



RED FOX
S T U D I O

General terms and conditions

1. Introduction

These General Terms and Conditions (hereinafter GTC) contain the conditions for the use of the service available on the rfstudio.hu website by the user (hereinafter: User). The technical information required for the use of the website, which is not included in these GTC, is provided by the information available on the website. By using the website, the User acknowledges and accepts the provisions of these GTC.

2. The Service Provider

Name: Red Fox Studio Ltd.

Head office: 6440 Jánoshalma Orczy u. 14.

Mailing address: 6440 Jánoshalma Orczy u. 14.

Name of the representative: Attila Papp

Tax number: 13899075-2-03

Community tax number: HU13899075

Account managing financial institution: Raiffeisen Bank Rt.

Account number: 12065006-01721081-00100003

E-mail address: info@rfstudio.hu

3. Activity on the website

The www.rfstudio.hu webshop sells mock-ups, accessories and auxiliary materials that can be used for mock-building. It ensures the delivery of the ordered products to any country in the world.

4. Terms of Use

4.1 Responsibility

The User may use the website only at his / her own risk and accepts that the Service Provider shall not be liable for property and non-property damages incurred during use, intentionally, through gross negligence or criminal offense, or for breach of contract damaging life, limb or health. In addition, the Service Provider excludes all liability for the conduct of the users of the website and that the User is fully and exclusively responsible for his own conduct. The User is obliged to ensure that the use of the website does not infringe the rights of third parties or the law, either directly or indirectly. The Service Provider is entitled, but not obliged, to check the content (for example, posts) made available by the Users during the use of the website, and the Service Provider is entitled, but not obliged, to look for signs of illegal activity and is not responsible for them.

4.2 Copyrights

The entire website (content, text, images, graphics, etc ...) is protected by copyright. All or any part of the website (content, text, images, graphics, etc ...) can only be done with prior permission. A request for a permit can be requested from the Service Provider at info@rfstudio.hu. Otherwise, copying, modification or distribution for commercial purposes without permission sent electronically is prohibited!

5. Shopping on the website

5.1 Ordering process

The website provides a product presentation and online ordering option for Users. You can browse the website using the User menu items. The products are categorized. Click on the category name to see the group of products in it. If all products in a given category do not fit on one page, you can use the "eye" icon below the products to view all products in that category. You can get from the product list to the detailed product subpage by clicking on the product image and name, here you can find information about the detailed parameters and price of the product you want to order.

On the website, it is possible to search for a product based on a search term. Results that match the search criteria are displayed in groups like the categories. The selected product can be placed in the basket using the basket button, the required number of pieces can be set by clicking on the basket. The User can check the contents of the shopping cart using the Shopping Cart menu item. Here you can change the quantity of the product in the basket and order the item.

The User can continue the purchase process by clicking on the Order button. Registration with incorrect or incomplete data will be canceled! The prices of the products listed in the Webshop are gross prices.

In case of registration, the User must provide the following real data: e-mail address, name, telephone number, billing address and, if different, the delivery address (in the case of a company, tax number, company name). In addition to the above data, a password is required for registration. The User can find out about the successful registration by e-mail and on the website. The User may request the cancellation of his registration by e-mail from the Service Provider, in which case he must re-register later. The User is responsible for keeping the access data confidential. The User is responsible for updating his / her data and is obliged to notify the Service Provider if he / she becomes aware that his / her data has been misused by a third party. In case of a forgotten password, a new password can be requested on the website to the registered e-mail address. If the User has previously registered on the website, the ordering process can be continued by entering the e-mail address and password. The next step in the order is for the User to select the appropriate payment and delivery method. With the help of a summary page, the User can check all his previously entered data and the products he wants to order, their quantity. In case of data entry errors, Something is not good, you can fix it with the back to checkout button. If you find everything suitable, you can use the Finalize Order button to finalize your order. You will receive a confirmation on the website or by e-mail. If, after recording the order (eg in the confirmation e-mail), it detects incorrect data, it must notify the Service Provider immediately, but not later than within 24 hours. Regardless of the order intent, the User can log in using the Login menu item. After logging in, a Change Data menu item will appear, where you can change the data entered during registration.

5.2 Wish list process

It is possible for the registered User to use the wish list. A product from which a product is not currently available at the time of ordering can be added to the wish list. Here you can select one or more products. Then, after the product is available again, the user will receive an automatic notification to the e-mail address provided by him. And then you can order the product as described in section 5.1.

5.3 Binding of offers, confirmation

The Service Provider informs the User about the confirmation within 72 hours. If the User does not receive this confirmation within 72 hours, the User is released from the obligation to make an offer, he is not obliged to accept the ordered products. The confirmation e-mail contains the data provided during the purchase, the order data, the name and price of the ordered product (s), the chosen payment and delivery methods, the order number, and in addition the User's comments on the order.

5.4 Conclusion of the contract

The contract is available in Hungarian, English and German. The submission of the order is considered to be an electronically concluded contract, for which Act CVIII of 2001 on certain issues of electronic commerce services and services related to the information society. the provisions of the law shall apply accordingly. The contract is covered by Government Decree 45/2014 (II.26.) On the detailed rules of contracts between consumers and businesses and takes into account the provisions of Directive 2011/83 / EU of the European Parliament and of the Council on consumer rights. In addition to the automatic confirmation e-mail, the Service Provider will send the User a second e-mail (separate acceptance e-mail) within 72 hours, accepting the User's offer, and thus the contract upon receipt of a separate e-mail on the Service Provider's acceptance of the offer. is created and not upon receipt of the automatic order confirmation email within 72 hours. We do not reserve the ordered products for the customer!

5.5 Registration of the contract

A contract concluded through the website does not qualify as a written contract, the Service Provider does not register it, nor does it subsequently accessible.

5.5 Invoice

The Service Provider issues an electronic invoice. The electronic invoice will be sent to the e-mail address provided by the user together with the electronic confirmation at the same time as the order is finalized.

5.6 Payment

5.6.1 By credit card in advance (from any country in the world)

When placing the order, the total amount on the summary screen must be settled (in the case of an order in Hungary, the cash-on-delivery option can also be selected). This can be done by the Customer with the following credit card types: Visa, Maestro, American Express, Diners Club and Discover.

5.6.2. Cash on delivery (only in Hungary)

If you want to settle the value of the order upon receipt of the package, select the "Cash on delivery" payment method. Only order the products you want if you can pay the delivery fee to the courier upon receipt of the package! In case of

non-received, returned packages, the delivery and return fee to the customer will be charged, we will only be able to resend it if the value of the package is transferred in advance again to start. If the customer does not pay the extra cost (delivery and return fee) caused to the service provider, the service provider will not fulfill another order for the customer.

5.7. Delivery

MPL courier service, in this case the delivery is performed by our partner, Magyar Posta Logistics. Delivery is possible on weekdays from Monday to Friday, from 08:00 to 17:00. In Hungary, if you cannot pick up the product at the requested address, the post office will try to deliver it again. If the product cannot be delivered even then, the product can be picked up at the post office for another 10 days. The post office will also announce this. Abroad, they take place according to the postal mail or parcel post regulations of the given country. Upon receipt of the product, the User is obliged to check whether the product is undamaged. If you experience damage to the packaging or the product, the User can ask the postman to take a report, because by receiving the product from the postman or signing the document confirming the receipt, the quantity and quality of the product will be received, which means that the user has only the right of withdrawal. therefore, after the departure of the person performing the delivery, the Service Provider is not able to accept subsequent quantitative and qualitative complaints. If the packaging or the product is visibly damaged upon receipt, and the damage occurred before the receipt of the goods, the Service Provider shall provide the return or replacement of the product free of charge. The Service Provider is not responsible for any damage detected after receipt! Shipping costs are the delivery prices indicated at the time of the order, which are valid for the address provided by the User.

5.7.1 Delivery time

Unless otherwise agreed, the Service Provider is obliged to provide (deliver) the product to the Consumer without delay, but no later than within thirty days after the conclusion of the contract. In the event of a delay by the Service Provider, the Consumer is entitled to set an additional deadline. If the Service Provider fails to perform within the additional deadline, the Consumer is entitled to withdraw from the contract. The Consumer is entitled to withdraw from the contract without setting an additional deadline if the Service Provider has refused to perform the contract or the contract should have been performed within the specified performance time - and not otherwise - according to the agreement of the parties or due to the recognizable purpose of the service.

6. Right of withdrawal

6.1. Procedure for exercising the right of withdrawal

The provisions of this section apply only to a natural person acting outside the scope of his / her profession, self-employment or business activity, who buys, orders, receives, uses, uses goods and is the addressee of commercial communications and offers related to the goods (hereinafter Consumer). To withdraw from the contract without giving reasons within fourteen (14) days from the date of receipt of the product, the last supplied product by the Consumer or a third party other than the carrier designated by him.

The consumer also exercises his right of withdrawal between the date of conclusion of the contract and the date of receipt of the product. If the Consumer wishes to exercise his right of withdrawal, he must send a clear statement of his intention to withdraw (for example by post or electronic mail) to the Service Provider using the contact details indicated in point 1 of these GTC. The Consumer shall exercise his right of withdrawal within the deadline if he sends his statement of withdrawal to the Service Provider before the expiry of the deadline indicated above.

However, the seller may claim compensation for damage resulting from improper use of the goods. If the goods returned under the right of withdrawal are not in perfect, resellable condition, the customer shall be liable for damages if the deterioration, destruction or other impossibility of returning the goods was caused intentionally or negligently. The burden of proving that he has exercised his right of withdrawal in accordance with the provisions set out in point 5 shall be on the Consumer. In both cases, the Service Provider will immediately confirm the receipt of the Consumer's withdrawal statement by e-mail. In the case of a written withdrawal, it shall be deemed to have been validated on time if the Consumer sends the statement to the Service Provider within 14 calendar days (even on the 14th calendar day).

When notifying by post, the Service Provider will take into account the date of posting or, in the case of notification by e-mail or fax, the time of sending the e-mail for the calculation of the deadline. The Consumer recommended a letter mail it as a consignment so that the date of dispatch can be credibly proved.

In case of withdrawal, the Consumer is obliged to return the ordered product to the address of the Service Provider indicated in point 1 without undue delay, but no later than within 14 days from the notification of his / her statement of withdrawal. The deadline is deemed to have been met if the Consumer sends the product (by post or delivers it to the courier ordered by him) before the expiry of the 14-day deadline. The cost of returning the product to the address of the Service Provider shall be borne by the Consumer. The Service Provider is not able to accept the package returned by cash on delivery. Apart from the cost of returning the product, no other costs shall be borne by the Consumer in connection with the withdrawal.

If the Consumer withdraws from the contract, the Service Provider shall immediately, but no later than within 14 days from the receipt of the Consumer's statement of withdrawal, reimburse all consideration paid by the Consumer, including transport (paid for delivery) costs, except for additional costs incurred. that the Consumer has chosen a mode of transport other than the cheapest standard mode of transport offered by the Service Provider. The Service Provider is entitled to withhold the refund until the product has been returned or the Consumer has proved to the credit that it has been returned: of the two, the Service Provider will take into account the earlier date. During the refund, the Service Provider shall use the same payment method as in the original transaction, unless the Consumer expressly consents to the use of another method of payment; there is no additional cost to the Consumer as a result of using this refund method. The Consumer shall only be liable for the depreciation of the product if it has occurred due to use in excess of the use necessary to determine the nature, properties and operation of the product.

6.2. A Fogyasztót mely esetekben nem illeti meg az elállási jog

Szolgáltatás nyújtására irányuló szerződés esetében a szolgáltatás egészének teljesítését követően, ha a Szolgáltató a teljesítést a Fogyasztó kifejezett, előzetes beleegyezésével kezdte meg, és a Fogyasztó tudomásul vette, hogy a szolgáltatás egészének teljesítését követően felmondási jogát elveszíti. Olyan termék vagy szolgáltatás tekintetében, amelynek ára, illetve díja a pénzügyi Szolgáltató által nem befolyásolható, a 14 napos elállási határidő alatt is lehetséges ingadozásától függ. Olyan nem előre gyártott termék esetében, amelyet a Fogyasztó utasítása alapján vagy kifejezett kérésére állított elő a Szolgáltató elő, vagy olyan termék esetében, amelyet egyértelműen a Felhasználó személyére szabtak. Romlandó vagy minőségét rövid ideig megőrző termék tekintetében.

A Vásárló nem gyakorolhatja elállási jogát, amennyiben a megrendelt termék olyan zárt csomagolású fogyasztási cikk, amely egészségvédelmi vagy higiéniai okokból a felbontás után nem küldhető vissza és a termék csomagolását felbontotta, és/vagy használatát már megkezdte. Fogyasztó e beleegyezésével egyidejűleg nyilatkozott annak tudomásul vételéről, hogy a teljesítés megkezdését követően elveszíti elállási jogát.

7. Warranty

7.1. Supplies warranty

In the event of faulty performance by the Service Provider, the User may assert a claim for warranty against supplies against the enterprise in accordance with the provisions of Act V of 2013 on the Civil Code. In the case of a consumer contract, the User who qualifies as a Consumer may assert his warranty claims within 2 years from the date of receipt, for product defects that already existed at the time of delivery of the product. After the two-year limitation period, the User can no longer enforce his or her warranty rights. The User is obliged to report the defect immediately after its discovery, but not later than within two (2) months from the discovery of the defect. The User can enforce his supply warranty claim directly against the company. In the event of a defect detected within six months of performance (ie delivery, receipt), the defect shall be presumed to have existed at the time of performance, unless this presumption is incompatible with the nature of the defect or the nature of the product. The Service Provider is only released from the warranty if it rebuts this presumption, ie proves that the defect of the product occurred after the delivery to the User. Based on this, the Service Provider is not obliged to grant the User's objection if it duly proves that the cause of the error is the consequence of the improper use of the product. However, six months after performance, the burden of proof is reversed, ie in the event of a dispute, the User must prove that the defect already existed at the time of performance.

7.2. Product warranty

Product warranty can only arise in the event of a defect in movable property (product). In this case, the User who qualifies as a Consumer - at his / her choice - shall may assert the right or product warranty claim specified in As a product warranty claim, the User may only request the replacement of the defective product. A product is considered to be 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 by the manufacturer. The User may assert his product warranty claim within two (2) years from the placing of the product on the market by the manufacturer. Upon expiry of this period, he shall lose this entitlement. The User may only exercise the product warranty claim against the manufacturer or distributor of the movable property. In the event of a product warranty claim, the User must prove the defect of the product. The manufacturer (distributor) is only released from its product warranty obligation if he can prove that:

- manufactured or placed the product on the market outside its business, or
- the defect was not recognizable at the time of placing on the market according to the state of the art or
- the defect of the product results from the application of legislation or a mandatory official regulation.

It is sufficient for the manufacturer (distributor) to prove a reason for the exemption.

Due to the same defect, a claim for a product warranty and a product warranty cannot be enforced simultaneously, in parallel. However, in the event of a successful product warranty claim, the User may enforce his or her warranty claim against the manufacturer for the replaced product.

7.3. Guaranty

151/2003 on the mandatory warranty for certain durable consumer goods in connection with the mandatory warranty for certain durable consumer goods. (IX. 22.) contains regulations. The (material) scope of the decree only applies to products sold under a new consumer contract concluded in the territory of Hungary and listed in the annex to the decree.

The mandatory warranty for the durable consumer goods listed in the annex to the Government Decree is 1 year, the starting date of which is the day of delivery of the product to the Consumer or, if the service is performed by the Service Provider or its agent, the date of commissioning. The company is released from its warranty obligation only if it proves that the cause of the defect arose after performance.

Due to the same error, the User may not assert the warranty and guarantee claim or the product warranty and guarantee claim simultaneously, in parallel with each other, otherwise the User shall not exercise the rights arising from the warranty in accordance with Section 7.1. and 7.2. regardless of the rights set out in point.

7.4. Enforcement of warranty claims

The User can assert his warranty claims at the following contacts:

Company name: Red Fox Studio Kft.
Mailing address: 6440 Jánoshalma, Orczy u. 14. Hungary
E-mail address: info@rfstudio.hu

8. Enforcement options

8.1. Place, time and method of complaint handling

The User may submit consumer complaints related to the product or the activities of the Service Provider at the following contact details:

Company name: Red Fox Studio Kft.
Mailing address: 6440 Jánoshalma, Orczy u. 14. Hungary
E-mail address: info@rfstudio.hu

The Service Provider shall, if possible, remedy the complaint immediately. If it is not possible to remedy the complaint immediately, due to the nature of the complaint or if the User does not agree with the handling of the complaint, the Service Provider shall record the complaint. In the event of a complaint communicated using the electronic communications service, the Service Provider shall send a copy of the minutes to the User at the latest at the same time as the substantive response. In all other cases, the Service Provider shall act in accordance with the rules applicable to written complaints. The Service Provider will respond to the complaint received in writing within 30 days. The measure means delivery by post within the meaning of this contract. If the complaint is rejected, the Service Provider shall inform the User of the reason for the rejection.

8.2. Other enforcement options

If any consumer dispute between the Service Provider and the User is not resolved during negotiations with the Service Provider, the following legal enforcement options are open to the User: Complaint to the competent consumer protection authority according to the place of residence. The first-level official tasks of consumer protection are performed by the district offices competent according to the consumer's place of residence, the list of which can be found here: <http://jarasinfo.gov.hu/>. Initiation of Conciliation Board proceedings (the contact details of the Conciliation Board competent according to the Service Provider's registered office must be indicated), Initiation of court proceedings.

8.3. Online dispute resolution platform

The European Commission has set up a website where consumers can register, allowing them to settle their online shopping disputes by completing an application, avoiding litigation. This allows consumers to assert their rights without, for example, being prevented from doing so by distance.

The online dispute resolution platform will be available from 15 February 2016 at the following url: <https://webgate.ec.europa.eu/odr/main/?event=main.home.show&lng=EN>

9. Reservation of rights, ownership clause

9.1 If the User has previously ordered a product without receiving it during delivery (excluding the case when he exercised his right of withdrawal), or did not search for the Product and returned it to the seller, the Service Provider will fulfill the order at the purchase price and subject to advance payment of transport costs.

9.2 The Service Provider reserves the right to restrict the User's right to access and access the Order and / or the choice and use of a payment method if the User may endanger the smooth operation of the Website and / or the Service Provider's activities. May cause damage. In this case, the User may contact the Customer Service of the Service Provider, where he will be informed about the reasons for the restriction (s).

10. Other

10.1 GTC, price modification

The Service Provider may amend these GTC, the prices of the products sold on the website and other prices indicated at any time without retroactive effect, the amendment shall take effect after its publication on the website and shall be valid only for transactions following the entry into force.

10.2 Technical limitations

Purchasing on the website presupposes that the User is aware of and accepts the possibilities and limitations of the Internet, in particular with regard to technical performance and errors. The Service Provider shall not be liable if any malfunction is detected in the Internet network, which prevents the operation of the website and the purchase.

10.3 Privacy policy

The service provider's privacy policy is available at the following address: <http://rfstudio.hu/files/RFS-AT-ENG.pdf>

10.4. Model withdrawal form

Company name: Red Fox Studio Kft.

Mailing address: 6440 Jánoshalma, Orczy u. 14. Hungary

E-mail address: info@rfstudio.hu

I, the undersigned, declare that I exercise my right of withdrawal from the contract for the sale of the product (s) indicated below. with regard to:

Order date:

Order number:

Consumer name:

Consumer address:

Consumer email:

Date:

Signature of the consumer (in case of a paper statement):

These General Terms and Conditions will enter into force on September 1, 2020.