

General Terms and Conditions of Purchase

These General Terms and Conditions of Purchase govern the use of the website <https://dishirt.com> (hereinafter referred to as the "Website"), owned by Kissné Nagy Katalin Karolina (hereinafter referred to as "dishirt").

Registered office and mailing address:

4100 Berettyóújfalu, Egressy Béni Street 15, Hungary

Tax number: 79962742-1-29

The service provider is exempt from VAT; prices do not include VAT.

Registering court: Company Court of the Hajdú-Bihar County Court (Debrecen)

Web hosting provider: Magyar Hosting

Online customer service: <https://online.mhosting.hu>

Email address: info@mhosting.hu

Use of the Website's services by the customer always presupposes compliance with these General Terms and Conditions of Purchase as published by dishirt at the time of ordering. We therefore recommend that you read the General Terms and Conditions of Purchase before making a purchase.

These General Terms and Conditions are always subject to applicable legislation. If any deadline or condition is modified by applicable regulations (whether temporarily or permanently), the customer shall be entitled to the rights recognized by the applicable rules, and dishirt shall inform the customer of any additional measures it may take in their favor. In the event of a conflict between applicable regulations and these General Terms and Conditions, the provisions of the applicable regulations shall prevail.

1. SCOPE OF THE CONTRACT

These General Terms and Conditions apply to all online sales of dishirt products. dishirt informs its customers that the Website may not be used by persons under the age of 18. dishirt reserves the right to deny access to a customer's user account or to cancel a customer's order if it believes the service has been used fraudulently, speculatively, or in bad faith.

dishirt records the date and time of acceptance of these General Terms and Conditions during the purchase process.

dishirt confirms receipt of the order by email. However, the sales contract is not concluded until dishirt sends a further email confirming that the products in the order have been dispatched.

Due to the open nature of the Website and possible errors in the storage and transmission of digital information, dishirt does not guarantee the accuracy or security of information transmitted through or obtained from the Website, unless expressly stated otherwise. dishirt nevertheless makes every effort to ensure that the information on the Website is complete, accurate, and correct. If any error is identified, dishirt will correct it.

The buyer is considered a consumer if the ordered products and services are not intended for commercial purposes or for professional self-employed activity. A business entity, on the

other hand, is a natural or legal person or legally capable organization that conducts independent commercial or professional activity at the time of contracting. The customer is solely responsible for the accuracy and completeness of the information provided on the dishirt Website.

To conclude an electronic sales contract with dishirt, the customer must identify themselves and provide certain personal data. No additional technical steps are required.

From a legal perspective, orders placed in the webshop (electronic order forms) do not constitute written legal declarations but are considered implied conduct (by clicking an icon). dishirt stores the customer's contract. If the customer has a registered user account, they may later access the displayed contract.

If the customer has entered incorrect data, they may correct it on the Website before submitting the order. If the customer notices an error in a submitted order, they must immediately inform customer service so the error can be identified and corrected without delay. The contract may only be concluded in Hungarian or English.

After receipt of the order, the system immediately sends a confirmation email to the email address provided by the customer. To activate the order, the customer must click the link in the confirmation email, which confirms the order.

2. DESCRIPTION: PRICE AND CHARACTERISTICS

Territorial Scope and Shipping Countries

The fulfillment of orders placed in the Website takes place within the territory of the European Union.

Orders may be placed in the Website from the territories of the following countries:

Austria, Belgium, Bulgaria, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Greece, Netherlands, Croatia, Ireland, Poland, Latvia, Lithuania, Luxembourg, Hungary, Malta, Germany, Italy, Portugal, Romania, Spain, Sweden, Slovakia, Slovenia, United Kingdom, Switzerland, Norway, Andorra, Vatican City, San Marino, Monaco.

The Service Provider reserves the right to modify the list of shipping countries.

The current list of available shipping countries is published on the Website's interface.

Provisions Regarding Prices and Costs

The product prices displayed in the Website are net prices and do not include value added tax (VAT), other taxes, duties, customs charges, or charges of a similar nature.

The displayed prices do not include shipping costs.

Shipping costs are indicated separately during the order finalization process.

Customs and Taxes

The United Kingdom is a country outside the European Union, therefore shipments from Hungary **may be subject to import duties and taxes.**

Upon receipt of the goods, the Customs Authority may require payment of **UK import duties and Value Added Tax (VAT).**

Payment is generally the responsibility of the recipient (Customer), unless the Webshop settles the charges in advance (**DDP – Delivered Duty Paid**).

Customs Clearance and Delivery

Delivery times may vary from EU deliveries due to customs procedures.

The courier or postal service handles customs clearance and related administration, and will inform the Customer of any fees to be paid.

Special Regulations for Certain Products

Products containing certain materials, such as **lead** or other chemical substances, may be **restricted or require authorization** under UK regulations (REACH, toxicological regulations). It is the Customer's responsibility to ensure that importation of the product is permitted in the destination country.

Prices and Costs

The prices displayed in the Webshop are **net prices** and **do not include shipping costs, import duties, VAT, or any other local taxes**.

The final shipping cost is indicated during the order process.

The applicable prices, product descriptions, and illustrative photos are those displayed on the Website at the time of placing the order, unless prices are obviously incorrect. Prices are displayed per product and include the consideration for the product or service and VAT (if applicable). During checkout, the system informs the customer of detailed shipping costs. dishirt reserves the right to make any changes deemed necessary without prior notice and may update products and prices on the Website daily.

Unless expressly stated otherwise, dishirt's liability for products purchased on this Website is strictly limited to the purchase price of the product.

Unless otherwise required by law, dishirt is not liable for the following losses regardless of their origin: loss of revenue or sales, loss of business, loss of profits or contracts, loss of anticipated savings, loss of data, or loss of management or working time.

3. ORDERING PROCESS

3.1

The customer may select dishirt products from the Website assortment and place them in the shopping cart by clicking "Add to Cart." Information on products and prices during the ordering process is subject to confirmation and is not binding.

Before placing the order, the customer is provided with clear, comprehensible, and concise information on:

- the products in the cart (including their main characteristics),
- the total price of the products,
- delivery and shipping costs.

The customer may review and modify delivery and payment details at any time. Before completing the order, the customer may change the cart contents, delivery address, and payment method.

By clicking the "Payment" button, the customer submits a binding offer to purchase the products in the cart.

The purchase offer may only be submitted if the customer has accepted these General Terms and Conditions and the privacy policy.

3.2.

dishirt shall then send an email to the customer automatically confirming receipt of the order. This email will again include a list of the items ordered by the customer, which the customer may print using the "Print" function. The automatic confirmation merely records that dishirt has received the customer's order and does not yet constitute acceptance of the order.

dishirt shall consider the customer's purchase offer binding upon itself only after dishirt has confirmed the dispatch of the products in a separate email (dispatch confirmation), thereby accepting the offer.

Until such confirmation is sent, dishirt expressly reserves the right to withdraw from the sale of the products intended to be purchased if they are unavailable. A request for delivery of the ordered products may only be enforced after acceptance of the purchase offer.

WARRANTY

Information regarding the statutory obligations relating to warranty of conformity, product warranty, after-sales services, and guarantees pursuant to Annex 3 of Government Decree No. 45/2014 (II. 26.) may be downloaded here.

The directly accessible text of the sample information notice:

Annex 3 to Government Decree No. 45/2014 (II. 26.) – Sample Information on Warranty of Conformity and Product Warranty

1. Warranty of Conformity

In what cases may you exercise your right to a warranty of conformity?

In the event of defective performance by dishirt, you may assert a warranty claim against the company in accordance with the provisions of the Civil Code.

What rights do you have under the warranty of conformity?

At your discretion, you may assert the following warranty of conformity claims:

You may request repair or replacement, unless fulfillment of the claim you have chosen is impossible or would result in disproportionate additional costs for dishirt compared to fulfilling another claim. If you did not request or could not request repair or replacement, you may request a proportionate reduction of the consideration, repair the defect at dishirt's expense or have it repaired at dishirt's expense, or, as a last resort, withdraw from the contract.

You may switch from one selected warranty right to another; however, you shall bear the cost of such a change, unless it is justified or dishirt gave reason for it.

Within what time limit may you enforce your warranty claim?

You must report the defect immediately after its discovery, but no later than two months from the date of discovery. Please note that after the expiry of the two-year limitation period calculated from the date of performance of the contract, you may no longer enforce your warranty rights. In the case of used goods, this period is at least one year.

Against whom may you enforce your warranty of conformity claim?

You may enforce your warranty claim against dishirt.

What other conditions apply to enforcing your warranty of conformity rights?

Within six months from the date of performance, the only condition for enforcing a warranty claim is notification of the defect, provided that you can prove that the product or service was provided by dishirt. After six months from the date of performance, however, you must prove that the defect you identified already existed at the time of performance of the contract.

2. Product Warranty

In what cases may you exercise your product warranty rights?

In the event of a defect in a movable item (product), you may, at your discretion, submit either a warranty of conformity claim or a product warranty claim.

What rights do you have in relation to a product warranty claim?

As a product warranty claim, you may exclusively request the repair or replacement of the defective product.

When is a product considered defective?

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

Within what time limit may you enforce your product warranty claim?

You may enforce your product warranty claim within two years from the date the product was placed on the market by dishirt. After the expiry of this period, you lose this right.

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

You may enforce a product warranty claim exclusively against the manufacturer or distributor of the movable item. When enforcing a product warranty claim, you must prove the defect of the product.

In what cases is the manufacturer (distributor) exempt from product warranty liability?

The manufacturer (distributor) shall be exempt from liability for a defective product if it can prove that:

- the product was not manufactured or distributed in the course of its business activity, or
- the defect was not recognizable at the time the product was placed on the market based on the state of scientific and technical knowledge at that time, or
- the defect of the product results from the application of legislation or mandatory official regulations.

It is sufficient for the manufacturer (distributor) to prove one of these grounds for exemption.

Please note that you may not enforce a warranty of conformity claim and a product warranty claim simultaneously for the same defect. However, if your product warranty claim is successfully enforced, you may assert a warranty of conformity claim against the manufacturer in respect of the replaced product or the repaired part.

4. PAYMENT

Payment shall be made at the end of the purchase process. Without payment, the order (as a binding purchase offer) cannot be executed. Post-purchase payment is not possible under

any circumstances. Payment upon delivery and bank transfer are not available. Payment may be made by credit card, debit card, or PayPal.

The payment method is selected in all cases at the appropriate step of the payment process. Customers must notify dishirt by email sent to Customer Service or by telephone as soon as possible if the card used during the purchase has been charged without authorization or used fraudulently, so that dishirt can take the necessary measures. Payment service providers may also apply anti-fraud measures that restrict certain types of operations or transactions. dishirt shall not be liable for the application of such security measures or for any resulting restrictions or inconveniences. Providers or issuers of payment instruments may apply anti-fraud policies that lead to the rejection of certain types of transactions. dishirt assumes no responsibility for the application of such security policies.

The customer therefore consents to dishirt issuing the appropriate purchase receipt (or simplified invoice) in electronic format and sending it by email confirming the purchase of the order. These purchase receipts will be available in the customer's account if the customer has chosen to register on the Website (and did not purchase as a guest). The customer may withdraw this consent at any time and is entitled to request the issuance of a paper invoice. Such a request must be submitted formally in writing to dishirt's registered office and shall not entail any additional fees.

The customer acknowledges that by placing the order and clicking the "Payment" button, they incur a payment obligation.

5. DELIVERY

Delivery may take up to 30 calendar days from the completion of the purchase. All orders are subject to product availability. If difficulties arise in connection with the delivery of the order, or if the selected products are out of stock, the amount paid will be refunded.

Orders shall be delivered to the address provided by the customer, subject to the following conditions:

5.1. SHIPPING

The customer is required to pay the shipping fee, which is calculated at the end of the purchase process based on the delivery address and the total value and/or weight of the order.

The customer may specify a home or workplace address as the delivery address or may choose any other address. The delivery address does not have to be the same as the billing address. The customer will receive an email notification prior to delivery. Once the ordered products have been delivered to the specified address, the customer will receive another email confirming that the order has arrived.

5.2. COURIER SERVICE

The optimal courier service for the customer's delivery address will be selected depending on the option chosen by the customer:

- **Express** – Fastest delivery
- **Standard** – Standard delivery
- **Standard with CO₂ compensation**

The courier service will then notify the customer of the shipment by email.

5.3. DELIVERY ISSUES

If delivery is unsuccessful because the recipient is not present, the courier service will send an email and, in certain cases, attempt to contact the recipient by phone. After two delivery attempts, the customer must contact the courier service to arrange delivery.

If delivery cannot be completed, the courier service may make the order available to the customer at a pickup point, of which the customer will be notified in advance, or return the order to the sender's warehouse. In the latter case, the amount paid will be refunded to the customer, as it is assumed that the customer wishes to withdraw from the contract, which shall therefore be considered terminated.

If 15 days have already elapsed since the order was ready for delivery but the order was not delivered to the customer for reasons not attributable to dishirt, it shall be assumed that the customer wishes to withdraw from the contract, and the contract shall be considered terminated. Consequently, the amount paid by the customer will be refunded as soon as possible, but in any case within 14 days from the date on which the contract is deemed terminated. Any additional shipping costs arising from the withdrawal shall be borne by the customer.

5.4. CANCELLATION OF THE ORDER

dishirt reserves the right to cancel any confirmed order or to refuse to accept a confirmed order if any of the following circumstances arise:

- If there is an obvious and clearly recognizable technical and/or typographical error in the prices displayed on the Website or in other product data at the time the order is placed.
- Due to the unavailability of the products.
- When security systems indicate that the order may be fraudulent.
- If there are indications that the customer is a minor and/or does not meet the conditions set out in these General Terms and Conditions of Purchase or in the applicable promotions.
- If dishirt is unable to deliver to the address provided by the customer.
- In the event of a computer attack, virus, or any event beyond dishirt's reasonable control (force majeure).

6. EXCHANGES, RETURNS, AND WITHDRAWALS

Different procedures apply to product returns and withdrawal from an order. The details and conditions of each procedure are set out below.

Products may be returned in accordance with the conditions specified below in this section (statutory right of withdrawal, contractual right of withdrawal or return, exchange or return of defective or incomplete products), provided that they were purchased on the Dishirt website.

The exchanges, returns, or exercise of the right of withdrawal referred to in this section may only be carried out in accordance with the procedures described in the relevant subsection. If the customer does not carry out a return, withdrawal, or exchange in accordance with the specified procedure, any additional costs arising from the return, withdrawal, or exchange—such as, but not limited to, customs duties or taxes—shall be borne exclusively by the customer.

Pursuant to Section 25 of Government Decree No. 45/2014 (II.26.) on the detailed rules of contracts between consumers and businesses, the consumer shall only be liable for any depreciation in value resulting from use beyond what is necessary to establish the nature, characteristics, and functioning of the product.

6.1. EXCHANGES

An exchange means replacing the same product with another color and/or size.

You have 14 days from receipt of the products to request an exchange. In the case of an exchange, the customer must notify dishirt by email at hello@dishirt.com, indicating which product they wish to exchange the order for. The ordered product must then be returned at the customer's own expense.

If you consider that the size or color of the purchased product does not meet your expectations, you may request an exchange without prejudice to the statutory and contractual rights of withdrawal described above.

Due to the special characteristics of certain products, the following must be taken into account:

For reasons of health and hygiene, the exchange, return, or withdrawal from the purchase of panties, thongs, culotte briefs (individually or in packs), underpants, boxer shorts, bra accessories, adhesive bra cups, hair accessories, cosmetics, socks, sunglasses, masks, hand sanitizers, bottles, tights, and earrings shall be refused if the protective packaging, covering, or adhesive seal has been opened or damaged, except in the case of products with manufacturing defects.

Perfumes and fashion jewelry (necklaces, bracelets, rings) may only be exchanged, returned, or withdrawn from via the online store, provided that the labels are intact, the products are in their original, unopened packaging, and they have not been used in any way.

Footwear and shoes may only be exchanged, returned, or withdrawn from if they are in their original boxes and properly packaged.

All products intended for exchange or return must be properly packaged and retain their original labels.

In the event of a change of mind, the customer shall be solely responsible for any depreciation in value resulting from use that is inconsistent with the product's purpose,

characteristics, or proper functioning. Products that are not returned in the same condition as at the time of delivery or that have been damaged will not be accepted.

The following cases are not governed by the above provisions on refunds:

- damaged or manufacturing-defective products;
- receipt of an incorrect product;
- other reasons provided for by applicable law that do not fall within the concept of exchange and/or withdrawal.

In such cases, returns shall always be handled in accordance with applicable law, as described in Section 7.4 below.

6.2. STATUTORY RIGHT OF WITHDRAWAL

If you are a consumer or user, you have the right, at your sole discretion, to withdraw from this contract within 14 calendar days without giving any reason.

The withdrawal period shall expire 14 calendar days from the day on which you (or a third party designated by you, other than the carrier) acquire physical possession of the product, or, in the case of multiple products delivered separately, 14 calendar days from the day on which you acquire physical possession of the last product.

Due to the special characteristics of certain products, the following must be taken into account:

For reasons of health and hygiene, the exchange, return, or withdrawal from the purchase of panties, thongs, culotte briefs (individually or in packs), underpants, boxer shorts, bra accessories, adhesive bra cups, hair accessories, cosmetics, socks, sunglasses, masks, hand sanitizers, bottles, tights, and earrings shall be refused if the protective packaging, covering, or adhesive seal has been opened or damaged, except in the case of products with manufacturing defects.

Perfumes and fashion jewelry (necklaces, bracelets, rings) may only be exchanged, returned, or withdrawn from via the online store, provided that the labels are intact, the products are in their original, unopened packaging, and they have not been used.

Footwear and shoes may only be exchanged, returned, or withdrawn from if they are in their original boxes and properly packaged.

All products intended for exchange or return must be properly packaged and retain their original labels.

In the event of a change of mind, the customer shall be solely responsible for any depreciation in value resulting from use that exceeds what is necessary to establish the

nature, characteristics, and functioning of the product. Products not returned in the same condition as at delivery or that have been damaged will not be accepted.

The following cases are not governed by the above provisions on refunds:

- damaged or manufacturing-defective products;
- receipt of an incorrect product;
- other reasons provided for by applicable law that do not fall within the concept of exchange and/or withdrawal.

In such cases, returns shall always be handled in accordance with applicable law, as described in Section 5.4 below.

Costs

dishirt shall refund the amount paid for the returned products within 14 calendar days from receipt of the return request. Refunds shall be made using the same payment method as the original transaction. dishirt may withhold the refund until the products are received or until the customer provides proof of dispatch, whichever occurs first.

Procedure

In the case of returned products that were not ordered or are defective, please contact Customer Service at hello@dishirt.com.

6.3. CONTRACTUAL RIGHT OF WITHDRAWAL OR RETURN

Right of Withdrawal / Cancellation

In addition to the statutory right of withdrawal recognized by law and described in Section 5.1 above, dishirt grants consumers and users a 14-day period from receipt of the product to return products (except in the exceptional cases listed below).

You may exercise your right of withdrawal in accordance with Section 5.1 above. If, however, you notify us of your intention to withdraw after the statutory withdrawal period has expired and wish to return a product, the product must in all cases be returned to us within 14 days of receipt.

The special product conditions and exclusions listed above apply equally to this contractual right.

In the case of products consisting of multiple items or delivered in separate consignments, the deadline expires when you or a third party designated by you (other than the carrier) receives the last item.

Procedure

If you wish to exercise your right of withdrawal or cancellation, you must send a clear statement of your intention to withdraw or cancel (e.g., by post or email) to dishirt after contacting us via **hello@dishirt.com**.

The right of withdrawal or cancellation is deemed to have been exercised within the deadline if your statement is sent before the expiry of the applicable period.

Effects of Withdrawal

If you withdraw from the contract, we shall refund the consideration paid by you without delay and no later than 14 days from receipt of the withdrawal notice. Refunds shall be made using the same payment method used for the original transaction.

We may withhold the refund until we have received the product or until you have provided proof of return, whichever occurs first.

You must return the product without undue delay and no later than 14 days from the date of sending the withdrawal notice. The deadline is deemed met if the product is dispatched before the expiry of the 14-day period.

The direct cost of returning the product shall be borne by the customer.

You shall only be liable for any depreciation in value of the product resulting from use beyond what is necessary to establish its nature, characteristics, and functioning.

Please note that the right of withdrawal also applies during the period between conclusion of the contract and receipt of the product.

6.4. RETURN OF DAMAGED OR MANUFACTURING-DEFECTIVE PRODUCTS

If you believe that a product does not comply with the contract at the time of delivery, please contact dishirt immediately via our contact channels and provide details of the product and the damage suffered. You may also contact Customer Service at **hello@dishirt.com**, where you will be informed of the next steps.

We will carefully examine the returned product and notify you by email within a reasonable time whether it qualifies for a refund or replacement, if applicable. The refund or replacement will be carried out as soon as possible and in any case within 14 days from the date on which we confirm by email that the return or exchange of the non-conforming product is possible.

The full purchase price of products returned due to a manufacturing defect or deficiency shall be refunded. Refunds shall be made using the same payment method used for the purchase, unless a gift receipt is presented, in which case the refund will be made by card or by a voucher issued by dishirt.

In all cases, the rights recognized by applicable law and referred to in Section 9 shall remain fully protected.

7. AVAILABILITY OF PRODUCTS

If a problem arises with delivery or if the ordered product is out of stock, we will inform the customer where possible and refund the amount paid for the product or products that are not available. If the customer receives an incomplete order and was not informed in advance of the reason for the shortage, they should contact Customer Service after carrying out the appropriate checks. dishirt shall refund the corresponding amount without undue delay, and in any event within 14 calendar days. The refund shall be made using the same payment method as that used by the customer for the purchase. Product availability displayed on our website is for informational purposes only and may change at any time.

8. WARRANTY FOR PURCHASED PRODUCTS

The warranty provided shall be in accordance with the provisions set out in the applicable legislation.

If you are a consumer or user, you are entitled to request a free repair in the event that the goods are non-compliant. We provide a warranty for products sold through this website, by product type and under the conditions set out in the applicable legislation, i.e. for conformity defects that arise within three years from the date of delivery.

9. INDUSTRIAL AND INTELLECTUAL PROPERTY

The customer acknowledges and agrees that all copyrights, registered trademarks, and other industrial and intellectual property rights relating to any materials or content made available as part of the website shall at all times remain the property of dishirt or of those third parties who have granted dishirt a license to use them. The customer may only use such materials in the manner expressly authorized by dishirt or by the licensors. This shall not prevent the customer from using the website to the extent necessary to obtain information relating to their order or contact details.

10. RETENTION OF TITLE

The delivered goods shall remain the property of dishirt until full payment of the purchase price has been made.

11. CUSTOMER SERVICE

If you have any questions, concerns, complaints, or suggestions regarding the online store, please contact our Customer Service.

Email: hello@dishirt.com

In the event of a complaint, you may also contact the Hungarian Consumer Protection Authority:

Address: 4025 Debrecen, Széchenyi Street 46

(Entrance: 53 Arany János Street, Debrecen)

Telephone: +36 52 533 924

Email: fogyasztovedelem@hajdu.gov.hu

Office hours:

Monday: 8:00–16:00

Tuesday: 8:00–16:00

Wednesday: 8:00–16:00

Thursday: 8:00–16:00

Friday: 8:00–13:00

Saturday: Closed

Sunday: Closed

In the event of a consumer dispute, you are also entitled to contact the conciliation bodies competent for your place of residence or habitual residence. Information on the seat, telephone numbers, websites, and postal addresses of the conciliation bodies can be downloaded here.

The conciliation body competent at dishirt's registered office is:

Hajdú-Bihar County Conciliation Board

Address: 4025 Debrecen, Vörösmarty Street 13–15

Telephone: +36 52 500 710 or +36 52 500 745

Email: bekelteto@hbkik.hu

Please note that conciliation proceedings may only be initiated by individuals who qualify as consumers.

Detailed information on conciliation procedures is available here:

<https://www.hmbekeltetes.hu/>

HANDLING OF COMPLAINTS

dishirt shall handle complaints in accordance with the applicable legislation.

The consumer may submit a complaint in writing to dishirt concerning the conduct, activity, or omission of dishirt or any person acting on its behalf or in its interest, directly related to the distribution or sale of goods to consumers.

Complaints shall be investigated immediately and remedied where necessary.

dishirt shall proceed as follows in the case of a written complaint:

dishirt shall assign a unique identification number to complaints received via electronic communications services.

The complaint record shall include:

- the consumer's name and address;
- the place, time, and method of submission of the complaint;
- a detailed description of the consumer's complaint, including a list of documents submitted by the consumer and other evidence;
- dishirt's statement regarding its position on the complaint, if the complaint can be investigated immediately;
- the name of the person preparing the record and—except in the case of verbal complaints submitted by telephone or other electronic means—the consumer's signature;
- the place and time when the record was prepared.

dishirt shall respond in writing to the written complaint within 30 days of receipt and shall ensure that the consumer is informed thereof, unless a directly applicable regulation of the European Union provides otherwise. In the event of rejection of the complaint, dishirt shall provide a justification for its position.

dishirt shall retain the complaint record and a copy of the response for three years and shall make them available to the supervisory authorities upon request.

If the complaint is rejected, dishirt shall inform the consumer in writing of the authority or conciliation body before which proceedings may be initiated, depending on the nature of the complaint. This information shall also include the seat, telephone number, website, and postal address of the authority or conciliation body competent according to the consumer's permanent residence or place of stay. The information shall further indicate whether dishirt will make use of the conciliation body procedure to resolve the consumer dispute.

If your complaint is not resolved satisfactorily, you may also bring the matter before the competent court. You may also submit your complaint via the website <http://ec.europa.eu/odr>, which provides a free opportunity for out-of-court dispute resolution.

12. AMENDMENT OF THE GENERAL TERMS AND CONDITIONS

dishirt reserves the right to amend these Terms at any time and for any reason. Such amendments shall not apply to orders that are already in progress.

13. FORCE MAJEURE

The performance of dishirt's obligations shall be fully or partially suspended in the event of natural disasters or force majeure events that prevent or delay performance. Such events may include, but are not limited to, war, epidemics, riots, uprisings, civil unrest, strikes of any kind, and supply disruptions not attributable to dishirt.

dishirt shall notify its customers within seven days following the occurrence of any unforeseen event or force majeure situation. If the suspension lasts longer than fifteen days, the customer shall have the right to cancel the affected order, and dishirt shall refund the amount due in accordance with Section 6 of these General Terms and Conditions of Purchase or, where applicable, in accordance with the provisions in force at the relevant time.

14. CYBER ATTACKS (VIRUSES, HACKING, ETC.)

It is strictly prohibited to misuse this website by knowingly introducing viruses, trojans, worms, logic bombs, or any other technologically harmful or malicious programs or material. The customer must not attempt to gain unauthorized access to this website, its server, or any server, computer, or database connected to the website.

By accepting these General Terms and Conditions of Purchase, the customer agrees and undertakes not to carry out denial-of-service attacks or distributed denial-of-service attacks against the website.

Any breach of this provision may constitute a criminal offense under applicable law. dishirt shall report such violations to the competent authorities and cooperate fully with them in any related proceedings. Likewise, in the event of a breach of this clause, the customer shall no longer be entitled to use or access the website.

dishirt shall not be liable for any damage or loss resulting from denial-of-service attacks, viruses, or any other technologically harmful or malicious programs or material that may affect computer equipment, data, or materials, where such damage results from the use of redirected websites or from the downloading of content from such websites.

15. APPLICABLE LAW AND JURISDICTION

These General Terms and Conditions of Purchase shall be governed by Hungarian law. In the event of any question or dispute arising in connection with these General Terms and Conditions of Purchase, the parties acknowledge the exclusive jurisdiction of the Hungarian courts, in accordance with the applicable legislation.

Budapest, 02. February 2026.