

Terms and Conditions - KovaPapír

Effective as of July 31, 2026

1. Introductory provisions

These General Terms and Conditions – hereinafter referred to as the “GTC” – contain the contractual terms and conditions applicable to purchases made through the **KovaPapír online store** on the **www.kovapapir.hu** website.

The operator and seller of the online store:

Company name: Kova '2 Nyomtatvány Bt.

Registered office: 1149 Budapest, Nagy Lajos király útja 191.

Mailing address: 1149 Budapest, Nagy Lajos király útja 191.

Store/pick-up point address: 1149 Budapest, Nagy Lajos király útja 191. ground floor

Registering authority: Company Court of the Budapest Regional Court

Company registration number / registration number: 01-06-741763

Tax number: 21008450-2-42

Name of representative: Gyuris-Kovács Andrea Emese

Telephone: +3630 647 6887

E-mail address: info@kovapapir.hu

Website: www.kovapapir.hu

Hosting provider: InfoNetfort Kft.

Registered office of the hosting provider: 7900 Szigetvár, Szent István lakótelep 17.

Contact details of the hosting provider:

- Email: kapcsolat@netfort.hu
- Web.: www.netfort.hu
- Tel.: +36305302953

Hereinafter, the operator shall be referred to as the “Service Provider” or “Seller”.

The user, visitor, or purchaser of the online store shall hereinafter be referred to as the “User”, “Buyer”, or “Customer”.

A Consumer is a natural person acting outside the scope of their independent occupation or business activity.

A Business is a person acting in the course of their profession, independent occupation, or business activity.

2. Scope and acceptance of the GTC

These GTC apply to all electronic commerce services provided through the kovapapir.hu website.

Purchases in the online store are made by placing an order electronically.

Before submitting an order, the Buyer is required to read and expressly accept the provisions of these GTC. Acceptance of the GTC is confirmed by ticking the checkbox on the order form.

By submitting the order, the Buyer declares that:

- they have read the provisions of these GTC;
- they have understood and accepted them;
- they have read the contents of the Privacy Policy;
- the information they have provided is true and accurate;
- they are authorised to place the order.

Telephone: +36 (1) 488-2131

Website: <https://bekeltet.bkik.hu/elerhetosegek>

The current contact details of the conciliation boards can be found on the official central website of the conciliation boards.

The Consumer is entitled to choose another conciliation board with jurisdiction to conduct the proceedings.

The Service Provider has not made a general declaration of submission to the jurisdiction of a conciliation board.

25. Court proceedings

The parties shall endeavour to settle their disputes amicably.

If the dispute cannot be settled amicably, the parties are entitled to bring the matter before a court.

In the case of a consumer dispute, these GTC do not restrict the consumer's statutory rights regarding the choice of court or jurisdiction.

For disputes arising from non-consumer contracts, the parties – depending on the subject-matter jurisdiction – agree to the exclusive jurisdiction of the Central District Court of Pest, provided that such jurisdiction agreement is permitted by law.

26. Coupons, promotions and discounts

The Service Provider may periodically offer coupons, discounts, and promotions.

The terms and conditions of individual coupons and promotions are set out in the relevant information.

Unless otherwise provided:

- one coupon may be used per order;
- coupons cannot be exchanged for cash;
- coupons cannot be combined with other discounts;
- coupons may only be used within their validity period;
- coupons cannot be applied retroactively;
- coupons may only be used towards shipping costs if expressly permitted by the applicable terms and conditions;
- the discount may not reduce the amount payable below HUF 0.

In the event of withdrawal or partial product return, the refund amount shall be determined based on the purchase price actually paid after the discount has been applied.

If, due to the partial return of an order, the Buyer no longer meets the conditions of the discount, the Service Provider may recalculate the discount in accordance with applicable legislation and the terms of the promotion communicated in advance.

28. Product reviews

If the online store provides an option to submit product reviews, the Service Provider is entitled to refuse to publish or to remove any review that:

- is unlawful;
- is offensive, hateful, or threatening;
- contains false statements of fact;
- contains advertising or unsolicited promotional content;
- discloses personal data;
- is unrelated to the product;
- infringes the rights of another person;
- was created automatically or deceptively.

The Service Provider shall indicate whether reviews are from verified purchasers and shall briefly describe the verification method.

The Service Provider shall not falsely claim that a review was submitted by a consumer who actually purchased or used the product.

29. Newsletter and direct marketing

Subscribing to the newsletter is voluntary.

The Service Provider shall send electronic marketing messages only with the recipient's prior, clear, and express consent.

The subscriber may withdraw their consent at any time, without giving a reason and free of charge:

- using the unsubscribe link contained in the newsletter;
- by sending a message to info@kovapapir.hu;

Unsubscribing from the newsletter does not affect the sending of messages related to order fulfilment, the contract, or customer service.

30. Data protection

The Service Provider processes the personal data of Buyers in accordance with applicable data protection legislation.

The detailed rules governing data processing are set out in the Privacy Policy available as a separate document on the website.

The Privacy Policy is available at:

[PRIVACY POLICY WEBSITE ADDRESS]

Detailed information regarding the use of cookies is provided in the Cookie Policy:

[COOKIE POLICY WEBSITE ADDRESS]

31. Copyright

The entire content of the website, including in particular:

- texts;
- product descriptions;
- photographs;
- graphics;
- logos;
- visual identity elements;
- databases;
- software solutions;
- layouts

may be protected by copyright or other intellectual property rights.

Unauthorised copying, modification, distribution, commercial use, or communication to the public of the content is prohibited.

The content of the website may only be used for personal, non-commercial purposes, within the scope of permitted uses provided for by law.

32. Liability

The Service Provider shall not be liable for any damage resulting from:

- improper use of the website;
- incorrect or incomplete data provided by the Buyer;
- a malfunction of the Buyer's device, internet connection, or software;
- a failure of a third-party service;
- improper handling of the Buyer's access credentials;
- a force majeure event

provided that the damage was not caused by the intentional or grossly negligent conduct of the Service Provider.

Provisions excluding or limiting the Service Provider's liability shall not apply where the exclusion or limitation of liability is prohibited by law.

The Service Provider does not exclude or limit:

- its liability for damage caused to life, physical integrity, or health;
- its liability for intentionally caused damage;
- mandatory statutory rights granted to consumers.

33. Technical requirements

An internet connection and a browser capable of properly displaying the website are required to use the online store.

Supported browsers and technical requirements:

[E.G. CURRENT VERSIONS OF CHROME, FIREFOX, EDGE AND SAFARI.]

The Service Provider does not guarantee that the website will operate without errors on all outdated devices or browsers.

The Service Provider is entitled to temporarily suspend the operation of the website for maintenance, development, or security reasons.

34. Force majeure

Force majeure means any circumstance beyond the control of the parties that was unforeseeable at the time of conclusion of the contract and whose avoidance or remedy could not reasonably be expected of the affected party.

Such events may include, in particular:

- natural disaster;
- war or terrorist act;
- epidemiological restriction;
- official or governmental measure;
- nationwide or regional service outage;
- prolonged power outage;
- serious failure of an IT or telecommunications system;
- strike;
- closure of a transport route;
- extraordinary shutdown of a supplier or logistics system.

The party affected by force majeure shall notify the other party without undue delay, taking the circumstances into account.

Force majeure does not exempt a party from payment or refund obligations where fulfilment remains possible despite the circumstances.

35. Code of conduct

The Service Provider does not have a code of conduct.

36. Severability

If any provision of these GTC is deemed invalid, unlawful, or unenforceable, this shall not affect the validity of the remaining provisions of the GTC.

In place of the invalid provision, the applicable statutory provision shall apply.

37. Entry into force of the GTC

These GTC shall enter into force on July 31, 2026.

The Service Provider reserves the right to amend the GTC, in particular in the event of:

- changes in legislation;
- changes in regulatory practice;
- changes in the operation of the online store;

- introduction of a new payment or delivery method;
- technical development

or similar circumstances.

The amended GTC shall apply to orders placed after their publication on the website.

ANNEX 1

Withdrawal form template

Complete and return this form only if you wish to withdraw from the contract.

To:

Kova '2 Nyomtatvány Bt.

1149 Budapest, Nagy Lajos király útja 191.

info@kovapapir.hu

I, the undersigned, hereby declare that I exercise my right of withdrawal with regard to the contract for the purchase of the following product or products:

Name of the ordered product or products:

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Order number:

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Date of conclusion of the contract / date of order:

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Date of receipt of the product:

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Name of the consumer:

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Address of the consumer:

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Bank account number required for the refund of the purchase price, if the refund is made by bank transfer:

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Date:

Signature of the consumer:

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Required only in the case of a declaration submitted on paper.

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Before publication, the company details, payment and delivery methods, return address, hosting provider, and the competent regional conciliation board must be completed, among other things. In addition to the General Terms and Conditions, a separate Privacy Policy and cookie management document may also be required. As the legal content is affected by the specific range of products, the form of the business, and the technical operation of the webshop, a legal or consumer protection expert review is recommended before going live.