

General Terms and Conditions

1. General Provisions, Seller Details and Definitions

Effective from: 3 September 2026

These General Terms and Conditions (hereinafter: **"GTC"**) govern purchases made through the **beasteemerch.com** online store (hereinafter: the **"Web Store"**) operated by Beastee Kft.

The operator of the Web Store and the Seller is:

Company name: Beastee Kft.

Registered office: 1163 Budapest, Cziráki utca 26–32., Hungary

Company registration number: 01-09-928198

Tax number: 14849705-2-42

Email: hello@beasteemerch.com

Website: beasteemerch.com

Represented by: Zsolt Futó, Managing Director

Telephone: +36 70 676 2673

Hereinafter referred to as the **"Seller"** or **"Service Provider"**.

Customer: any natural person, legal person or other organisation that places an order through the Web Store.

Consumer: a Customer who qualifies as a consumer under the applicable legislation.

Product: any movable item offered for sale through the Web Store.

These GTC apply to electronic commerce transactions concluded through the Web Store.

The language of the Hungarian contract is Hungarian. The English-language version of the Web Store and these English GTC are provided for customers using the English-language version of the Web Store.

2. Use of the Web Store and Registration

The Web Store and its Products may be browsed without registration.

Customers may create a user account in the Web Store. The information provided during registration must be true and accurate.

Customers are responsible for maintaining the confidentiality and security of the login credentials associated with their accounts.

Where available, the Web Store may also provide login functionality through an external service provider.

Registered Customers may use the functions provided through their accounts, including access to previous orders and other personalised functions made available by the Web Store.

Registration is not mandatory for making a purchase where the Web Store provides the possibility of purchasing as a guest.

The processing of personal data is governed by the current **Privacy Policy** of the Web Store.

3. Placing an Order and Correcting Input Errors

The Customer may add the selected Product to the shopping cart and, after reviewing the contents of the cart, proceed to checkout.

During checkout, the Customer must provide the information necessary for fulfilment and select from the available delivery and payment methods.

Before finally submitting the order, the Web Store allows the Customer to review the information provided, the Products and their quantities, the selected delivery method, payment method and the total amount payable.

The Customer may correct input errors through the Web Store interface before submitting the order.

The Customer is responsible for the accuracy of the information provided. The Seller shall not be liable for delays or failed fulfilment resulting from incorrect or incomplete information provided by the Customer, provided that such failure is not attributable to the Seller.

Submitting an order entails an obligation to pay.

4. Acceptance of the GTC and Conclusion of the Contract

As a condition of submitting an order, the Customer must accept these GTC using the relevant checkbox and acknowledge the information contained in the Privacy Policy.

After the order has been submitted, the Web Store sends an automatic email confirming receipt of the order.

This automatic email only confirms that the order has been received and does not, in itself, constitute acceptance of the Customer's offer or conclusion of the contract.

The Seller subsequently reviews the order.

If the Seller accepts the order, its status is changed to **"Order accepted and being processed"**, and the system sends a separate electronic notification to the Customer.

The notification includes, among other things, the following information:

"Your order has been accepted and is now being processed. With this confirmation, the contract between you and Beastee Kft. has been concluded."

The contract between the parties is concluded when this electronic acceptance notification is sent to the Customer.

If the Seller is unable to accept or fulfil the order, the Customer will be informed accordingly and any amount already paid will be refunded.

Depending on the processing status of the order, modification or cancellation may be possible following consultation with the Seller.

5. Products, Product Information, Stock and Pre-orders

The essential characteristics, price and, where applicable, available size, colour or other variations of each Product are displayed on the relevant Product page.

Product photographs are intended to represent the Products as accurately as possible. Due to display settings, lighting conditions and manufacturing characteristics, the actual colour or appearance of a Product may differ slightly from its appearance on screen.

Stock information displayed in the Web Store is for information purposes. In exceptional cases, a Product may no longer be available even though the system showed it as available for ordering.

In such cases, the Seller will inform the Customer without undue delay.

Where a Product is available for pre-order, this is indicated separately on the relevant Product page. The expected fulfilment time for pre-ordered Products may differ from that applicable to Products held in stock.

6. Prices, Currencies, Discounts and Incorrect Prices

Consumer prices displayed in the Web Store are gross prices and include value added tax payable under the applicable legislation.

Delivery charges and any additional payment-related costs are displayed separately during checkout.

Before finally submitting the order, the Customer can always review the total amount payable.

Prices are displayed in the currency available on the Web Store interface. Where currency conversion is applied, it is performed by the Web Store system using the applicable exchange rate.

The Seller may offer promotions and discounts. The conditions applicable to a particular discount are specified in the information relating to the relevant promotion.

In the case of an obviously incorrect price – for example, a price of HUF 0 or a price that is clearly unrealistic compared with the usual value of the Product – the Seller is not obliged to sell the Product at the incorrect price.

In such a case, the Seller will inform the Customer of the correct price, and the Customer may decide whether to maintain the order at that price.

In the case of unusually large quantities, the Seller may contact the Customer separately to agree on the conditions of fulfilment.

7. Payment Methods

Depending on the language, delivery method and geographical settings applicable to the order, the following payment methods may be available in the Web Store:

Payment by bank card through myPOS.

The Customer is redirected to the myPOS payment system to complete the payment. The Seller does not process or store the Customer's full bank card details.

Cash on delivery.

Cash on delivery is available **exclusively for GLS home delivery within Hungary**.

The cash-on-delivery handling fee is **HUF 490**.

Cash on delivery is not available for GLS Parcel Shop, MPL courier delivery or PostaPont delivery.

PayPal.

PayPal payment is available on the **English-language version** of the Web Store. Payment is processed through the PayPal system.

The payment methods actually available for a particular order are always those displayed during checkout.

8. Invoicing

The Seller issues an invoice for purchases made through the Web Store.

Invoices are generated using the **Számlázz.hu** invoicing system.

The Customer is responsible for providing accurate information necessary for issuing the invoice.

The Seller shall not be liable for consequences resulting from incorrect invoice information where the error results from incorrect or incomplete information provided by the Customer.

Invoices are issued and retained in accordance with the applicable accounting and tax legislation.

9. Delivery within Hungary

For delivery within Hungary, the following delivery methods are available:

GLS home delivery: HUF 1,990

GLS Parcel Shop: HUF 1,990

MPL courier service: HUF 2,490

PostaPont: HUF 2,490

For GLS home delivery, cash on delivery may also be selected, subject to an additional handling fee of **HUF 490**.

For MPL courier delivery and PostaPont delivery, parcels are handed over to Magyar Posta according to the Seller's operating schedule **every two weeks on Tuesdays**. As a result, dispatch may take longer for orders using these delivery methods.

In accordance with the relevant provisions of Hungarian Government Decree 335/2012 (XII. 4.), the Seller provides the option to choose the postal delivery service provided by Magyar Posta for eligible consignments.

10. International Delivery

The Seller provides GLS delivery to selected European destinations.

GLS Region 1 – HUF 5,000

Expected delivery time: **1–3 business days**.

Austria, Belgium, Bulgaria, Croatia, Czech Republic, Germany, Liechtenstein, Luxembourg, the Netherlands, Poland, Romania, Slovakia and Slovenia.

GLS Region 2 – HUF 7,000

Expected delivery time: **3–5 business days**.

Denmark, France, Ireland and Italy.

GLS Region 3 – HUF 9,000

Expected delivery time: **3–7 business days**.

Estonia, Finland, Greece, Latvia, Lithuania, Portugal, Spain and Sweden.

Cash on delivery is not available for international delivery.

The delivery charge may also be displayed in euros in the Web Store based on the current currency conversion applied by the system.

The indicated delivery times are estimated and are provided for information purposes.

11. Fulfilment, Delivery and Receipt

The Seller processes orders as soon as reasonably possible.

The actual delivery time may depend on factors including the selected delivery method, Product availability, destination country and the operation of the carrier.

The Customer must provide delivery information that enables successful delivery of the parcel.

The Customer is advised to inspect the parcel upon receipt where reasonably possible. In the event of visible damage, the Customer is advised to have the damage recorded by the carrier.

The absence of such a report does not, in itself, remove any statutory rights available to the Consumer.

In the event of unsuccessful delivery, the availability and conditions of any repeated delivery attempt may depend on the rules of the relevant carrier.

12. Consumer's Right of Withdrawal

In the case of a distance contract, the Consumer is entitled to exercise the statutory right of withdrawal without giving any reason.

In the case of the sale of Products, the withdrawal period is generally **14 days**, calculated from the day on which the Consumer or a third party designated by the Consumer, other than the carrier, takes physical possession of the Product.

Where several Products are ordered in a single order but delivered separately, the withdrawal period is calculated from the date on which the last Product is received.

The Consumer may also exercise the right of withdrawal during the period between conclusion of the contract and receipt of the Product.

The right of withdrawal is exercised within the applicable time limit if the Consumer sends the withdrawal notice before expiry of that period.

13. Exercising the Right of Withdrawal and Returning Products

The Consumer may communicate the decision to withdraw from the contract by making an unequivocal statement to the Seller.

The withdrawal notice may be submitted by email to:

hello@beasteemerch.com

or through the English-language online withdrawal function of the Web Store:

beasteemerch.com/withdrawal-from-the-contract

The Consumer may also use the Model Withdrawal Form included at the end of these GTC, although use of the model form is not mandatory.

The Consumer must return or hand over the Product within the period prescribed by applicable law following communication of the withdrawal.

Return address:

Beastee Kft.

1163 Budapest, Cziráki utca 26–32.

Ground floor, Office 24/A

Hungary

As a general rule, the direct cost of returning the Product is borne by the Consumer

The Seller is not obliged to accept parcels returned using cash on delivery.

14. Refunds, Partial Withdrawal and Diminished Value

In the event of a valid withdrawal, the Seller refunds the amounts paid by the Consumer within the period prescribed by applicable law, including delivery costs that must be refunded under the applicable legislation.

If the Consumer expressly selected a delivery method more expensive than the least expensive standard delivery method offered by the Seller, the Seller is not required to reimburse the resulting additional cost.

The Seller may withhold the refund until the Product has been returned or the Consumer has provided reliable evidence that the Product has been sent back, whichever occurs first.

As a general rule, the refund will be made using the same payment method as used for the original transaction, unless the Consumer expressly agrees to another method.

In the case of partial withdrawal, only the purchase price of the Product or Products concerned and any associated costs refundable under applicable law will be refunded.

The Consumer is liable only for any diminished value of the Product resulting from handling beyond what is necessary to establish the nature, characteristics and functioning of the Product.

15. Exceptions to the Right of Withdrawal and Voluntary Exchange

The Consumer may not exercise the right of withdrawal in cases where this right is excluded by applicable law.

This may include, in particular, Products manufactured according to the Consumer's instructions or at the Consumer's express request, or Products that are clearly personalised.

Where a statutory exception to the right of withdrawal applies to a particular Product, the Seller provides the relevant information before purchase.

Voluntary 30-day exchange

In addition to statutory rights, the Seller may voluntarily provide the possibility of exchanging eligible Products within **30 days of**

receipt.

To qualify for an exchange, the Product must be unused, undamaged, clean, in its original condition and, where applicable, with its original labels attached.

The Customer may be required to bear the cost of returning the Product and sending the replacement Product.

The current fee for processing the exchange is **HUF 2,500**, where this service is provided by the Seller for the relevant exchange.

This voluntary exchange option does not affect or restrict the Consumer's statutory rights of withdrawal, warranty or other statutory remedies.

16. Defective Performance and Conformity Warranty

The Seller performs defectively if, at the time of performance, the Product does not comply with the quality requirements established by the contract or applicable law.

In the event of defective performance, the Consumer is entitled to the conformity remedies provided by the Hungarian Civil Code and applicable consumer protection legislation.

Subject to the statutory conditions, the Consumer may request repair or replacement unless the chosen remedy is impossible or would impose disproportionate additional costs.

Where the conditions prescribed by law are met, the Consumer may request an appropriate price reduction or terminate the contract.

The Consumer is not entitled to terminate the contract if the lack of conformity is minor.

The exercise of conformity rights, applicable time limits and rules concerning the burden of proof are governed by the legislation in force at the relevant time.

17. Product Warranty and Statutory Guarantee

In the event of a defect in a movable Product, the Consumer may, subject to the conditions prescribed by law, assert a product warranty claim against the manufacturer or distributor of the Product.

Under a product warranty claim, the Consumer may primarily request repair or replacement of the defective Product in accordance with the applicable statutory conditions.

A Product is defective if it does not meet the quality requirements applicable when it was placed on the market or does not possess the characteristics described by the manufacturer.

A mandatory statutory guarantee applies only to new durable consumer goods for which applicable legislation requires such a guarantee.

Where a Product is subject to a mandatory statutory guarantee, the duration of the guarantee is determined according to the selling price of the Product and the legislation in force at the relevant time.

The existence of a statutory guarantee does not affect the Consumer's other statutory conformity rights.

18. Warranty Claims, Complaints and Conciliation Board

Customers may submit warranty, guarantee or other complaints using the following contact details:

Beastee Kft.

Email: hello@beasteemerch.com

Registered office: 1163 Budapest, Cziráki utca 26–32., Hungary

The Customer is advised to include the information necessary to identify the order, the Product concerned, a description of the issue and the remedy requested.

The Seller handles and responds to complaints in accordance with applicable legislation.

If a consumer dispute cannot be resolved directly between the parties, the Consumer may refer the matter to a conciliation board.

The conciliation board competent according to the Seller's registered office is:

Budapest Conciliation Board

Address: 1016 Budapest, Krisztina krt. 99., 1st floor, Room 111, Hungary

Postal address: 1253 Budapest, P.O. Box 10, Hungary

Email: bekelteto.testulet@bkik.hu

Telephone: +36 1 488 2131

The Seller complies with its statutory obligation to cooperate in conciliation board proceedings.

19. Consumer Protection, Disputes, Promotions and Data Processing

In the event of an infringement of consumer protection rights, the Consumer may contact the competent consumer protection authority.

The parties will seek to resolve disputes primarily by amicable means.

If an amicable solution cannot be reached, the dispute may be submitted to a court having jurisdiction and competence under the applicable rules.

The Seller may periodically make promotions, discounts or other offers available. Additional conditions relating to a particular promotion may apply.

The Seller processes personal data in accordance with applicable data protection legislation and the current **Privacy Policy** of the Web Store.

Subscription to the newsletter is voluntary and is not a condition of making a purchase.

Newsletters and electronic marketing communications are sent on the basis of the Customer's separate consent. Consent may be withdrawn at any time.

The Web Store may use cookies and, where the user has provided the required consent, analytics and marketing technologies. Further details are provided in the Privacy Policy and the Web Store's cookie settings.

20. Amendment of the GTC, Governing Law and Model Withdrawal Form

The Seller may amend these GTC with effect for the future.

Amended GTC apply from the date specified therein following their publication in the Web Store.

An amendment does not affect contracts concluded before the amendment enters into force unless otherwise permitted or required by law.

Matters not regulated by these GTC are governed by Hungarian law, in particular the Hungarian Civil Code and the legislation in force concerning electronic commerce, consumer contracts, consumer protection, conformity and statutory guarantees.

If any provision of these GTC is found to be invalid or unenforceable, this shall generally not affect the validity of the remaining provisions.

Annex 1 – Model Withdrawal Form

To:

Beastee Kft.
1163 Budapest, Cziráki utca 26–32.
Hungary
Email: hello@beasteemerch.com

I hereby give notice that I withdraw from my contract of sale for the following Product(s):

Product(s):

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Date of conclusion of the contract / date of receipt:

.....

Order number (if available):

.....

Name of Consumer:

.....

Address of Consumer:

.....

Date:

.....

Signature of Consumer:

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(only if this form is submitted on paper)