

General Terms and Conditions

This document shall not be archived, it shall exclusively be signed in electronic form, it does not constitute a written contract, it is written in English language, it does not refer to a code of conduct. In case of questions on the webshop's operation, ordering and delivery processes, we are available at the contacts indicated below.

These General Contract Conditions governs the legal relations established on the service provider's website (<http://julius-k9.com>) and its sub-domains. These General Contracting Conditions are constantly available at: https://shop.julius-k9.com/en/general_contract_condition and can be downloaded from the link below: [General Terms and Conditions.pdf](#).

Service Provider's data

Name of service provider:

JK9 Shop Kft. (JK9 Shop Limited Liability Company)

Service Provider's registered head office (and the place for complaint management):

2310 Szigetszentmiklós, Ipar utca 10-12.

Service Provider's contact, regularly used electronic mail address serving to keep contact with users:

shop@julius-k9.com

Company registration number: 13-09-205651

Tax no: 27938960-2-13

Name of registration authority: Company Registration Court of Budapest and Vicinity

Phone: +36 24 515 560

Company's registration number for data protection: NAIH-90109/2015.

Language of the contract: English

Name, address and e-mail address of server capacity provider:

Sigmanet Kft.

1132 Budapest, Victor Hugo utca 18-22.

Tel: +36 20 388 7038

Fax: +36 1 700 1605

info@sigmanet.hu

Basic provisions

1. Issues not regulated in these Rules and Regulations as well as the interpretation thereof shall be governed by the Hungarian law, with special regard to Act V of 2013 on the Civil Code ("Ccode") and Act CVIII of 2001 on certain issues of electronic commerce activities and information society services (E-com Act) as well as the relevant provisions of Govt. Decree 45/2014 (February 26.) on the detailed rules of contracts between consumers and suppliers. The pertinent provisions shall govern the activities of the parties without a special stipulation to that effect.
2. These Rules and Regulations shall be valid as of June 02, 2020 and shall remain in effect until revocation. Service Provider shall have the right to unilaterally modify the Rules and Regulations. Such modifications shall be announced by Service Provider on its website 11 (eleven) days prior to their entry into effect. By visiting the websites, users acknowledge that all regulations related to the use of the websites shall automatically apply to them.
3. By entering the website of the webshop operated by Service Provider or reading its content in any other manner (even if they are not registered users of the webshop) Users shall acknowledge the provisions of the Rules and Regulations as mandatory for them. If Users do not accept the conditions, they do not have the right to view the content of the webshop.
4. Service Provider reserves all rights for the webshop's website, each detail thereof as well as the contents and the distribution of the website. The contents published on the website or any of the details thereof shall not be downloaded, electronically stored, processed and sold without Service Provider's written consent.

Registration/shopping

1. By shopping/registering on the website, Users declare that they have understood and accepted the provisions of these Rules and Regulations as well as the Data Protection Statement published on the website and consent to the data management.
2. In the course of shopping/registration, Users shall provide their own, valid data. If the data provided in the course of shopping/registration are invalid or may be connected to another person, the electronic contract shall be considered null and void. Service Provider excludes any liability in case Users use the services in the name of another person, providing another person's data.
3. Service Provider shall not be held liable for any delayed delivery and/or other problem or fault arising from false and/or inaccurate data provided by Users.
4. Service Provider shall not assume liability for any damages arising from Users forgetting their passwords or such passwords becoming accessible to unauthorized parties due to a reason not attributable to Service Provider.

Available products and services

1. The products displayed may only be ordered online. Product prices are indicated in Euros (EUR), they include the sales tax stipulated by law but they do not include the fee for home delivery. Specific packaging costs shall not be charged.
2. Webshop products
 - a. products needed for general care of dogs
 - b. special dog training equipment
 - c. clothes
 - d. other products related to dog sports
3. In the webshop, Service Provider displays the name and the detailed description of the product as well as a photo of the product. The images displayed on the data sheet of the product may vary from the reality, they may be illustrations. We shall not assume liability for any variance between the image in the webshop and the actual image of the product.
4. If a discount is provided in the context of a special offer, Service Provider shall fully inform Users about the special offers and their exact validity period.
5. If, despite Service Provider's utmost care, an erroneous price is indicated in the Webshop, with special regard to an obviously wrong price which varies significantly from the product's known, generally accepted or estimated price, or perhaps a "0" or "1" EUR price displayed due to a system error, then Service Provider shall not be obliged to deliver the product in return for the erroneous price but may offer delivery for the correct price instead, in the knowledge of which, Customers may withdraw from the purchase.
6. In the event of an erroneous price, there is a spectacular disproportion between the product's real and indicated price, which a general consumer needs to notice immediately. Pursuant to Act V of 2013 on the Civil Code (Ccode), the contract is concluded by the joint and unanimous expression of the parties' intentions. If the parties are unable to agree upon the contractual conditions, i.e. there is no joint and unanimous expression of the parties' intentions, then there is no such valid contract existing between them that rights and liabilities could arise from. Pursuant to the above, orders confirmed at an erroneous/wrong price shall be considered as contracts null and void.

The ordering process

1. After registration, Users log in the webshop / or they may begin shopping without registration, too.
2. Users set the number of product/products they wish to purchase.
3. Users place the selected products in the shopping cart. Users may view the content of the cart any time by clicking on the "cart" icon.
4. If Users wish to place further products into the cart, they select the "continue shopping" button. If they do not wish to purchase further products, they verify the number of products they intend to buy. They can delete the content of the cart by clicking on the "delete - X" icon. To finalize the quantity, Users click on the "update/ update cart" icon.
5. Users select the delivery address, then the delivery/payment types, which are as follows:

a. Payment types:

Credit Card payment: After placing the order, the user can pay safely through the site of SimplePay by giving the card data. The credit card payment is possible with Visa, Visa Electron, Meastro, MasterCard. SimplePay is sending certificate of the successful payment in e-mail. The price of the order is locked immediately on the account. After the successful payment the user can go back to the webshop or close the site.

Via bank transfer: Users shall transfer the price of the ordered products to the bank account number indicated in the order confirmation e-mail within 3 days. After the amount is credited to Service Provider's bank account, Users shall have the right to take over the product(s) in the manner defined by Users.

Payment via PayPal: The process of payment via PayPal is as follows:

The details of the transaction are indicated on the left of the page, while the right side displays two options:

- i. If Users already have a PayPal registration, then, having provided the valid user ID and password, they will see the data of the pre-set bank card and the payable amount. If they have multiple cards registered, they will have to select the card they want to use for the transaction, then they can facilitate the payment by clicking on the Pay Now sign, and then they are soon transferred back to the shop's page.
- ii. If they don't have a PayPal registration, then they need to fill out a form, after which they can pay the amount by using a Guest PayPal access, without having to register with PayPal. The form requests the following data (most of the fields are mandatory):

b. Delivery costs

Service Provider determines the exact delivery cost based on the delivery address and time, and informs Users accordingly, prior to the delivery.

6. If any fault or deficiency occurs in the webshop in terms of the products or prices, we reserve the right for correction. In such cases, we immediately inform the customer about the new data after detecting and correcting the error. After that, customers may once again confirm the order or either party also have the option to withdraw from the contract at this point.
7. The final payable amount indicated in the accumulated order and the confirmation letter shall include all costs. The invoice will be contained in the package. Upon delivery, Users shall examine the package in the presence of the courier and request to write a protocol if any damage is detected in terms of the products or the packaging. If there is a damage, Users are not obliged to take over the package. Service Provider shall not accept any posterior complaints without such protocol!
8. Having provided the data, Users can submit their order by clicking on the "submit order" button. Prior to that, they can once again check the data provided and/or add a comment to the order or indicate any other request related to the order via e-mail.
9. Correction of data entered erroneously: Before concluding the ordering process, Users can always step back to the previous phase, where they can correct the entered data.
10. Users receive a confirmation e-mail after submitting their order. If such confirmation fails to be returned to User within the deadline beginning upon the submission of the order and ending at the reasonable time expected based upon the type of the service but not later than 48 hours, then User shall be exempted from any order-related or contractual obligations. The order and its confirmation shall be considered received by Service Provider and/or Users when they become accessible for them. Service Provider shall exclude any confirmation liability if the reason for a delayed or failed confirmation is that the User entered a wrong e-mail address during the registration process or the User's e-mail account is no longer able to receive messages due to full storage space.

Processing and fulfillment of orders

1. Orders are processed during business hours (Monday to Friday from 07:30 to 16:00). Orders may also be submitted outside the opening hours shown above, orders submitted after the opening hours are processed on the next day. The customer service of the Service Provider will confirm the date of fulfillment electronically in all cases.

2. Products in stock are transferred to the delivery company within 2 days, after which the deadline of the delivery company (typically 1 week) shall apply. If Service Provider and User do not agree on the date of fulfillment, Service Provider shall be obliged to fulfill the contract by the date or within the deadline defined in User's notice, or, in lack of such notice, within thirty days after the date of Service Provider's receipt of the order.
3. If Service Provider fails to fulfill its contractual obligation due to the unavailability of the product defined in the contract, Service Provider shall immediately inform User accordingly and refund the amount paid by User immediately or within thirty days at the latest.
4. Service Provider shall not assume liability for potential changes in the technical manuals and descriptions not announced previously by subcontractors or other reasons not attributable to Service Provider. Service Provider reserves the right to partially or fully withhold already confirmed orders. Partial fulfillment may only take place after consultation and agreement with User!

Technical means for the detection and correction of data entry errors

Tools provided for the identification and correction of data entry errors before the submission of the order:

1. The content of the "Cart" can be reviewed, changed, or even deleted at any time.
2. Personal data (e.g.: invoicing address, delivery address, telephone No., etc.) related to registration can be reviewed, changed at any time under the "My Account" menu item.
3. The Customer can review the details of his/her order before submitting it under the "Cart" menu item.
4. After the submission of the order, if by mistake you have ordered something else than what you wanted, or you want to cancel your order, please contact us at the shop@julius-k9.com e-mail address! It is important that you do so as soon as possible after the submission of the order.

Conclusion of the contract of purchase

The contract concluded on the basis of the order submitted online (electronically) in the webshop qualifies as a distance contract, it is not regarded as a written contract, it is not filed by the Service Provider, and it will not be accessible later on. The language of the contract is Hungarian.

The order received by the Service Provider electronically qualifies as a claim (offer) of the Customer. The contract is concluded when the Service Provider confirms in an electronic message sent to the Customer that the order can be fulfilled. Both the claim and the confirmation shall be regarded as received by the other party when they become accessible to them.

The Service Provider shall not be responsible for any damage resulting from the fact that for reasons beyond its control – wrong e-mail address given by the customer, technical or other error of the e-mail service provider – the confirmation sent by it is delivered mistakenly, illegibly or to the spam folder, the confirmation shall qualify as accessible to the customer in such cases as well.

If the product is not in stock, the Service Provider informs the Customer thereof by an electronic message, which is either acknowledged by the Customer, or he/she may withdraw from the order. In this case the contract enters into effect on the date on which the Service Provider informs the Customer that the ordered product has been transferred to the courier service and the Customer acknowledges the expected date of fulfillment (does not cancel the order).

The right of withdrawal

1. Pursuant to Directive 2011/83/EU of the European Parliament and of the Council and the relevant provisions of Govt. Decree 45/2014 (February 26.) on the detailed rules of contracts between consumers and suppliers, Users may withdraw from the contract without explanation within 14 days after receiving the ordered product and return the ordered product. In lack of this statement, Users shall be able to exercise their right of withdrawal for the period of 1 year.

2. The period available for exercising the right of withdrawal shall expire within 14 days after the date of User or another person assigned by User (who must be other than the courier) taking over the product from the courier.
3. Users may also exercise their right of withdrawal during the period between the date of concluding the contract and the receipt of the product.
4. The cost of returning the product shall be borne by the consumer, the company did not assume liability for this cost.
5. In the case of exercising the right of withdrawal, Users shall not be liable for any other cost than that of returning the product but Service Provider may claim compensation for the material damage caused by nonstandard use.
6. Users shall not have the right of withdrawal in the case of such products that are manufactured based upon the consumer's instructions or explicit request or such products that are clearly customized for the purposes of the particular consumer.
 - a. the ordered product is perishable or preserves its quality for a brief period only
 - b. the product is in closed packaging and cannot be returned after post-delivery unpacking, due to health or hygiene reasons
 - c. the product, due to its type, mixes with other products in an irreversible manner after handover
7. Consumers may not exercise their right of withdrawal if:
8. Pursuant to the legal regulations above, having received the returned product and/or the withdrawal statement, Service Provider shall refund the paid amount to User immediately but within 14 days at the latest, including the delivery fee as well.
9. In the case of a refund, we shall apply the payment type equivalent to that of the original transaction unless Users explicitly approve of applying other payment types; the application of such refund type shall not incur any additional expenses for Users.
10. User shall return the products by mail or deliver them to the Service Provider's site without any unjustified delay but definitely no later than 14 days after the notice of withdrawal from the contract was sent to Service Provider.
11. In the case of a written withdrawal from the contract, it is sufficient if User sends the withdrawal statement within 14 days.
12. Meeting the deadline by Users means that they return by mail or hand over the product(s) before the end of the 14-day period.
13. The consumer shall only cover the direct expenses of returning the product, unless the company committed to bearing this cost.
14. Service Provider is not obliged to refund User for the additional expenses arising from the selection of a transportation manner other than the cheapest standard transportation manner offered by Service Provider.
15. User shall not be held accountable for the loss of value incurred for the products unless such loss of value was caused by a treatment other than the one fitting the type, features and functionality of the products.
16. Service Provider may withhold the refund until it gets back the product(s), or until User provides evidence that it(they) has/have been returned: of the two dates, the earlier one shall be considered.
17. If Users wish to exercise their right of withdrawal, they may notify Service Provider accordingly in writing via any of the contacts (even via the data sheet attached) or via phone. In case of a notification sent by mail, the date of posting shall be considered, while in the case of notification by phone, we shall consider the time of the phone call. In case of a notification by mail, such notifications are accepted by Service Provider if they are sent as registered mail or package. Users may return the ordered product to Service Provider by mail or by way of courier service.
18. Users must pay particular attention to the standard use of the product because any damage arising from non-standard use shall be borne by Users! Service Provider shall, within fourteen days after the product is returned, refund the price of the product, including the delivery costs, to the bank account specified by User.
19. Govt. Decree 45/2014 (February 26.) on the detailed rules of contracts between consumers and suppliers is available [here](#).
20. Directive 2011/83/EU of the European Parliament and of the Council is available [here](#).

21. Users may also contact Service Provider with any other complaints at the contacts specified in these Rules and Regulations.
22. The right of withdrawal shall not apply to business companies, i.e. such persons who conduct the transaction as part of their trade, full-time job or business activity.

Guarantee, warranty

Warranty against defects

1. *In which cases may Users exercise their right for warranty against defects?*

In case of a faulty fulfillment by a webshop operator company, Users may enforce their claim for warranty against defects in compliance with the provisions of the Civil Code.

2. *What rights do Users have based on their claim for warranty against defects?*

At their own discretion, Users may choose from the following claims for warranty against defects: they may request a repair or replacement, unless the fulfillment of User's chosen claim is impossible or incurs a disproportionately high additional cost for the company compared to another claim. If Users did not or could not request a repair or replacement, then they may demand a proportionate reduction of the price or may repair the fault themselves or have the fault repaired at the company's expense or, as a final measure, they can withdraw from the contract as well. Users may also transfer from the chosen claim for warranty against defects to another one but the costs of such transfer shall be borne by Users, unless such transfer was justified or arose from the company's conduct.

3. *What is the deadline for Users to enforce their claim for warranty against defects?*

Users shall communicate the fault immediately after its detection but no later than two months after such detection. Let us also point out that claims for warranty against defects may not be enforced after the expiry of the two-year term of limitation.

4. *Who can Users claim warranty against defects from?*

Users can claim warranty against defects from the company.

5. *What other conditions are there for claiming warranty against defects?*

Apart from the communication of the fault within six months after the fulfillment of contract, there are no other conditions as long as Users present evidence that the product and/or service was provided by the webshop operator. However, after the expiry of six months after the fulfillment of contract, the burden of proof shall be on Users to provide evidence that the fault detected by Users already existed at the time of fulfillment.

Product warranty

1. *In which cases may Users exercise their right for product warranty?*

In case of a fault in a tangible object (product), Users may, at their own discretion, claim warranty against defects or product warranty.

2. *What rights do Users have based on their claim for product warranty?*

As a product warranty claim, Users may only request the repair or replacement of the faulty product.

3. *In which case shall a product be considered as faulty?*

A product is considered faulty if it fails to meet the quality requirements valid at the time of sales or if it does not possess the features and characteristics indicated in the product description issued by the manufacturer.

4. *What is the deadline for Users to enforce their claim for product warranty?*

Users may enforce their claim for product warranty within two years after the product was marketed by the manufacturer. After the expiry of this deadline, this right shall not be valid any longer.

5. *Who can Users claim product warranty from and what other conditions are there?*

Product warranty can only be claimed from the manufacturer or distributor of the tangible object. In case of a claim for product warranty, Users shall provide evidence of the product's fault.

6. *In what cases is the manufacturer (distributor) exempted from its product warranty obligation?*

The manufacturer (distributor) shall only be exempted from its product warranty obligation if it can provide evidence that:

- it did not manufacture and/or market the product in the context of its business activity, or
- the fault was not detectable at the time of marketing according to the current level of science and technology, or
- the fault of the product arises from the application of a legal regulation or mandatory regulation by the authorities

The manufacturer (distributor) may be exempted if they provide evidence for any of the reasons above. Let me point out that you may not concurrently enforce a claim for warranty against defects and product warranty for the same fault in parallel. However, if you successfully enforced your claim for product warranty, you can claim warranty against defects for the replaced product or the repaired part from the manufacturer.

Guarantee

1. *In which cases may Users exercise their right for warranty against defects?*

Pursuant to Govt. Decree 151/2003 (November 22) on the mandatory guarantee for certain non-perishable commodities, webshop operator businesses are obliged to provide a guarantee in the case of faulty fulfillment.

2. *Based on the guarantee, what rights are Users entitled to and within what deadline?*

The guarantee period is one year. The guarantee period begins as of the date of the commodity being handed over to the consumer or, if the installation is performed by the distributor or its assigned representative, then as of the date of installation.

3. *When is the business company exempted from its guarantee obligation?*

The business company may not be exempted from its guarantee obligation unless it provides evidence that the cause of the fault emerged after the fulfillment of contract. Let us point out that you may not concurrently enforce a claim for warranty against defects and a claim for guarantee and/or a claim for product warranty and a claim for guarantee for the same fault in parallel. Nevertheless, Users are entitled to the rights arising from the guarantee, independently from the rights described in the chapters on product warranty and warranty against defects.

4. *Service Provider shall not provide guarantee and warranty for damage arising from natural wear and tear as well as any other injury, after the passing of the risk, that arose from wrong or negligent use, overuse and/or impacts varying from the defined ones and/or other non-standard use of the products.*

Processing of orders and fulfillment of contract

1. In the case of a contract between a consumer and a business company, the agreement of the parties may not vary from the provisions of the decree at the expense of the consumer.
2. It is the consumer's responsibility to provide evidence of the conclusion of the contract (by presenting an invoice or just a bill).
3. The costs incurred in connection with the fulfillment of guarantee obligations shall be borne by Service Provider (Section 6:166, Ccode).
4. Service Provider shall take a protocol of the consumer's claim for warranty or guarantee communicated to Service Provider.
5. A copy of the protocol shall immediately be handed over to the consumer in a certifiable manner.
6. If, upon the reception of consumer's claim for warranty or guarantee, Service Provider is unable to make a statement whether or not such claim can be fulfilled, Service Provider shall inform consumer about its

standpoint (if the claim is rejected, then about the explanation of the rejection as well as the opportunities to turn to an arbitration board) within five working days in a certifiable manner.

7. Service Provider shall keep the protocol for three years after the date of taking it, and shall present it to the controlling authority upon request.
8. Service Provider shall make its reasonable endeavours to implement the repair or replacement within fifteen days at the latest.

Miscellaneous provisions

1. Service provider is entitled to involve an authorized agent in order to fulfill its obligation. Service Provider shall assume full liability for the unlawful conduct of its authorized agent just as if it were its own.
2. If any part of these Rules and Regulations becomes invalid, illegal or unenforceable, it shall not impact the validity, legality and enforceability of the remaining parts.
3. Service Provider's refrainment from exercising its right arising from the Rules and Regulations shall not be considered as a waiver of such rights. Any waiver of rights shall not be valid unless it is implemented by way of a relevant written statement. Any instances of Service Provider not insisting upon the strict fulfillment of certain conditions or stipulations of the Rules and Regulations do not mean that Service Provider has waived its right to insist upon the strict fulfillment of the particular condition or stipulation later on.
4. Service Provider and User shall attempt to settle their disputes in an amicable manner.

The complaint management process

1. The objective of our webshop is to fulfill each order in the appropriate quality to the full satisfaction of the customer. However, should Users still have complaints in connection with the contract or its fulfillment, they can communicate their complaints via the phone number, e-mail address or mail service indicated above.
2. Service Provider shall immediately look into the oral complaint and provide remedy as needed. If customer disapprove of the management of the complaint, or the immediate investigation of the complaint is not possible, then Service Provider shall immediately take a protocol of the complaint and Service Provider's standpoint concerning such complaint, and hand over a copy to the customer.
3. Written complaints shall be answered in writing by Service Provider within 30 days. Service Provider shall explain its rejective standpoint. Service Provider shall store the protocol of the complaint and a copy of the answer for five years, and present it upon such request from the controlling authorities.
4. If you need further information, or have a special request or problem, please contact our customer service at the shop@julius-k9.com e-mail address!
5. Please note that in the event of the rejection of your complaint you are entitled to initiate an official or conciliation body procedure for the settlement of your complaint at the following contact details.
6. The Service Provider shall use the conciliation body procedure for the settlement of consumer disputes.
7. As of 1st January 2017, customers are also entitled to file their complaints with the district offices having territorial jurisdiction. The contact details of the district offices having territorial jurisdiction are available here: jarasinfo.gov.hu
8. If you have a complaint, you are entitled to turn to a conciliation body at the following contact details:

Bács-Kiskun County Arbitration Board

6000 Kecskemét, Árpád krt. 4.

Phone: (76) 501-525, (76) 501-500

Fax: (76) 501-538

President: Dr. Horváth Zsuzsanna

bekeltetes@bacsbekeltetes.hu

Baranya County Arbitration Board

7625 Pécs, Majorossy Imre u. 36.
Mailing address: 7602 Pécs, Pf. 109.
Phone: (72) 507-154
Fax: (72) 507-152
President: Dr. Bodnár József
bekelteto@pbkik.hu

Békés County Arbitration Board

5601 Békéscsaba, Penza ltp. 5.
Phone: (66) 324-976, 446-354, 451-775
Fax: (66) 324-976
President: Dr. Bagdi László
bmik@bmik.hu

Borsod-Abaúj-Zemplén County Arbitration Board

3525 Miskolc, Szentpáli u. 1.
Phone: (46) 501-091, 501-870
Fax: (46) 501-099
President: Dr. Tulipán Péter
bekeltetes@bokik.hu

Budapest Arbitration Board

1016 Budapest, Krisztina krt. 99.
Phone: (1) 488-2131
Fax: (1) 488-2186
President: Dr. Baranovszky György
bekelteto.testulet@bkik.hu

Csongrád County Arbitration Board

6721 Szeged, Párizsi krt. 8-12.
Phone: (62) 554-250/118 mellék
Fax: (62) 426-149
President: Dr. Horváth Károly
info@csmkik.hu

Fejér County Arbitration Board

8000 Székesfehérvár, Hosszúsétatér 4-6.
Phone: (22) 510-310
Fax: (22) 510-312
President: Dr. Vári Kovács József
fmkik@fmkik.hu

Győr-Moson-Sopron County Arbitration Board

9021 Győr, Szent István út 10/a.
Phone: (96) 520-202; 520-217
Fax: (96) 520-218
President: Horváth László
bekeltetotestulet@gymkik.hu

Hajdú-Bihar County Arbitration Board

4025 Debrecen, Petőfi tér 10.

Phone: (52) 500-749

Fax: (52) 500-720

President: Dr. Hajnal Zsolt

hbkik@hbkik.hu

Heves County Arbitration Board

3300 Eger, Faiskola út 15.

Levelezési címe: 3301 Eger, Pf. 440.

Phone: (36) 416-660/105 mellék

Fax: (36) 323-615

President: Dr. Gordos Csaba

hkik@hkik.hu

Jász-Nagykun-Szolnok County Arbitration Board

5000 Szolnok, Verseggy park 8.

Phone: (1) 269-0703

Fax: (1) 269-0703

President: Dr. Lajkóné dr. Vígh Judit

kamara@jnszmkik.hu

Komárom-Esztergom County Arbitration Board

2800 Tatabánya, Fő tér 36.

Phone: (34) 513-010

Fax: (34) 316-259

President: Dr. Rozsnyói György

kemkik@kemkik.hu

Nógrád County Arbitration Board

3100 Salgótarján, Alkotmány út 9/A.

Phone: (32) 520-860

Fax: (32) 520-862

President: Dr. Pongó Erik

nkik@nkik.hu

Pest County Arbitration Board

1055 Budapest, Kossuth tér 6-8.

Phone: (1) 474-7921

Fax: (1) 474-7921

President: dr. Csanádi Károly

pmbekelteto@pmkik.hu

<http://www.panaszrendezes.hu>

Szabolcs-Szatmár-Bereg County Arbitration Board

4400 Nyíregyháza, Széchenyi u. 2.

Phone: (42) 311-544, (42) 420-180

Fax: (42) 311-750

President: Görömbeiné dr. Balmaz Katalin

bekelteto@szabkam.hu

Zala County Arbitration Board

8900 Zalaegerszeg, Petőfi utca 24.
Phone: (92) 550-513
Fax: (92) 550-525
President: Dr. Molnár Sándor
zmbekelteto@zmkik.hu

Somogy County Arbitration Board

7400 Kaposvár, Anna utca 6.
Phone: (82) 501-000
Fax: (82) 501-046
President: Dr. Novák Ferenc
skik@skik.hu

Tolna County Arbitration Board

7100 Szekszárd, Arany J. u. 23-25.
Phone: (74) 411-661
Fax: (74) 411-456
President: Dr. Gáll Ferenc
kamara@tmkik.hu

Vas County Arbitration Board

9700 Szombathely, Honvéd tér 2.
Phone: (94) 312-356
Fax: (94) 316-936
President: Dr. Kövesdi Zoltán
vmkik@vmkik.hu

Veszprém County Arbitration Board

8200 Veszprém, Radnóti tér 1.
Phone: (88) 814-121
Fax: (88) 412-150
President: Dr. Hajvecz Klára
info@bekeltetesveszprem.hu

Zala County Arbitration Board

8900 Zalaegerszeg, Petőfi u. 24.
Phone: (92) 550-513
Fax: (92) 550-525
President: Dr. Molnár Sándor
<mailto:zmbekelteto@zmkik.hu>

9. Arbitration boards have the competency to settle consumer-related legal disputes in an out-of-court manner. The function of arbitration boards is to attempt to facilitate an agreement between the parties for the settlement of a consumer-related legal dispute. In the event of an unsuccessful attempt, the board passes a resolution in the case to ensure a simple, rapid, efficient and cost-effective enforcement of consumer rights. Upon request from the consumer or the Service Provider, the arbitration board advises the parties regarding the rights and liabilities of consumers.
10. As for international, consumer-related legal disputes in connection with online sales or online service contracts, the only competent entity for such procedure is the arbitration board operating as an auxiliary of the Budapest chamber of commerce and trade.

11. Service Provider is obliged to cooperate in an arbitration board procedure. Such obligatory cooperation includes sending its response to the arbitration board and ensuring the participation of the person entrusted to facilitate an agreement in the course of the hearing. If the business company's head office or site is not registered in the county of the chamber operating the geographically competent arbitration board, then the business company's cooperation obligation covers the offer of an option to make a written agreement in compliance with the consumer's demand.
12. The customer is be entitled to enforce his/her claim arising from a consumer dispute in court under the provisions of the Civil Code and the Code of Civil Procedure.

Intellectual property rights

1. Since Julius-k9.com as a website constitutes an intellectual property, contents published on the Julius-k9.com website or any parts thereof are forbidden to download (copy), re-transmit to the public, use in any other manner, store, process and sell electronically without Service Provider's written approval.
2. Even in case of a written approval, any materials from the Julius-k9.com website or its database may only be used with proper reference to the given website.
3. Service Provider shall reserve all rights to each element of its service, its domain names, the secondary domain names derived thereof as well as the online advertisement surfaces.
4. It is forbidden to adapt or reverse-engineer the contents of the Julius-k9.com website or any part thereof; to create user identifications and passwords in an unfair manner; to use applications enabling their user to modify or index the Julius-k9.com website or any of its parts.
5. The Julius-k9.com name is protected by copyright. Apart from referencing, it may not be used without Service Provider's written approval.
6. User acknowledges that Service Provider shall be entitled to a penalty if the materials are used without the appropriate license. The amount of the penalty is 70 000 HUF per image gross and/or 20 000 HUF per word gross. User acknowledges that this penalty stipulation is fair and shall browse the site being aware of that. In the case of a violation of intellectual property rights, Service Provider shall apply a notarial certificate, the cost of which shall be transferred to the violator as well.

Data protection and privacy policy

The privacy policy of the website is available at: https://shop.julius-k9.com/en/data_protection

Online dispute resolution platform

The European Commission has set up a web-based platform for consumers who wish to make a complaint about a product or service purchased by them online, and would like to ask a neutral third party (dispute resolution body) to handle the dispute. The dispute resolution bodies listed on the online dispute resolution platform all meet certain quality standards and are recognized by the national authorities. The website is available in 23 official languages of the EU.

<http://ec.europa.eu/consumers/odr>

Szigetszentmiklós, 2nd June 2020