

# General Terms and Conditions

## General Terms and Conditions

Below you will find general information, notices, and legal guidelines related to our website.

## Company Information

Company Name: Allights Kft.

Customer Service: 1132 Budapest, Visegrádi utca 53.

Headquarters: 2800 Tatabánya, Gál István lakótelep 212. földszint 1.

Tax Identification Number: HU23141902

Phone: +36 70 329 48 97

## Payment Terms

Deposit - The seller may request a deposit depending on the manufacturer, quantity, or value of the ordered goods to initiate the order. The buyer will be informed about this by the seller after placing the order. The deposit can be paid in cash or via bank transfer.

Invoice - The seller will issue an invoice to the buyer for the deposit and/or the purchased products after the purchase. The invoice is prepared based on the information provided in the order. In the case of companies, it is necessary to provide the tax identification number as well. The issued invoice is an electronic invoice containing all necessary information in accordance with valid accounting laws. The invoice is not printed out; instead, the invoicing software's email system automatically sends the invoice to the email address provided by the buyer. If you have not received an invoice, please first check your spam folder as the invoice likely ended up there.

You can choose from the following payment options:

- Payment by credit card on our website (Visa, Visa Electron, MasterCard, Maestro) (Barion)
- Bank transfer in advance

Online card payments are processed through the Barion system. The merchant does not have access to the card details. The service provider, Barion Payment Zrt., is supervised by the Hungarian National Bank with license number: H-EN-I-1064/2013.

## Methods of Product Delivery

The ordered goods can be delivered to the customer in two ways:

1. **\*\*Personal Pickup\*\***: Customers have the option to pick up the ordered goods in person at our warehouse. The possible pickup times will be communicated to you via phone or email.
2. **\*\*Courier Delivery\*\***: The ordered items can also be delivered to the customer via courier service. We offer delivery both within Hungary and internationally. The details of international delivery need to be clarified before each order.

The ordered products will be delivered to our customers by the employees of DPD or GLS courier services.

Delivery takes place exclusively on business days, following prior telephone coordination and the sending of an interactive SMS notification.

## Home Delivery Fee

[Shipping](#)

## Delivery Deadline

The delivery deadline is 7 days. If the expected delivery time exceeds 7 days, we will inform you by phone or email after the arrival of your lamp order. If the later delivery deadline is not satisfactory to you, we can modify or cancel your order.

## Prices and Information

Prices displayed on our online store are gross consumer prices, inclusive of VAT. We reserve the right to change prices. We do not accept responsibility for any errors on the website. In case of discrepancies, the parameters provided by the manufacturer shall prevail.

## OFFICIAL WARRANTY for all products purchased from us.

We sell our products in accordance with the warranty regulations in force in Hungary!

In accordance with the relevant regulations, all new products we distribute are subject to a mandatory minimum 12-month warranty. Any warranty period longer than this will be specifically indicated for the respective products. The warranty period begins on the date of invoice issuance.

In accordance with consumer protection regulations, in case of product malfunctions detected within 72 hours, the manufacturer is obliged to replace the defective product.

A warranty claim can be made by presenting the following documents together:

- The complete original packaging of the product with all factory accessories.
- A copy of the receipt or invoice.

In case of partial or complete absence of these documents, we cannot accept the warranty claim!

Defective products brought to our company with warranty issues will be forwarded to our supplier who provides warranty support, ensuring their prompt repair in compliance with the relevant regulations. The typical turnaround time for warranty repairs and inspections is 1-2 weeks, although service centers reserve the right to extend this timeframe if necessary.

The 72-hour replacement policy applies only to products whose malfunction occurs during regular use. Malfunctions resulting from misuse (e.g., breakage due to dropping, water damage, stepping on, etc.) are not eligible for replacement. To avoid such replacements, manufacturers and distributors will only provide replacements based on official service opinions. Therefore, in case of product malfunction within 72 hours, the following steps need to be taken: The detected malfunction must be reported to our online

store's customer service. If the investigation by the service confirms the validity of the report, the manufacturer will immediately replace the product.

If it is clear that the malfunction occurred due to regular use within the warranty period, we will of course provide an immediate replacement.

If the cause of malfunction is not clear, our online store will provide a replacement for the defective product within 72 hours only upon receipt of the official service opinion.

We do not accept postage due packages. In such cases, our online store will always return the package to the sender!

The costs of returning the product under warranty are always borne by the customer. However, if after returning the product it is found to have a material defect or a problem covered by the warranty conditions, our online store will reimburse the shipping costs.

We cannot reimburse shipping costs for products repaired by third parties or for problems resulting from improper handling, adjustment, or those not covered by warranty conditions.

If the warranty or guarantee period is not indicated for a particular product, please inquire about the warranty or guarantee period by phone at our customer service.

## **Right of Withdrawal**

According to Sections 4 and 5 of Government Decree 17/1999 (II.5.) on distance contracts, the buyer has the right to withdraw from a contract concluded electronically with the seller within 14 working days without giving any reason. The buyer may exercise the right of withdrawal from the day the product is received. The buyer may exercise the right of withdrawal by submitting a written declaration to the seller within the deadline specified above. In case of withdrawal without justification, the buyer shall bear the costs associated with returning the goods. If the buyer wishes to return the product without justification within the specified deadline and in accordance with the above conditions, the seller shall refund the amount paid by the buyer within thirty days after the withdrawal.

If the buyer withdraws from the contract, the product must be returned in its original, undamaged condition along with the invoice. If the buyer does not include all items originally provided to the buyer with the returned product, the seller reserves the right to charge the buyer for the missing items.

Please notify our customer service in writing of the cancellation of the order at the email address [allights@allights.hu](mailto:allights@allights.hu).