

Terms of purchase

Effective date: January 01, 2020
Controller:
Name: Majidi Trade and Service Limited Liability Company
Headquarters: Luther street 18/1, Békéscsaba 5600
Email: majidikft@gmail.com
Phone number: +36 70 418 5656
Website: www.majiditapeta.hu

Hosting provider
Name: Shop Renter.hu Kft.
Postal address: Kassai road 129, Debrecen, 4028
E-mail address: info@shoprenter.hu
Phone number: +36 1 234 5012

Product selection

The customer has the opportunity to choose or order from the products of the store. By clicking on the selected product, the customer can view its more detailed description. If you intend to make a purchase, you place the product you want to buy into a virtual basket by pressing the "Add to cart" button. By clicking on the "View" button of the Cart you will find the products added to the basket during the purchase, as well as the total amount of the invoice and the shipping cost. Here you can check the correctness of your order, especially prices and quantities, which can be modified and corrected as required. The cart automatically calculates the total amount of the order.

Submit your order

If you consider the quantity of products in your cart to be correct, you have checked the total amount and decided that you want to buy them, then simply click on the "**Checkout**" button. You have two options:

- whether you want to log in as an already registered customer
- you want to register as a new customer

If you have previously made a purchase in our store, please enter the e-mail address and password provided during the previous registration. If you want to register as a new customer, enter your purchase data, which will be stored in the system, and you just need to log in the next time you make a purchase. In the next step, choose the **shipping method** that suits you:

- Home delivery (with GLS courier service)
- Personal pick-up in our shop (at a pre-arranged time)

Next, you will need to choose a **payment method** that suits you:

- **bank transfer** - (when placing your order, we will notify you by email that your order has been placed in "pending status", as soon as the transferred amount arrives in our bank account, your order will be activated and we will provide you with any necessary additional information by email)
- **PayPal payment** - (credit card online payment method through the secure PayPal system)
- **cash** - (in one of our exhibition halls at a pre-arranged time)
- **credit card payment** - "I accept that the following personal data stored by Majidi Kft. (Luther street 18/1, Békéscsaba, 5600) in the user database of the www.majidiltd.com will be transferred to Shop Renter.hu Kft. (seat: 4028 Debrecen Kassai út 129.) as data processor. Scope of data transmitted: name-prefix, surname, first name, IP address, billing address, shipping address, phone number, e-mail address, last four digits of bank card number. The purpose of data transmission: to carry out the data communication required for payment transactions between the merchant and the payment service provider's system, to ensure the traceability of transactions for merchant partners."

If you agree with the contents of the order, then click on the "Order" button to send the order. The User acknowledges that with the order a payment obligation arises.

Prices

Our prices are the list prices valid at the time of ordering, which you can find next to the products in the webshop. The prices are the prices belonging to the registered customer group, their VAT content is also set on this basis, but these prices do not include shipping costs. The shipping cost can be found during the checkout process before finalizing the order, as well as in the Terms and Conditions of Purchase. If there are errors or omissions in the products or prices in the webshop, we reserve the right to make corrections. In such a case, we will inform the customer of the new data immediately after detecting or modifying the error. The buyer can then confirm the order once more or it is possible for either party to withdraw from the contract.

Order processing

Orders are processed within 24 hours.

Possibility to correct data entry errors

You can correct data entry errors before pressing the "Order" button.

Confirmation

We will send you email feedback on every order. This means that after placing your order, you will receive an automatic email stating that your order has been received and (later) an expected delivery date. For telephone consultations, call customer service or any of the phone numbers in the email.

Payment terms

In our store it is possible to pay by bank transfer, credit card and in person.

Bank details: Raiffeisen Bank

HU47 1205 6008 0170 9240 0030 0006	S.W.I.F.T.: UBRTHUHB	RON
HU68 1205 6008 0170 9240 0020 0009	S.W.I.F.T.: UBRTHUHB	EUR
HU05 1205 6008 0170 9240 0060 0007	S.W.I.F.T.: UBRTHUHB	PLN

Transport

The consignments are delivered and transported by GLS courier service. The delivery time of the product is explained by the webshop during the checkout process and is also included in the confirmation email. You have the opportunity to agree on the date of delivery when replying to the confirmation email.

Szállítási díjak:

Our shipping fees are uniform throughout Romania. If the total value of the purchase exceeds 505RON, shipping is free, below this amount is 55 RON/Package. Further shipping costs vary from country to country, delivery is only possible to EU member states

Withdrawal from delivery

If the webshop fails to fulfil its contractual obligation because the goods specified in the contract are not available or it is unable to provide the ordered service, it is obliged to inform the customer thereof. The webshop does not enter into contracts with minors. By accepting the commercial conditions, the customer declares that he has reached the age of majority..

Right of withdrawal/ Return guarantee

According to Directive 2011/83/EU of the European Parliament and of the Council and Government Decree 45/2014 (II.26.) on the detailed rules of contracts between consumers and businesses, the Consumer may withdraw from the contract without justification within 14 days of receipt of the ordered product and return the ordered product at his own expense. In the absence of this information, the Consumer is entitled to exercise his right of withdrawal until 1 year has elapsed. If the Service Provider provides the information after the expiry of 14 days from the date of receipt of the product or the conclusion of the contract, but within 12 months, the deadline for withdrawal is 14 days from the communication of this information. The consumer has the right to withdraw from the purchase within 14 days of receipt of the product. In such a case, Majidi Kft. will refund the purchase price of the purchased product to you no later than thirty days after returning the product, but only if the product is returned to us in full, unopened packaging. The refund does not include the shipping fee or any return costs..

The cost of returning the product must be borne by the consumer, the business does not undertake to bear this cost.

The consumer does not have the right of withdrawal if the product has been manufactured specifically to his order.

The Consumer is obliged to make his statement of withdrawal in writing within 14 days.

Modification or cancellation of orders

According to Act CVIII of 2001, when placing an order, the software of the seller's webshop immediately notifies the buyer about the fact of taking the order. This notification does not constitute a contract between the seller and the buyer! It merely indicates to the buyer that his order request has been registered by our system and forwarded to the competent employee of the seller.

If the buyer does not receive it within 48 hours, the buyer's bidding obligations cease to exist.

The seller gives the buyer the opportunity to cancel his order electronically until the order is fulfilled. When the order is fulfilled, the customer will be notified by e-mail about the expected duration of performance and the fact that performance has started, after which it is only possible to cancel his order in person or via one of the contact details under the menu items "Customer Service" or "Contact Details".

Subsequent changes to the order can only be made in written form, by e-mail.

Handling complaints:

The goal of Majidi Kft. is to fulfill its orders in appropriate quality, with the full satisfaction of the customer. If the User nevertheless has any complaints about the contract or its performance, he/she may submit his/her complaint to the above e-mail address.

The written complaint will be reviewed by the Service within 30 days and answered in writing. . The Service Provider shall keep the record of the complaint and a copy of the response for 1 year and present it to the supervisory authorities upon request. It shall state the reasons for rejecting the complaint in writing.

The oral complaint will be immediately examined by Majidi Kft. and, if necessary, remedied. If the customer does not agree with the handling of the complaint or immediate investigation of the complaint is not possible, the Service Provider shall immediately draw up a record of the complaint and its related position, and hand over a copy thereof to the customer.

Please be informed that if your complaint is rejected, you may initiate the procedure of an authority or conciliation body with your complaint, as follows:

The Consumer may lodge a complaint with the consumer protection authority:

According to Government Decree 387/2016 (XII.2) on the designation of the consumer protection authority, administrative authority matters are dealt with in the first instance by the district office or the district office of the county seat, and in the second instance by the Government Office of Pest County with national competence. Contact details of district offices: <http://jarasinfo.gov.hu>

In case of complaint, the Consumer has the opportunity to turn to a conciliation body, the contact details of which can be found here:

In the event of a cross-border consumer dispute related to an online sales or online service contract, only the conciliation body operating under the Budapest Chamber of Commerce and Industry is competent for the procedure.

Budapest Conciliation Board
Address: Krisztina boulevard 99, Budapest, 1016
Phone number: (1) 488-2131
Fax Number: (1) 488-2186
Name: Dr. György Baranovszky

E-mail address: bekelteto.testulet@bkik.hu; The Service Provider is obliged to cooperate in the conciliation body procedure. Within this framework, he is obliged to send his response to the conciliation body and to ensure the participation of the person authorised to reach a settlement at the hearing. If the registered office or establishment of the business is not registered in the county of the chamber operating the territorially competent conciliation body, the company's obligation to cooperate extends to offering the possibility of concluding a written settlement according to the consumer's request.

In case of a complaint, the Consumer can use the EU Online Dispute Resolution platform, which requires a simple registration in the European Commission's system. The consumer can then submit his complaint via the online website, which is addressed: <http://ec.europa.eu/odr>

If the consumer does not turn to a conciliation body or the procedure has not been successful, the consumer has the opportunity to go to court to settle the dispute. The lawsuit must be initiated by means of a statement of claim, in which the following information must be indicated:

- the court seised;
- the names, domiciles and status of the parties and their representatives;
- the right sought to be enforced, stating the facts on which it is based and the evidence thereof;
- information from which the jurisdiction and jurisdiction of the court or tribunal can be established;
- a definite request for a decision of the court.

The application shall be accompanied by the document or a copy thereof, the content of which it refers to as evidence.

Complaint handling due to product defects:

We do our best to make our wallpapers perfect, but sometimes mistakes can occur. It is your responsibility to ensure that the product is free from defects.

Wallpaper: Before installation, the rolls must be checked for integrity and equal batch numbers. It is necessary to check whether the pattern and colors match on the rolls.

Please keep all labels until wallpapering is complete. In case of complaint, we will need your product label.

After applying 3 strips, the wallpapering person must inspect the wallpaper, it is his responsibility to continue the work.

We cannot be held liable for any damage resulting from installation. Complaints exceeding 1 roll will not be accepted for the defect resulting from the installation.

If you find a defect, please return any defective products with a label to the place of purchase.

Textile: all materials must be checked for their entire width and length. If you find an error, please contact our Customer Service: exportmajdikft@gmail.com

Reseller Partners are subject to **GENERAL TERMS AND CONDITIONS RESELLERS.**

[Product claim form](#)