

## **Product return / Warranty**

**IMPORTANT:** Before sending it back, please make sure that you have tried to put the vibrating product into operation based on the product description on the website. Please make sure that you have inserted the battery correctly in the battery room.

### **More Important Information:**

- Sealed and/or used, defective products can only be exchanged for the same type - In case of a faulty product, please make sure that:

- you have placed the right number of batteries in the product with the right polarity
- use a normal battery and not a rechargeable one (larger ones may get stuck)
- in the case of battery-powered products, charge the product before use

- In case of cancellation within 30 days, the price of the hygiene product can only be refunded if the packaging is sealed.

- We are unable to accept a package returned by cash on delivery.

- If you return a working product that has not been properly installed, we are forced to charge a 5 € return shipping fee.

- We recommend sending the product to be returned as registered shipmentl.

- The information is not comprehensive, detailed information and information can be found in the T&C/FAQ menu item of our online store.

- The use of the [return form](#) is not mandatory, but we would appreciate it if you could use it to help our work and in this case we will be able to complete the exchange faster. In other cases, please let us know the exact details of the exchange by e-mail ([info@webshoplog.hu](mailto:info@webshoplog.hu)).

**Return the product to this address:**

**Webshop Logisztika Kft. Hungary 1097 Budapest, Ecseri út 14-16.**

## Contract confirmation

45/2014 on contracts concluded between absentees. (II. 26.) According to government decree, we hereby inform you of the following:

The seller of the product you purchased is Webshop Logisztika Kft., named as "supplier" in the invoice header, a delivery contract (purchase) has been created between the Supplier and you.

The name, quantity, purchase price and VAT content of the products you ordered, as well as the delivery method and price, are included in the invoice data.

We would like to inform you that, based on the Government Decree, you have the right to withdraw from the contract **within 30 days after** receiving the product (instead of the 14 days you voluntarily undertook). If you withdraw from this contract, we will immediately, but no later than within 14 days from the date of receipt of your withdrawal statement, refund all the consideration you have provided, including the cost of transport (except for the additional costs incurred due to the fact that we have chosen the cheapest standard method of transport you chose a different mode of transport.) During the refund, we use the same payment method as the payment method used during the original transaction, unless you specifically give your consent to use another payment method; you will not incur any additional costs due to the application of this refund method.

You can exercise your right of withdrawal in writing, in person, and by e-mail.

**IMPORTANT:** The right of withdrawal cannot be exercised in the case of the following products, if the packaging of the product is not damaged: intimate and hygiene products, dietary supplements, vitamins, sexual aids, accessories, cosmetics, underwear and other similar products, which are in § 9 of the Government Decree ( According to point 1) e), they are classified as products with closed packaging, which cannot be returned after being opened after delivery for reasons of health protection or hygiene.

In the case of other product ranges, you are responsible for paying for damages resulting from product damage and improper use.

In case of cancellation, we will refund the purchase price of the product and the shipping cost within 14 days at the latest, or we will exchange the product for another product according to your wishes. You will be responsible for the costs of resending the replacement product, unless a replacement product has been delivered.

45/2014. (II. 26.) Government Decree 8/B. § (2), "If the consumer is entitled to withdraw from the contract without setting an additional

deadline and exercises his right of withdrawal, the company shall immediately, but no later than within fourteen days from learning of the withdrawal, refund the entire amount paid by the consumer as compensation, including the performance also related costs."

The invoice received for the products at the time of purchase is also considered the product's warranty card. The date of commissioning of the product is the same as the date of payment of the invoice. The warranty period for our motorized products and sex furniture:

- One year in the case of a unit sales price of HUF 10,000 but not exceeding HUF 100,000,
- Two years in the case of a unit sales price exceeding HUF 100,000 but not exceeding HUF 250,000,
- Three years above HUF 250,000 unit sales price.

The condition for exercising the warranty is the existence of the original invoice. Act V of 2013 on the Civil Code and Act 270/2020 on the guarantee. (VI. 12.) Government Decree, 151/2003. (IX. 22.) Government Decree and 249/2004. (VIII. 27.) The rules of the Government Decree apply. You can send the defective product and any complaints by post to 1097 Budapest, Ecseri út 14-16. For failure resulting from improper use and damage, natural wear and tear, etc. warranty does not apply. The warranty does not affect the consumer's legal rights.

As our customer, in the event of a legal dispute, you can also initiate the procedure of the conciliation board operated by the county (capital city) chambers of commerce and industry. You can find more information about this here: <http://www.bekeltetes.hu>

If you have any questions, we are at your disposal at the e-mail address [info@webshoplog.hu](mailto:info@webshoplog.hu). Other provisions of the contract can be found in the T&C menu of our online store.