



General Contract Terms and Conditions

These General Contract Terms and Conditions (“T&C”) regulate the rights and obligations of Filamania Korlátolt Felelősségű Társaság (“Supplier”) and the customer (“you”) using the electronic commerce services offered by Supplier through the website www.philament.eu. (Supplier and you are collectively referred to herein as “the Parties”). The T&C cover all legal transactions and services carried out through the website www.philament.eu whether effected by Supplier or its agent from Hungary or from abroad.

Supplier’s details:

Name: Filamania Kft.

Registered place of business and mailing address: Fenyőfa utca 23/A, 2310

Szigetszentmiklós, Hungary

József Attila út 57., 3527 Miskolc, Hungary

Phone number: +36 30 931 3973

E-mail address: info@philament.eu

Registration No.: 13-09-176224

Registration authority: Registry Court of the Tribunal of Budapest Region (Budapest Környéki Törvényszék Cégbírósága)

Tax No.: 25324880-2-13, EU VAT ID: HU25324880

1. General information, establishment of a contract between the Parties

1.1. These T&C cover all electronic commerce services offered through the webshop (“Philament webshop”) located at www.philament.eu (“the Website”). These T&C also cover all commercial transactions entered into between the Parties identified herein. Purchases made in the Philament webshop are regulated by Hungarian Act CVIII of 2001 on certain aspects of electronic commerce and information society services.

1.2. Purchases in the Philament webshop shall be made through electronically submitted orders as provided in these T&C.

1.3. Customer Service: Filamania Kft.

Customer Service location: József Attila út 57., 3527 Miskolc, Hungary • Customer Service opening hours: between 10:00 and 16:00 on weekdays

Phone: +36 30 931 3973

Web: www.philament.eu

E-mail: info@philament.eu

2. The order process

All parts of the Philament webshop are accessible to anyone including you free of charge, without preliminary registration. This means that you are not required to have a valid



registration to purchase in the Philament webshop; you may browse the offerings, select and order an item without registration or login.

You may submit orders for the selected items even if you are not registered or do not wish to register at all. If you wish to purchase without registration click on the basket to select the desired item(s). Enter your e-mail address under the selected item(s) and click Continue to proceed. Before submitting the order, use the window that pops up to enter all details requested by Supplier for the fulfilment of the order. You will be registered simultaneously with the order, so you will not be prompted to enter the details next time. Then, click on the basket to check if all order details, especially the prices and quantities, are correct and update the quantities if necessary.

Click “Continue” to select payment and delivery methods (see Clause 6 for details).

After selecting the delivery method, you can add a note to the order. This field is optional. After selecting the payment method, click “Continue” to go to the summary page where you can review the details before submitting your order to Supplier. If everything is found correct on the summary page, you must accept the Privacy Policy and the T&C and click “Continue” to submit the order to Supplier. This action will create an obligation on you to pay.

After submitting the order, you will receive an automatic confirmation of receipt, including key details of the order. This confirmation e-mail is sent for information purposes only to let you know that your order has arrived to Supplier.

If you want to register in the Philament webshop prior to submitting your order, you can do so by entering your e-mail address and an arbitrary password in the Registration section. Add your personal details in the “Profile” section. You can then purchase the selected item(s) according to the procedure described above.

You are solely responsible for the privacy of all user account information, especially your password. You should change your registration password immediately if you become aware of any unauthorized access thereto by a third person and also notify Supplier if your password is suspected to have been compromised by a third person in any way.

You can change your registration password at any time using the “Profile” section. If you have forgotten your login password, go to the “Login” section, click “Forgot My Password” and enter your registered e-mail address so that Supplier will e-mail you a new login password which you can change at any time while you are logged in.

5. Order confirmation, commitment to buy

5.1. Orders will be processed within 2 working days about which you will be notified via confirmation e-mail showing the details provided by you during purchase or registration (e.g. invoicing and delivery information), order ID, order date, names, quantities and prices of the items ordered, shipping charges, the total amount payable and the expected date of delivery.



If you pay by bank transfer, you will be notified of the expected date of delivery upon receipt of your payment into Supplier's bank account.

Supplier shall notify you immediately if it cannot meet its contractual obligation because the items set forth in the contract are not in stock.

5.2. You will be relieved from your commitment to buy if you do not receive a confirmation e-mail from Supplier without delay, i.e. within 2 working days from your order date.

5.3. If you have already submitted your order to Supplier and you notice an error in the order confirmation e-mail, you should notify Supplier accordingly within 1 business day.

5.4. Your order is deemed to be a contract concluded by electronic means as defined and provided for in Act V of 2013 on the Civil Code and Act CVIII of 2001 on certain aspects of electronic commerce and information society services. The contract falls under the scope of Government Decree 45/2014 (II.26.) on the detailed rules of contracts between consumers and companies and also conforms with the provisions of Directive 2011/83/EU of the European Parliament and of the Council on consumer rights.

6. Delivery and payment terms

6.1. Supplier will use a courier service to deliver the ordered items to you for a fee specified on the Website. Deliveries within Hungary and to other countries of the European Union will be made via Trans-o-flex and UPS respectively.

6.2. Shipping charges will be calculated on the basis of the items in your basket and your shipping address and will be made known to you during the order process. Supplier reserves the right to change shipping rates with effect from the date on which the change is posted on the Website. Such a change will not affect the shipping charges for already submitted orders.

6.3. The services ordered on the Website will be fulfilled by Supplier at the location specified in the order confirmation sent to you via e-mail.

6.4. Payment methods available in the Philament webshop: bank transfer, PayPal.

6.4.1. Bank transfer details:

Beneficiary's name: Filamania Kft.

Beneficiary's account No. (HUF): 10401983 50526778 50861019

Beneficiary's account No. (EUR): (HU50) 10401983-50526778-50861033

Bank's name: K&H Bank

Please include the Order ID in the reference field.

6.4.2. Payment by bank card

Shopping in Philament webshop is comfortable and secure through payment by bank card. After ordering the selected products you will be directed to the K&H Bank's website where you can pay with your bank card through an encrypted transaction that is currently considered the safest. You only has to choose "payment by bank card" option when choosing

the payment method, and then you have to type in the card number and the expiration date of your bank card and the 3-digit security code on the K&H Bank payment server. K&H Bank accepts VISA, VISA Electron, V-Pay, MasterCard, Maestro and JCB type bank cards. Bank cards authorized only for electronic transactions are only accepted if the usage of the card is authorized for this purpose by the issuing bank for that card. Please inquire at your bank whether your card can be used for internet shopping. K&H Bank will issue an authorization number for the transaction. The customer should write the number down, or print out the whole page. In case of an unsuccessful transaction, K&H Bank will send an error message and the cause of the error.

7. Right of withdrawal

You may withdraw from the contract without giving reasons and return the ordered item(s) pursuant to the provisions of Government Decree 17/1999 (II.5.) on distance contracts; Directive 2011/83/EU of the European Parliament and of the Council; and Government Decree 45/2014 (II.26.) on the detailed rules of contracts between consumers and companies.

8. Guarantee

Supplier is bound by a guarantee with respect to its products according to the Civil Code and Government Decree 151/2003. (IX. 22.) which means that Supplier will remain liable during the guarantee period unless it can prove that the defect is due to misuse of the product.

9. Warranty

9.1. Implied warranty

You can assert an implied warranty claim against Supplier for lack of conformity pursuant to Sections 6:159-167 of Act V of 2013 (Civil Code).

9.2. Product liability

You can assert a product liability claim against Supplier in accordance with Sections 6:168-170 of Act V of 2013 (Civil Code) in case the product sold to you is defective.

Szigetszentmiklós, 15 October 2015