

Orders

After selecting the product, the User clicks „move to basket”. After that he can choose between clicking „Return to the store” and „Proceed to checkout”. In the basket the User can delete or change the quantity of the product by using the input field. After clicking „Next” the user’s data will be displayed. If the User has not registered before, he has to submit billing and shipping data, then click „Proceed” and choose a payment method. If the User has already registered, he does not have to submit his data again.

Payment

In case of *Payment Request* the Service Provider registers the order and send a pro forma invoice to the Customer in email, who then makes the payment. Right after the payment arrives to the Service Provider’s bank account, shipping starts. The user can choose between picking up the product personally or delivery by logistics service.

In case of *bank transfer*, the Customer pays the invoice after placing the order, with advance payment. Also in this case the user can choose between picking up the product personally or having the goods delivered with logistics service.

At the bottom of the page extra notes can be added.

In case of discounts the User can purchase on a lower price by using the proper coupon code. At the bottom of the Payment and Delivery page, the user can receive detailed information about the price and shipping costs of the product. By clicking „Next” the User goes to the Summary page, where he can double check the details of the order. The order can be finalized by clicking „Submit order”. Service Provider accepts orders coming from abroad. These orders are performed with credit card payments.

Successful orders are confirmed with an automatic reply email, in which the Service Provider confirms the purchase with the pro forma invoice attached. The confirmation contains the details of the order: order number, customer data, name(s) of the ordered product(s), quantity, gross price, and the total price. By referring to the order number the Customer can post inquiries on any of the contacts.

After that the order goes live. Order confirmations are sent within 24 hours after placing the order, in case of holidays on the first working day after.

Service Provider informs the Customer about handing the package over to the logistics service and about the expected delivery date.

Prices are valid in the given time, for the given products. Discount prices are valid during the advertised time period. The order confirmation contains the total price of the product, including shipping costs. It is the condition of the contract that the User accepts and pays the confirmed price. After the confirmation of the bank transfer the product the User ordered goes in production and gets shipped to the User’s address.

In the www.pillangotukor.hu Webstore, product prices are in € (Euro). Prices are considered offers. Service Provider reserves the right to change the prices, which becomes binding in the moment the prices become displayed in the Webstore. These changes do not affect the prices of the products already ordered. In case of credit card payments Service Provider cannot reimburse the difference that emerged between the invoice of the payment notifier and the delivery of the product/personal pickup between the original price and the actual price.

Service Provider only accepts orders that have been submitted completely. Information submitted incorrectly (e.g. personal data, shipping address, incomplete order form) can affect or delay shipping. Service Provider is not responsible for delays, errors and problems arising due to incorrectly submitted information

Customer acknowledges and accepts that the product manufactured by the measures of his order cannot be used for further commercial use, therefore the refusal or circumvention of delivery does not relieve him from the obligation of payment. Such conduct is considered breach of contract that has legal consequences whose costs are paid by the Customer.

All orders are processed individually hence if multiple orders are submitted by the same user they will be delivered in separate packages. If the User wishes to extend his order he has to submit a new order on the Website and can request the Service Provider in writing to merge the orders. Service Provider takes such requests in consideration only if the request was submitted in writing, before the package is handed over to the courier.

Shipping

Shipping is performed only in case advance payment, payment upon delivery is not possible. Customer is informed about shipping costs before submitting the order. Shipping costs depend on package size, weight and location. Shipping time varies from order to order: the manufacturing and shipping of customized packages varies.

After submitting the order the Customer receives a confirmation with the expected delivery time.

Since Butterfly Mirror is custom manufactured to the Customer's individual taste, Customer cannot exercise the right to withdraw. After the package has been delivered to the customer, he cannot exercise the right to withdraw.

The products ordered in the Webstore are shipped by DHL. Shipping time to EU states is 2-3 days. In case of other countries shipping time may differ. Service Provider informs the Customer in email about this after his order.

Packages cannot be delivered to PO box or to PO box zip code. Packages are shipped to the address submitted by the Customer. Customer must submit the address as precisely as possible.

The courier has the right to open the package before delivery to check on it. Deliveries are performed on workdays between 8:00 and 18:00.

Customer must check the outside of the package in the presence of the courier. If the package is damaged it must be registered by the courier. Customer can decide whether to accept the package or send it back, which also must be registered. Service Provider replaces or refunds the full price of the returned, damaged, registered products. The Customer can open the package only after delivery. The courier always leaves the delivered product on the Customer's address, does not take it back. Without registered errors Service Provider does not accept complaints.

The package contains the product(s), the standard package, the Assembly Manual, an invoice and a delivery document.