

Terms and conditions

Wherever used herein, a pronoun in the masculine gender shall be considered as including the feminine gender as well.

By browsing and using www.pillangotukor.hu and www.butterfly-mirror.com (hereafter Website or Webstore) the User declares that he read and accepted the data management principles and terms and conditions of the use and services of the Webstore operated by Peplast Commercial and Service Provider Kft (hereafter Service Provider). According to Government Decree no. 17/1999. (II.S.) the User and the Service Provider stipulates a contract between distant parties.

Company data

Company name: Péplast Plastic Manufacturer and Trading Limited Liability Company

Address and sample store: 7628-Hungary, Pécs, István III. Akna

Tax number: 11562902-2-02

Company registration number: 02-09-065925

Registered by: Baranya County Registry Court

Website: www.butterfly-mirror.com

Email: hello@butterfly-mirror.com

CEO: Andras Palyov

Customer Support Phone: 0036 72 534 623

Customer Support Mobile: 0036 70 314 5952

Customer support opening hours: Monday-Friday: 8.00 - 16.00

Language of contract: English

The rules set out in the Terms and Conditions are binding for all services and transactions carried out through the website. The Website is also available in English at www.butterfly-mirror.com

Webstore

The purpose of the Website is the selling of the Butterfly Mirror product group, which consists of a mirror structure with a foldable drawer, legs, two types of hooks, the patterned or not patterned backside wings and of further accessories and jewelleryes.

The present Terms and Conditions are binding for all electronic commercial activities conducted on the Webstore.

The pictures and colors of the products on the Website are illustrations that can differ from reality, but the Service Provider makes every effort so that product pictures entirely represent reality. The main features and the gross price of the product designed and selected for purchase appear in detail when the User clicks on the given product in the mirror designer program. The images used on the Website are from the Service Provider's own sources. Service Provider reserves the right to change prices. Service provider does not take any liability for the correctness and fullness, but makes every effort to inform the customers as correctly as possible.

The User uses the Website at his own risk.

The entirety of the Website, its technical solutions, images, text, service and its elements and products are protected with intellectual property rights, trademark rights and other rights protecting intellectual property. The only rightful owner and user of all content displayed on the Website and all services available on the Website is the Service Provider. This includes the interface, structure, the right to edit, further materials, the software used, ideas, the graphics and the realizations of these.

Service Provider reserves its right to all elements of its service, to the www.butterfly-mirror.com domain name, and the connecting subdomains, sub-sites, and advertisement surfaces. Any activity that systematizes, lists, modifies, copies, archives or hacks the database of the Service Provider is prohibited, except if authorized in writing by the Service Provider. Any activity that hacks, copies, changes or creates new data in the source code is also prohibited, except if authorized in writing by the Service Provider.

Privacy Policy regulates the storage and management of the User's data. Privacy Policy can be found under Privacy which is in the footer of all pages of the Website.

Orders can happen exclusively online, through the mirror designer program, to which Service Provider provides a secure HTTP interface. Service Provider cannot take orders on phone, fax or in mail.

The showcased products can be ordered personally at the sample store in Pecs, or at www.butterfly-mirror.com.

Prices do not contain shipping. The ordered product(s) can be delivered to the User or the User can pick them/it up personally at the sample store. Prices are gross prices, they include VAT.

The prices displayed are not direct offers, Service Provider reserves the right to change prices. Service Provider does not take responsibility for the damages caused by eventual typos, program errors. Service Provider confirms the Customer's order in 48 hours. If the product is more expensive than how it was displayed in the Webstore, the Customer can desist from buying the product in an email.

By purchasing a product, the parties stipulate an electronic contract which is created and stored only electronically. Service Provider does not register or store the contracts in a printed format, they are not accessible on paper.

Service Provider stores contract data for 5 years starting from the date of the creation of the contract.

User can check, change or delete his basket any time after placing a product in the basket. The language of the contract is Hungarian, and the law of Hungary has to be applied. Service Provider does not submit itself to any code of conduct.

Registration

The User has to submit his personal data, billing and shipping address, email address and phone number to purchase products and services from the Webstore. With the registration and the purchase the User accepts the present Terms and Conditions and the Privacy Policy.

The benefit of the registration for the User is that he does not need to submit his information repeatedly at his future purchases and can also track the status of his order. Registration does not take more than 1 minute. Service Provider raises its Users'/Customers' attention to submitting their data carefully, so that shipping can be performed smoothly.

Designing a product

As the first step of the purchase experience, the User can decide whether to choose from the default product line put together by the Service Provider, or create his own, custom made product. Default products put together by the Service Provider or the User and/or the accessories that can be purchased separately.

The User can put together a new model with the Mirror Designer:

The User can choose the following:

- standing mirror structure (upper body with the mirror + legs) or wall-mounted
- the materials of the furniture
- the colors of the furniture. Natural colors get only a surface treatment with a bio oil or varnish. The pearly black, pearly white and pearly red colors mean a painted surface.
- graphics to the back of the wings
- further accessories

To each Butterfly Mirror the Service Provider gives a standard package which – depending on the order – contains the upper body with the mirror, the supporting leg, mounting accessories, 15 plastic hangers, and 2 earring hangers. The User can fix the hangers on the panels of the wings freely, as described in the User Manual.

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.butterfly-mirror.com 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 his 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.

By clicking the Redirect button the Customer accepts PÉPLAST Ltd (7628Pécs,Istvan Akna III.) at www.butterfly-mirror.com to provide the following personal data stored in its user database to OTP Mobil Ltd. (1093 Budapest, Közraktár street . 30-32.).Provided data: username, family name, given name, country, phone number, e-mail address. The purpose of data

transmission: customer support for users, confirming transactions and fraud-monitoring for users defence.

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 a 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.

Unsuccessful delivery

The courier attempts multiple deliveries. After multiple unsuccessful deliveries or if the Customer refuses to accept the package, if the package is undeliverable, if the addressee

cannot be identified, cannot be found, the package is being returned to the Service Provider. In this case all costs of the unsuccessful delivery have to be paid by the Customer, including the additional and repeated delivery costs. The repeated delivery of the product is possible only if the Customer pays the additional and repeated delivery costs in advance.

Exercising the right to withdraw

Government Decree no. 45/2014. (II. 26.) on the detailed regulation of contracts between customers and enterprises, chapter IV., 14., 29. § (1) The customer cannot exercise his right under § 20.:

- a) if the subject of the contract is a service, after the performance of the entirety of the service, if the performance was initiated with the consumer's express, prior consent and the consumer acknowledged that after the performance of the entire contract, he loses his right to withdraw;
- b) in case of non-pre-manufactured products that have been produced with the consumer's instruction or request, or in case of products that have been customized for the consumer's individual needs;

Parallel with the regulations above, Customer cannot exercise his right to withdraw when purchasing the mirror structure. In the process of the purchase, in the invoice the Customer instructs and agrees with Service Provider to start performing (start manufacturing the ordered item and prepare it for delivery). As the consequence of the above, Customer cannot exercise his right to withdraw after making the purchase. Service Provider cannot resell or refund the value of the products manufactured to individual needs. In case of hangers, Customer can exercise his right to withdraw for 14 days. In this case please contact Customer Support.

Warranty

Service Provider provides the warranty of the manufacturer and the warranty set out in the legal regulations in force, both of which may vary by product. Service Provider's warranty is regulated by the Hungarian Civil Code (Ptk.) and the no. 117/1991. (IX.10.) Government Decree.

Responsibility of the Service Provider

Purchasing on www.butterfly-mirror.com assumes that the Customer knows and accepts the possibilities and boundaries of the internet. The User or the Customer acknowledges that he has to weigh the eventual risks of browsing and purchasing on the websites. User has to take care of the sufficient protection of his computer and Service Provider is not liable for the damages caused by outside events, the use of the website, errors on the website, the alteration of data by anyone, the lag in the flow of information, viruses, software errors, errors in the internet network, other technical errors, line and system errors.

Service Provider reserves the right to change the conditions and rules of purchases, or to change the present terms and conditions. Changes enter into force from the moment they are published.

Complaint management

Customer can inform Service Provider on the hello@butterfly-mirror.com email address, either in English or in Hungarian. Service Provider responds to the incoming emails within 3 working days, and starts investigating the eventual problem.

Customer Support:

Péplast Kft, 7628 Pecs, Istvan III. Akna
Email: hello@butterfly-mirror.com
Phone.: 0036 70 313 4952

Newsletter

The Webstore can send information about its periodical events to the User's email address submitted upon registration. If the User subscribes to the newsletter, he agrees that the Webstore sends information about its products and to manage it as newsletter service. User has the right to unsubscribe anytime by sending a message to hello@butterfly-mirror.com.

Contract time

The present terms and conditions, hence also the conditions of orders and the prices – are valid until withdrawal. By registering on the Website the Customer acknowledges and accepts all conditions in the present regulation.

Data management and privacy policy are detailed under Privacy Policy.

In case of non-agreement, the User cannot use the Website.

Thank you for your attention.