cash on delivery, the order will be fulfilled within 24-48 hours. In case of any stock shortages, we will notify the customer within 48 hours, reserving the right to cancel the order or replace the item.

Interbolt.eu Kft. does not assume any responsibility, warranty, or liability for damages caused to the Customer due to stock shortages or incorrectly fulfilled products, neither directly nor indirectly.

Return of products in case of withdrawal from purchase or warranty repair

The return of products is always at the responsibility of the buyer. In case of malfunction or withdrawal from purchase, the buyer notifies their request in advance at info@interbolt.eu or in case of malfunction at <http://www.interbolt.eu/hibabejelentes>.

The product must be carefully packaged and returned to the following address: - The buyer is responsible for the return shipment.

Interbolt.eu Kft.

2120 Dunakeszi, Repülőtéri út 1. HRSZ2942/13

We accept devices sent via courier or mail only if the packaging is intact. Courier or postal charges are always borne by the buyer. We do not accept cash on delivery packages!

Payment

Payment in advance

Based on the order number provided in the purchase confirmation, to the bank account number provided there.

PastPay BNPL - Buy Now Pay Later

On the Interbolt.eu webshop, it is possible for the purchased goods to be paid for at a later date rather than immediately. We offer this through an external financial partner, Péntech Financial Solutions Zrt. ("Péntech"), via their factoring payment method called PastPay. In this case, if you select PastPay (factoring) as the payment method on the web interface and Péntech agrees to finance the transaction, then Péntech will factor the invoice issued by the Service Provider to you. This means that Péntech will purchase the Service Provider's claim against you and pay the invoice amount to the Service Provider on your behalf. In this scenario, the invoice

issued by the Service Provider already includes the unique legal characteristics of the arrangement and the necessary information.

It is IMPORTANT to note that after factoring, your payment obligation is owed to Péntech, and you can only fulfill it to the Péntech-designated account stated on the invoice. You must fulfill your payment obligation by the due date on the invoice at the latest; otherwise, a €40 flat fee will be charged. By using PastPay, you consent to the transmission of your contact details (name, email address, phone number) to Péntech. This is primarily necessary to send you the information and notifications required for the assignment and processing of the payment. You can find Péntech's privacy policy [here](#). If Péntech does not agree to finance the transaction, this payment method will not be available—of course, you can still proceed with the purchase by selecting another payment method on that occasion.

Cash on delivery

Payment in cash to the courier delivering the order. Interbolt.eu Kft. reserves the right to apply cash on delivery payment method for payments made by individuals.

PayPal payment

After the purchase, logging into the PayPal account provides immediate payment option.

Bank transfer (8 days)

Interbolt.eu Kft. reserves the right to individually assess post-transfer payments.

Card payment (POS)

Acceptance of chip cards and contactless (PayPass) cards. Acceptance of bank cards with MasterCard, Maestro, VISA, VISA Electron, Vpay, American Express, JCB, Union Pay, and OTP logos.

Online card payment

Online card payments are processed through the **Barion** system. The merchant does not have access to the card details. The service provider, Barion Payment Zrt., is an institution supervised by the National Bank of Hungary, with license number: H-EN-I-1064/2013.

They are traceable and reliable, just like in-store card payments. The reliability of online card payments is ensured by the SSL protocol, which is a globally accepted encryption method.

In case of unpaid invoices, after the expiration of the specified payment deadline, Interbolt.eu Kft. is entitled to apply a EUR 40 enforcement lump sum fee as specified in Section 6:155 (2) of the Civil Code. In addition, Interbolt.eu Kft. is entitled to charge default interest according to the Civil Code. In the event of delayed payment, we calculate default interest at the current central bank base rate plus 8 percent. Furthermore, if the product has been invoiced at a discounted price, the amount of the discount will be invoiced to the debtor, which we will enforce as a claim against them. In the case of duplicated payments, i.e., payments transferred twice or in a higher amount than specified on the invoice, as indicated in the amount specified on the payment request, Interbolt.eu Kft. reserves the right to pass on the refund fee (0.5% of the amount plus accounting fee). An additional one-time net HUF 3,500 administrative fee will be charged. The deadline for refund execution is 14 working days.

We cannot replace the issued invoice due to corrections in name or address after issuance. We reserve the right to determine the subsequent payment method based on individual assessment.

There are no additional costs associated with any payment method.

Package delivery

Our webshop orders are fulfilled by GLS. Package delivery takes place on weekdays between 8 am and 5 pm. If you are not at home during this period, it is advisable (if possible) to provide a workplace address as the delivery address. The courier service attempts delivery twice, and if the package is not received, the shipping costs will be charged to the customer! There is no additional packaging cost! Our company only guarantees shipments initiated by us.

Orders are usually processed by the Seller within 1-2 business days if the product is in stock. The Seller strives to meet the delivery deadline. In case of any delay, the Seller always informs the Buyer about the delivery time. For a single order, the maximum delivery time is 4 weeks from the date of the order. If the ordered product is not received within this time, the buyer may cancel the order.

Interbolt.eu Kft. reserves the right to invoice the Buyer for the delivery selected with cash on delivery payment method if it is unsuccessful due to the fault of the Buyer.

The free shipping option is only available for orders placed with the regular product. Subsequent delivery requests are subject to a fee.

Please inspect the package in front of the courier upon delivery, and if you notice any damage to the products, request a record of the damage and do not accept the package. We cannot accept claims without a record!

We always check and carefully package the ordered products before delivery.

If you find incorrect items or deficiencies in the package, please notify us as soon as possible by filling out the form and sending it to us. www.interbolt.eu/rendeleskorrekcio

There is no charge for correcting orders reported within eight days if they are incorrectly or incompletely fulfilled.

Purchase, registration

The services provided by Interbolt.eu operated by Interbolt.eu Kft. are available to all those who register and are legally competent individuals or business organizations. By registering, the User acknowledges that they are a natural person who has reached the age of 18 and is not legally incapacitated according to Act V of 2013 on the Civil Code (Hungarian Ptk.) (Section 2:8.), or has reached the age of 16 and is not legally incapacitated (Sections 2:11-12. of the Hungarian Ptk.).

A business (Section 8:1 (4) of the Hungarian Ptk.), acting through its legal representative or authorized person, opens a merchant account and registers with its own or the real user data and contact details of the business organization it represents.

The concluded contract does qualify **as a non-written contract**. The contract is not registered, does not have a registration number, and is not accessible retroactively. The contract can be concluded in three languages: Hungarian, English, and German.

Cancellation of purchase

Consumers of Interbolt.eu are entitled to the right of withdrawal in accordance with Hungarian Government Decree 45/2014 (II.26.) on contracts concluded at a distance, which can be exercised within 14 days after receipt of the product. An exception to the right of withdrawal applies to books, CDs, DVDs, software, and components if their packaging is damaged, the products have been unpacked, as well as other products listed in Hungarian Government Decree 45/2014 (II.26.) that are inherently non-returnable due to their specific nature.

Further information:

The **consumer** has the right to withdraw from the purchase without giving any reason within 14 days after receiving the product. The withdrawal must be communicated in writing to info@interbolt.eu or in the form of a short text message to the phone number +36309242424.

Withdrawal can be exercised under the following conditions:

- The consumer may exercise their right of withdrawal between the conclusion of the contract and the receipt of the product.
- In case of withdrawal, the buyer must return the product to the Webshop unopened or opened within 14 days after notifying the withdrawal. The deadline is considered to be met if the buyer can prove that they have sent the product by post or handed it over to the courier service by the last day of the deadline. The Webshop does not accept returned products sent with cash on delivery. The Webshop is obliged to refund the full purchase price to the buyer for the return of undamaged, properly used products required for testing. The Webshop may demand compensation from the consumer for damages resulting from the improper use of the products.
- The consumer may notify the withdrawal by email, in writing by post, in person, or by phone, preferably on the "Right of Withdrawal from Purchase" form provided for this purpose, which can be downloaded under the Customer Service menu on the Webshop website. In the case of written withdrawal, it is sufficient to send the withdrawal statement within 14 days.
- Withdrawal under this legislation does not need to be justified.
- The costs of returning the product in case of withdrawal are borne by the buyer. There are no additional costs for the buyer. If the consumer chooses a mode of transportation that is not the least expensive, regular method of transportation, the business is not obliged to reimburse the additional costs arising from this transportation in case of withdrawal.
- The price of the product, as well as the shipping costs (if any), will be refunded within fourteen days from the date of notification of the withdrawal to the bank account provided by the buyer. The refund includes the shipping costs of the product to the buyer, unless other products were delivered together with the product affected by the withdrawal, for which the buyer did not exercise the right of withdrawal.
- The costs of returning the product to the Webshop are borne by the buyer. If the buyer does not notify and exercise their right of withdrawal in accordance with these Terms and Conditions and the legislation, the Webshop will not refund the purchase price; however, following prior consultation, the product may be returned to the buyer. The costs of this re-delivery are borne by the buyer.
- **The right of withdrawal applies to consumers (as individuals). The withdrawal option with resellers, public, or "corporate" partners is regulated by separate agreement and individual assessment.** In case of enforcement, the Webshop reserves the right to charge up to 25% of the purchase price and a one-time administrative fee of 1,500 HUF from the buyer. These fees do not apply to the exercise of the right of withdrawal by individuals.

The right of withdrawal from NFH.hu:

What can we do if we change our minds?

Can we change our minds and withdraw from the purchase after receiving the product ordered online?

Yes, according to Government Decree 45/2014 (II.26.), which regulates the detailed rules of contracts between consumers and businesses, we are entitled to a so-called right of withdrawal (the right to return the product, return guarantee) in the case of online purchases, and we can exercise this right in all cases except for a few exceptions.

What is the right of withdrawal?

The right of withdrawal means that based on legal authorization, we can unilaterally withdraw from a contract concluded online (at a distance) and, upon returning the product, we can demand a refund of the amount paid from the merchant. The right of withdrawal compensates for the fact that we did not have the opportunity to inspect, test, or put the product into operation before the purchase.

What is the right of termination?

The right of termination entitles us to request the business to start performing a service contract before the expiration of the 14-day withdrawal period (which request we are obliged to expressly communicate) and after making this statement, the performance begins. Termination (similarly to withdrawal) does not need to be justified.

The difference between termination and withdrawal is that termination terminates the contract for the future rather than retroactively, so we are only entitled to request a proportionate part of the amount we paid, depending on how much of the service has already been performed by the business. When settling with the service provider, the total (tax-inclusive) fee for the service must be taken as the basis, which must be compared to the extent of the service already received. However, if we can prove that the amount determined as the basis is too high, then the proportionate amount must be calculated based on the market value of the service performed (when determining the market value, the consideration of the same service provided by companies performing identical activities at the time of contract conclusion must be taken into account).

It is essential that in the event of a dispute, the burden of proof is on us to prove that we exercised our right of termination in accordance with the requirements of the law.

We lose our right of termination if the business has completed the entire service.

From which point can we exercise our right of withdrawal?

In the case of ordering a product (e.g., a book, electronic items, etc.), the withdrawal period starts from the receipt of the product, while in the case of using a service (e.g., an online classified ad, subscribing to cable television ordered online), it starts from the date of contract. It is essential to note that we can exercise our right of withdrawal during the period between the date of contract conclusion and the arrival of the product.

Within what period can we exercise our right of withdrawal?

We have 14 calendar days from the receipt of the product or the conclusion of the service contract to exercise our right of withdrawal. The day of receipt of the product or the day of contract conclusion does not count toward this deadline according to general rules.

Let's look at an example: If the courier delivers the product to us on a Thursday, the 14-day withdrawal period starts on Friday. Saturday and Sunday are also calendar days, so the weekend is included in the withdrawal period.

Of course, we can withdraw from the contract at any time during the 14-day period, but according to the general requirement of good faith and fairness, after receiving the product and using it to determine its nature, characteristics, and functionality, we should decide whether to keep the product or return it.

In case of withdrawal, does the returned product need to arrive within the 14-day period?

In case of withdrawal, we are obliged to return the product immediately, but no later than within 14 days from the notification of withdrawal (send it by post, i.e., take action for dispatch) to the business. Therefore, it is not expected that the product will be returned to the business within the 14-day period.

Is it possible for the withdrawal or termination period to be extended?

If the business fails to fulfill its obligation to inform us about the right of withdrawal or termination, the withdrawal or termination period is extended by 12 months. If the business provides us with the information after the expiration of the 14-day period from the receipt of the product or conclusion of the contract but within 12 months, then the withdrawal or termination period will be 14 days from the communication of this information.

How can we prove the date of product receipt?

The date of product receipt can primarily be confirmed to the seller based on the performance date indicated on the invoice (receipt) attached to the product. However, it may occur that the actual date of product receipt is later than the performance date indicated on the invoice, so the 14-day withdrawal period may be shortened by a few days. Unfortunately, smaller online stores often do not even provide an invoice (receipt) with the product, so it is advisable - if possible - to request a copy of the acknowledgment of receipt or have the actual date of receipt written on it by the courier or postal employee when receiving the product.

Can we try out the product during the withdrawal period?

Certainly, yes, because this is precisely the essence of the right of withdrawal, to ensure during the 14-day period that the product is suitable for its intended use and meets our individual usage needs, so opening the packaging and trying out the product does not lead to the loss of our right of withdrawal [except for health and hygiene products in sealed packaging, audio or video recordings (CDs and DVDs), and computer software].

However, it is important to note that if we not only tried but also used the product, we are responsible to the business for any resulting depreciation in value.

In what form should we communicate our withdrawal from the contract to the seller?

We can communicate our intention to withdraw orally (by phone), by post (it is advisable to send it by registered mail), or by email with a clear statement of our intention, as well as through the declaration template found in the Annex to the Government Decree. If the business provides this option on its website, we can also express our intention to exercise this right on the website. In this case, the business is obliged to confirm the receipt of our declaration immediately, but no later than in 14 days, in a durable medium (e.g., by email). For later proof, it is recommended that we primarily send our withdrawal declaration to the email address published on the seller's website. Of course, if the business has a physical store or customer service, we can also personally deliver our withdrawal declaration and have it acknowledged by the seller in a documented manner.

We should only return the product if the seller has not refused to accept its return, as otherwise, after returning the product, it will no longer be in our possession, and it is questionable whether the seller will refund the amount we paid.

What are the consequences of withdrawing from the contract?

In the event of withdrawal, the contract concluded online is terminated retroactively to the day of contract conclusion, so a situation must be created as if the consumer had never ordered the product from the online shop. This also means that the consumer is obliged to return the product at their own expense (unless the business has previously undertaken this) immediately, but no later than within 14 days from the notification of withdrawal to the seller or to the authorized person for receipt, and the seller is obliged to refund the full amount paid by the consumer immediately, but no later than within 14 days from becoming aware of the withdrawal, including any costs incurred in connection with the performance (such as shipping and packaging costs).

If we did not choose the cheapest shipping method offered by the business when placing the order, the business is still only obliged to refund the amount corresponding to the offered cheapest shipping fee to us. Of course, it does not count as a shipping method from this perspective if there is an option for free product pickup at the business's store (since there is no actual shipping in this case!).

What is the right of retention?

A change compared to the regulations before June 13, 2014, is that the business can retain the purchase price of the product and the shipping cost until the consumer returns the product to them, or until the consumer unquestionably proves that they have returned it.

Can we change our mind and withdraw from a contract for services ordered online?

If we ordered a service online, we can withdraw from the contract within 14 days of concluding the contract, just like in the case of purchasing products.

Instead of the right of withdrawal, we are entitled to the right of termination if we request the business to start performing the contract before the expiry of the 14-day withdrawal period (which we are obliged to expressly communicate) and the performance begins after we make this statement.

We also lose our right of termination if the business has fully performed the service, and we have acknowledged (even simultaneously with our request to start performing) that we will lose this right upon the full performance of the service.

What costs does the consumer have to bear when withdrawing from/terminating the contract?

When withdrawing, we are only obliged to bear the direct costs of returning the product to the seller (unless the business has undertaken to bear these costs, or if the business has not informed us about our obligation to bear the costs), so we cannot send the product cash on delivery or postage due. Consequently, the cost of free delivery of the product cannot be charged to the consumer retrospectively.

The seller cannot impose penalty payments or any monetary penalties on us due to withdrawal/termination.

Is the right of withdrawal or termination granted to the consumer in every online contract?

No, because the regulation lists specifically those cases where we cannot change our minds after receiving the product or concluding the contract for services. We must be aware of the cases where we cannot exercise our right of withdrawal or termination so that we can consider this circumstance before making a purchasing decision. **An important exception is that the right of withdrawal only applies to individuals (consumers).** According to Act V of 2013 (Hungarian Civil Code), only natural persons are entitled to exercise the right of withdrawal. Any legal entity with economic personality, such as a business, is not entitled to withdraw from the purchase.

Can the online retailer establish contractual terms that deviate from the regulations to the detriment of the consumer?

No, because deviations from the regulations can only be made in a manner that is more advantageous or favorable to the consumer, for example, by providing a withdrawal period longer than 14 days. In addition, the seller may provide the right of withdrawal for products that would otherwise be excluded from consumer withdrawal under the regulation.

The obligations of the business in case of consumer withdrawal or termination:

If the consumer withdraws from or terminates a contract concluded outside the business premises or at a distance, in accordance with Section 22, the business shall refund the full amount paid by the consumer as consideration without delay, but no later than fourteen days from the notification of withdrawal, including any costs incurred in connection with the performance.

(2) In the event of withdrawal or termination in accordance with Section 22, the business shall refund the amount due to the consumer in a manner consistent with the payment method used by the consumer. With the express consent of the consumer, the

business may use another payment method for the refund, but no additional charge may be imposed on the consumer as a result.

(3) If the consumer explicitly chooses a method of transportation other than the least costly standard method of transportation, the business is not obliged to refund any additional costs incurred from this.

(4) In the case of a contract for the sale of goods, the business may retain the amount specified in paragraph (1) until the consumer returns the goods or proves unequivocally that they have returned them; the earlier date shall be taken into account. The right of retention does not apply to the business if it has undertaken to transport the goods back itself.

Consumer obligations in case of withdrawal or termination:

If the consumer withdraws from or terminates a contract concluded outside the business premises or at a distance in accordance with Section 22, they are obliged to return the product without delay, but no later than fourteen days from the notification of withdrawal, or to hand it over to the business or a person authorized by the business to receive the product, unless the business has undertaken to transport the product back itself. The return is considered to be completed within the deadline if the consumer sends the product before the deadline expires.

(2) The consumer bears only the direct cost of returning the product, unless the business has undertaken to bear this cost.

(3) If, in conjunction with the conclusion of a contract concluded outside the business premises, the product was delivered to the consumer, the business shall bear the cost of returning the product if, by its nature, it cannot be returned as a postal item.

Section 25. The consumer is only liable for any decrease in value resulting from use exceeding what is necessary to establish the nature, characteristics, and functioning of the product. The consumer is not liable for any decrease in value if the business has not complied with the information obligation set forth in Section 11 (1) (i).

Section 26. (1) If, in the cases referred to in Sections 13 or 19, the consumer terminates a contract concluded outside the business premises or at a distance after the commencement of performance, the proportionate amount to be paid by the consumer shall be calculated based on the total consideration, including tax, determined in the contract. However, if the consumer proves that the total amount is excessively high, the proportionate amount shall be calculated based on the market value of the services performed until the termination of the contract.

(2) For the determination of market value, the consideration for the same service provided by businesses engaging in identical activities at the time of conclusion of the contract shall be taken into account.

Section 27. In exercising the right under Section 20, the consumer does not bear the following costs:

a) the total or partial costs of providing the service if

aa) the business has not complied with the information obligation set forth in Section 11 (1) (i) or (k), or ab) the consumer has not requested the commencement of the service as defined in Section 13 and Section 19 before the deadline specified in Section 20 (2) has expired.

Exceptions to the consumer's right of withdrawal and termination:

a) in the case of a service contract, after the complete performance of the service, if the business began the performance with the express prior consent of the consumer and the consumer acknowledged that they would lose their right of termination after the complete performance of the service;

b) for a product or service where the price or fee depends on fluctuations in the financial market beyond the control of the business, even within the period specified in Section 20(2);

c) for a non-premanufactured product made according to the consumer's instructions or expressly personalized for the consumer, or for a product that is clearly tailored to the consumer's personal needs;

d) for perishable goods or goods with a short shelf life;

e) for sealed goods which are not suitable for return due to health protection or hygiene reasons and were unsealed after delivery;

f) for goods which, by their nature, become inseparably mixed with other items after delivery;

g) for alcoholic beverages, the actual value of which depends on fluctuations in the market that cannot be controlled by the business, and where the price was agreed upon at the time of the conclusion of the sales contract, but the performance of the contract only takes place after thirty days from the conclusion;

h) for a service contract where the business, at the express request of the consumer, visits the consumer for urgent repair or maintenance work;

i) for the sale of sealed audio or video recordings or computer software, if the consumer has opened the packaging after delivery;

j) for newspapers, periodicals, and magazines, except for subscription contracts;

k) for contracts concluded at a public auction;

l) for contracts for accommodation other than for residential purposes, transport, car rental services, catering, or services related to leisure activities, where a specific performance date or deadline is stipulated in the contract;

m) for digital content provided on a non-tangible medium, if the business began the performance with the express prior consent of the consumer, and the consumer simultaneously declared their acknowledgment that they would lose their right under Section 20 after the commencement of performance.

(2) In the case specified in point h) of paragraph (1), the right under Section 20 extends to services or products offered in addition to those expressly requested by the consumer and to services or products offered for the purpose of maintenance or repair, including replacement parts used for maintenance or repair.

Withdrawal/Termination Declaration Template (Annex 2 to Hungarian Government Decree No. 45/2014 (II. 26.))

(Complete and return only if you intend to withdraw or terminate the contract)

Recipient:

1 I/We, the undersigned, hereby declare that I am exercising/we are exercising my/our right of withdrawal/termination with respect to the following product(s) sold or service provided under the following contract:

2 Date of contract conclusion/delivery:

3 Name of the consumer(s): Address of the consumer(s): Signature of the consumer(s): (only in case of a declaration made on paper) Dated:

Guide for completing the withdrawal/termination declaration template:

(1....) Insert one of the following texts in quotation marks:

a) for a service contract: "expires 14 days from the day of conclusion of the contract";

b) for a contract for the sale of goods: "expires 14 days after the day on which you or a third party other than the carrier indicated by you takes possession of the goods.";

c) for the supply of multiple goods: "expires 14 days after the day on which you or a third party other than the carrier indicated by you takes possession of the last good.";

d) for a contract involving the supply of goods consisting of multiple lots or pieces: "expires 14 days after the day on which you or a third party other than the carrier indicated by you takes possession of the last lot or piece."; e) for a contract for the regular delivery

of goods during a defined period: "expires 14 days after the day on which you or a third party other than the carrier indicated by you takes possession of the first good."

(2.....) Insert the name of your company, postal address, and – if available – telephone number, fax number, and email address.

(3.....) If you allow the consumer to electronically complete and submit the withdrawal/termination declaration on your website, insert the following text: "You can also complete the withdrawal/termination declaration template on our website [insert website address] or submit your intention to withdraw/terminate in another clear statement. If you choose this option, we will immediately confirm the receipt of the withdrawal/termination in a durable medium (such as email)."

(4.....) For contracts for the sale of goods, if you have not offered to bear the cost of returning the goods in the event of withdrawal, insert the following text: "We may withhold reimbursement until we have received the goods back or you have supplied evidence of having sent back the goods, whichever is the earliest."

(5.....) If the consumer has received the goods under the contract: a) insert the appropriate option from the following:

– "We will collect the goods from you.", or

– "You must return the goods to us at [insert the name and postal address of the person authorized by you to receive the goods], without undue delay and in any event not later than 14 days from the day on which you communicate your withdrawal. The deadline is met if you send back the goods before the period of 14 days has expired."; and

b) insert the appropriate option:

ba) "We will bear the cost of returning the goods.", or

bb) "You will bear the direct cost of returning the goods.", or

bc) for distance contracts, if you do not offer to bear the cost of returning the goods and the goods cannot be returned by post due to their nature: "You bear the direct cost of returning the goods – i.e., [insert the amount] shipping cost."; or if the cost of returning the goods cannot reasonably be calculated in advance: "You bear the direct cost of returning the goods. The maximum estimated amount of these costs is [insert the amount].", or

bd) If, in the case of a contract concluded away from business premises, the goods were delivered to the consumer's home and cannot be returned by post due to their nature: "We will bear the cost of returning the goods at our expense."; and

c) insert the following: "You are only liable for any diminished value of the goods resulting from the handling other than what is necessary to establish the nature, characteristics, and functioning of the goods."

(6.....) For service contracts, insert the following text: "If you requested the performance of services to begin during the withdrawal period, you shall pay us an amount which is in proportion to what has been provided until you have communicated us your withdrawal from this contract, in comparison with the full coverage of the contract. You will refund any amount due for the services provided in excess of the coverage of the contract."

Intellectual property

The logos, brand names, images, and model designations found on the website are protected, solely owned by the manufacturer, and serve exclusively for identification purposes.

Interbolt.eu Kft. does not consent to the user or reader of the website conducting any data collection activities related to price comparison or product display without a mutual interest or a prior agreement.

Exclusion of liability

The user acknowledges that neither Interbolt.eu Kft., nor interbolt.eu, nor its executive officers, directors, employees, agents, contractors, or successors are liable for damages arising from the use of the site or related to it. The liability limitation extends to direct, indirect, consequential, special, non-pecuniary damages, criminal consequences, incurred damages, lost profits, costs incurred to remedy damages, interruptions in operation, damage to data or information, even if interbolt.eu knew or could have recognized the occurrence or possibility of these events.

The user accepts that neither Interbolt.eu Kft., nor interbolt.eu, nor its executive officers, directors, employees, agents, contractors, or successors are responsible for damage caused by the content of transmitted information, considering that (1) the service provider does not initiate the transmission of information;

(2) the service provider does not select the recipient of the transmission; and

(3) the service provider does not select or modify the information transmitted.

The user agrees not to claim from Interbolt.eu Kft. or interbolt.eu any costs, expenses, or damages related to the use of the site, especially legal or litigation costs.

The user accepts that under no circumstances will Interbolt.eu Kft. be liable for damages caused by product failure or data loss, and will not be held responsible for damages resulting from the use of faulty products or loss of product use, including, but not limited to, loss of profit and non-pecuniary damages, such as loss of use, time, or data, inconvenience, business loss, lost profit, or savings.

Purchasing on the website implies the user's knowledge of and agreement to the possibilities and limitations of the Internet, particularly regarding technical performances and potential errors. The service provider is not responsible if any operational failure is detected in the internet network that prevents the operation of the website and purchasing.

The user accepts that Interbolt.eu Kft., interbolt.eu reserve the right to rectify errors and mistakes!