

General Terms and Conditions

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General Terms and Conditions of Use

If you wish to become a customer or an active user of our webshop, please read the Terms and Conditions carefully and only use our services if you agree with all of them and accept them as binding. The contract will not be filed, will be concluded in electronic form only, will be deemed to have been concluded in writing, will not be retrievable at a later date and will not refer to a code of conduct. If you have any questions regarding the operation of the webshop, please do not hesitate to contact us at the contact details provided!

1./ Operator data, information

Company name: Renovia Group kft

Registered office: 2481 Velence, 12 Enyedi köz

Location - business address: 2481 Velence, 12 Enyedi köz

Complaints handling address: 2481 Velence, 12 Enyedi köz

Tax number: 25736298-2-07

Company registration number: 07-09-027248

Electronic mail address: info@redeemedshop.eu info@redeemed.uk

Telephone contact: +36709480322

Webshop domain: redeemed.uk , redeemedshop.eu

2./ The range of products and services that can be purchased:

We offer mainly clothing and textile products.

3./ The products offered can be categorised as follows

- Clothing products

The gross prices displayed for the products include the statutory VAT, but do not include delivery charges.

No extra packaging costs will be charged!

4./ Ordering information

We can only accept orders through the webshop system, but you can also modify your order by phone with the help of our staff. You can modify or cancel your order until the invoice is issued.

5./ Processing of orders

Orders are processed on weekdays between 08.30 - 16.30. The average time to fulfil orders is 2-14 on working days. It is possible to place an order outside the times indicated as order processing times, but if the order is placed after working hours, it will be processed on the following working day.

Our customer service will always confirm when they can fulfil your order.

The images shown on the product data sheets may differ from the real ones, in some cases they are for illustration purposes. We cannot be held responsible for any unannounced changes to the technical specifications due to the supplier or for reasons beyond his control.

We reserve the right to refuse all or part of orders already confirmed. Partial fulfilment may only be carried out after consultation with the customer! In the event of advance payment of the purchase price of the product, the amount will be returned to the sender. If you do not receive an acknowledgement to the e-mail address provided after sending the order, we recommend you to check the SPAM folder in your mail system. If you have not received a confirmation, please contact us using the contact details provided.

6./ Payment options for the products ordered:

Cash on delivery: in the case of cash on delivery, payment must be made to the courier on receipt of the parcel. The total amount to be paid includes all charges based on the order summary and confirmation letter.

By advance payment: if you pay by advance payment, you transfer the amount indicated in the confirmation letter to the bank account number indicated in the confirmation. The amount includes the delivery charge in addition to the value of the goods, so you no longer pay anything to the courier. The goods will be handed over to the courier once the amount has been received.

Payment by credit card: Online credit card payments are made through the Barion system. Your credit card details are not passed on to the merchant. The service provider Barion Payment Zrt. is an institution supervised by the National Bank of Hungary, licence number H-EN-I-1064/2013.

Please inspect the parcel before the courier delivers it and, if you notice any damage to the packaging, ask for a report to be made and do not take the delivery.

We are not able to accept any subsequent complaints without a report!

7./ Home delivery, information

Our online store orders are delivered by a courier Packeta/PostNL service. Parcels are delivered on working days. The delivery costs for packages not delivered will be charged to the customer!

8./ Delivery charges

For information on delivery charges, see the delivery terms tab.

You will be liable to pay once the order has been dispatched.

9./ Warranty for accessories

When can you exercise your right to a warranty for accessories?

In the event of defective performance by Renovia Group kft, you may claim a warranty of conformity from the company in accordance with the rules of the Civil Code.

What rights do you have under a claim for a guarantee?

You can choose to exercise the following claims for compensation: you can request repair or replacement, unless the claim you choose is impossible or would involve disproportionate additional costs for the company compared with other claims. If you did not or could not ask for the repair or replacement, you can ask for a proportionate reduction in the price or you can have the defect repaired or replaced at the expense of the undertaking or, as a last resort, you can withdraw from the contract.

You may also transfer your right to a different warranty, but you will bear the cost of the transfer, unless it was justified or the business gave a reason for it.

What is the time limit for you to claim your rights under the accessory warranty?

You must give notice of the defect as soon as it is discovered, but no later than two months after the defect is discovered. However, you should note that you cannot claim for a defect after the two-year limitation period from the date of performance of the contract.

Who can you claim against?

You can claim your rights against the company.

What are the other conditions for exercising your rights?

Within six months of the date of performance, your right to claim under the guarantee is subject to the condition that you prove that the goods or services were provided by Renovia Group Ltd. However, after six months from the date of performance, you will be required to prove that the defect you have discovered existed at the time of performance.

10./ Product warranty

When can you exercise your right to a product warranty?

In the event of a defect in a movable item (product), you may, at your option, exercise your right under point 9 or claim under the product warranty.

What rights do you have under your product warranty claim?

As a product warranty claim, you can only ask for the defective product to be repaired or replaced.

In which cases is the product considered defective?

A product is defective if it does not meet the quality requirements in force when it was placed on the market or if it does not have the characteristics described by the manufacturer.

What is the deadline for you to claim under the product warranty?

You have two years from the date on which the product was put on the market by the manufacturer to make a product warranty claim. After this period, you lose this right.

Against whom and under what other conditions can you enforce your product warranty claim?

You can only enforce your product warranty claim against the manufacturer or distributor of the movable item. You have to prove that the product is defective in order to make a product warranty claim.

In what circumstances is the manufacturer (distributor) exempted from its product warranty obligations?

The producer (distributor) is only exempted from his product liability if he can prove that: - the product was not manufactured or put into circulation in the course of his business, or- the defect was not detectable according to the state of science and technology at the time of putting the product into circulation, or-

the defect in the product results from the application of a legal or regulatory provision.

The manufacturer (distributor) need only prove one ground for exemption.

Please note that you cannot claim both a warranty for accessories and a product warranty for the same defect at the same time. However, if your product warranty claim is successful, you may pursue your accessories warranty claim against the manufacturer for the replaced product or repaired part.

11./ Warranty

The Company shall be under warranty for the product types listed in the Annex to Government Decree 151/2003 (IX. 22.) on the mandatory warranty for certain consumer durables. During the warranty period, the Company shall be exempt from liability only if it proves that the cause of the defect arose after performance.

The duration of the guarantee shall be one year, starting on the date of delivery of the product to the consumer or, if the product is put into service by the Company or its agent, on the date of putting into service. Failure to observe this period shall result in the loss of rights.

The Company may also provide a voluntary guarantee for certain products, the duration of which may be longer than the period provided for in the abovementioned Government Decree.

The Company shall communicate the duration of the guarantee for each product at the latest by means of the information on the guarantee voucher issued when the product is taken over by the Customer.

12./ Exercise of the right of withdrawal/cancellation

The consumer has the right to withdraw from this contract within 14 days without giving any reason. Similarly, in the case of a contract for the provision of services, once performance of the contract has begun, you have the right to terminate the contract without giving any reason within 14 days.

The withdrawal/cancellation period is 14 days from the date of receipt of the product.

If the consumer wishes to exercise his right of withdrawal/cancellation, he must send a clear statement of his intention to withdraw/cancel (e.g. by post, fax or e-mail) to redemednl@gmail.com or to

Renovia Group kft Hungary, 2481 Velence Enyedi köz 12. (Terms of service, section 17.)

After that, return the package to Renovia Group kft. Hungary, 2481 Velence, 12 Enyedi köz.

You will have exercised your right of withdrawal/cancellation within the time limit if you send your withdrawal/cancellation before the expiry of the time limit indicated above.

The burden of proving that the consumer has exercised the right of withdrawal and termination set out in Article 20 of Government Decree 45/2014 (26.II.) in accordance with the provisions of the Decree is on the consumer.

13./ Effects of withdrawal/cancellation

If the consumer withdraws from this contract, we will reimburse you immediately, but at the latest within 14 days of receipt of your notice of withdrawal, for all the consideration you have paid, including the cost of carriage (excluding any additional costs incurred because you have chosen a mode of carriage other than the cheapest usual mode of carriage offered by us). We will use the same method of payment as the original transaction, unless you expressly agree to a different method of payment, in which case you will not incur any additional costs as a result of this method of payment. We may withhold a refund until we have received the goods or you have provided proof that you have returned them, whichever is the earlier.

You must return or hand over the product to us without undue delay and at the latest within 14 days of the date of your cancellation.

The deadline is deemed to have been met if you send the product before the 14-day deadline has expired.

The direct cost of returning the product is borne by you. You will only be held liable for depreciation of the product if it is due to use beyond the use necessary to establish the nature, characteristics and functioning of the product.

14./ The consumer does not have the right of withdrawal / termination:

In the case of a product whose price depends on monetary fluctuations beyond the control of the company. If the product has been produced specifically at the consumer's request, according to his individual requirements. Products which are perishable or which retain their quality for short periods.

In the case of sound or images or software, if the packaging has been opened.

For products in sealed packaging which, for health or hygiene reasons, cannot be returned once the protective packaging has been

opened.

A consumer is a natural person acting for purposes outside his or her trade, business or profession. The following are not considered to be consumers: sole traders, sole proprietorships, partnerships, legal persons, unincorporated associations, condominiums.

15./ Data to be provided for sending and recording the order

- **name**
- **e-mail address**
- **telephone number**
- **address (postal code, town, street, house number, floor, door)**

In the case of different shipping and billing addresses, this information can be provided separately for billing and shipping. The data recorded during the order process will be used by Renovia Group kft to fulfil the order. The invoice data from the order placed on the webshop pages by the individual IT systems will be recorded and stored with the data provided during the order placement for the period specified in the applicable accounting law (5 years).

You can request the deletion or modification of your data at any time by writing to redeemedromania@gmail.com or by using one of our contact details. The data will be deleted within 10 working days of receipt of the request. Data entry errors can be corrected before the order is sent. After the order has been sent, you can request the correction of data entry errors by contacting us.

16./ Data to be provided upon registration

No registration is required for shopping in the online store, however, by completing the registration you can retrieve your orders placed and re-order products. The data provided during registration will be stored until you request their deletion. **(e-mail address, password to use, name , telephone number , postal code, town, street, house number, floor, door)**

In the case of different shipping and billing addresses, this information can be provided separately for billing and shipping. The following data are recorded - stored for orders for a registered account:

- previous purchases (ID, order date, total amount, order status, list of ordered products)
- favourite products (if products are entered and placed in favourites after registration)
- login data for registration (password encrypted)
- possibility to change billing and shipping data
- data previously entered

17./ Statistical data, Cookies (cookies)

During the browsing of the webshop, technical information is recorded for statistical purposes. (IP address, duration of visit, etc.). Renovia Group kft. will only provide this data to the authorities in legally justified and supported cases. The statistical tool used by Renovia Group Ltd. is Google Analytics.

The Google Analytics data management policy can be found at: <http://www.google.com/analytics>.

To use this service, you must enable cookies. If you do not wish to allow the use of cookies, you can disable them in your browser settings (Settings). If you disable cookies, you will only be able to use some or all of the service.

A cookie is a file sent by the web store server to the user's browser and stored on the user's computer. No personal data is stored in the cookie. The data stored in the cookie are: shopping cart contents, session ID, answer to the question "Are you over 18 years old? The session identifier stored in the cookie is stored until the page is closed, the other data is stored until the user deletes it in his browser.

Data protection information

The basis for the processing of personal data is the data subject's consent to the sending of commercial communications and to the activities of an online trader for direct marketing purposes.

1./ IDENTIFICATION AND CONTACT DETAILS OF THE CONTROLLER

1.

The controller of your personal data is Renovia Group Ltd. (hereinafter referred to as the "controller"),

head office: 2481 Venice, Enyedi köz 12.

company registration number: 07-09-027248

1.

Contact details of the controller:

Delivery address: Renovia Group kft, - 2481 Venice, Enyedi köz 12.

Email address: info@redeemedshop.eu info@redeemed.uk

Phone number: +36709480322

1.

The controller has not appointed a Data Protection Officer.

2./ LEGAL BASIS FOR THE PROCESSING OF PERSONAL DATA

1.The legal basis for the processing of your personal data is your consent, which you have hereby given to the controller, pursuant to Article 6(1)(a) of Regulation (EU) 2016/679 of the European Parliament and of the Council on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Regulation (EC) No 95/46/EC (hereinafter "the Regulation").

3./ PURPOSE OF PROCESSING PERSONAL DATA

1. The purpose of processing personal data is to identify you for the purposes of using the service, fulfilling the service or order, business communication and other marketing activities by the administrator on your behalf.

1.

No automatic individual decision is taken by the controller within the meaning of Article 22 of the Regulation.

4./ DURATION OF STORAGE OF PERSONAL DATA

1. The controller will keep your personal data for 5 years or until you withdraw your consent to the processing of your personal data (for this purpose).

5./ OTHER RECIPIENTS OF YOUR PERSONAL DATA.

The other recipients of your personal data are:

Name: UNAS Online Ltd.

Head office: 9400 Sopron, Kőszegi út 14.

Tax number: 14114113208

Company registration number: 08 09 015594

(the server operator and maintainer, the data centre operator and the webshop creator and maintainer), the delivery service as the delivery agent. The online payment provider Paylike.

6./ ADDITIONAL INFORMATION RELATING TO ONLINE PAYMENT:

Online credit card payments are made through the Barion system. Credit card details are not passed to the merchant. The service provider Barion Payment Zrt. is an institution supervised by the National Bank of Hungary, licence number H-EN-I-1064/2013.

7./ RIGHTS OF DATA SUBJECTS

1. Under the conditions set out in the Regulation, you have the right:
 - to request access to your personal data from the controller
 - to rectify your personal data
 - to object to the processing of your personal data
 - to have your personal data transferred
1. You have the right to withdraw at any time the consent you have given to the controller to process your personal data. However, this does not affect the lawfulness of the processing of your personal data prior to the withdrawal of consent. You can withdraw your consent to the processing of your personal data by sending an e-mail to redemednl@gmail.com.
2. If you consider that the processing of your personal data is contrary to or incompatible with the Regulation, you have the right to lodge a complaint with, inter alia, the supervisory authority.

3. You do not have to provide your personal data.

Address: 1125 Budapest Szilágyi Erzsébet fasor 22/c

Phone: +36 (1) 391-1400

Fax: +36 (1) 391-1410

URL: <http://naih.hu>

In matters not covered by these general terms and conditions, the provisions of the Civil Code, Government Decree No. 45/2014 (26.II.) and Act CVIII of 2001 on certain issues of electronic commerce services and information society services shall apply.

By browsing the pages of the webshop and by placing an order, you accept the general terms and conditions of Renovia group kft, redeemed.hu, the data management statement.

Declaration of withdrawal – sample

Send the completed declaration to redemednl@gmail.com.

DECLARATION OF CANCELLATION - SAMPLE

(fill in and return only in case of cancellation/termination of the contract)

You can return the package to the address below.

Addressee: Renovia Group kft. Hungary, 2481 Velence Enyedi köz 12.

I/We declare that I/we exercise my/our right of withdrawal/cancellation in respect of the following contract for the purchase of the following product(s) or the provision of the following service:

Contract (Order) number:

Date of order and delivery:

Customers name and address:

Customer's bank account number:

Signature of the customer(s): (in case of paper declaration only)

Date:.....