

General Terms and Conditions

1. Information about the Seller

CVN Front Ltd. (registered office: 2119 Pécel, Határ utca 3. tax number: 27547458- 2-13 company registration number: 13- 09-220638; Customer Service phone number: 06-20-318-7779, e-mail: info@cvnfront.com), website: www.cvnfront.hu hereinafter referred to as "Seller". CVN Front Ltd. is located at: H-2119 Pécel Határ utca 3. (hereinafter referred to as "the Premises").

2. Determining the range of products you can order

The Seller publishes its products in a comprehensive price list on its premises and website. The list of products may not be exhaustive. The prices and discounts price lists and periodic special offers are subject to availability for the period and under the conditions specified therein. Seller's offers are without obligation and are indicative. The Seller's contact details will be able to provide accurate up-to-date information.

3. Ordering products

The Seller accepts the Buyer's intention to purchase by placing a personal order at the premises and by placing an order in writing, provided that the Buyer has provided the Seller with all the information necessary for the order. The Seller shall not be liable for any damages resulting from incorrect performance due to incorrect information provided by the Buyer.

The Seller will confirm the Buyer's personal order on the spot and his written order to the Buyer by electronic means. If such confirmation is not received by the Buyer within 2 working days of the date of sending the Buyer's offer, the Buyer's obligation to purchase shall terminate without any further conditions. The Seller shall only be obliged to fulfil the contract in the case of a written order if the order has been confirmed.

A contract of sale between the Parties shall only be concluded when the Parties have agreed on all essential matters (e.g. quantity, quality, specification, consideration, delivery and payment terms and time(s), securities, etc.).

The confirmation is not the same as the information email sent automatically when you place an order online.

By placing an order, the Customer declares that it accepts and is bound by these General Terms and Conditions.

4. The price of the products and how to pay

For the current net and gross prices of the products, please consult the current online product catalogue at www.cvnfront.hu or the price lists available on the site.

When placing an order, the Customer can choose between the following payment methods: payment at the cash desk, cash or credit card.

Advance transfer (account number: OTP Bank Zrt. 11715007-21529502-00000000); in this case, the Seller will the order fulfillment, the collection of the goods (production, custom cutting), if the amount transferred as the purchase price has been credited to the Seller's bank account. The purchase price must be credited to the Seller's account at least 1 banking day before the delivery date specified in the order for delivery. If the Buyer has opted for payment by bank transfer, the Seller shall hold the ordered goods for the Buyer for 5 working days after the delivery date indicated in the order confirmation in the event of non-receipt of the goods.

Cash on delivery; the place of payment is the delivery address indicated by the Customer and the method of payment is always cash. Payment is made at the time of receipt of the goods. Unless otherwise agreed, the costs of collection and delivery shall be paid by the Buyer by default.

Deferred payment is only available to Seller's qualified partners under specific contractual terms. The Seller shall determine the rate of default interest in accordance with § 6:155(1) of the P.t.k., the amount of which shall be the base rate of the central bank plus eight percent. In the event of late payment exceeding thirty days, the Seller shall pursue the claims through legal proceedings, the costs of which shall be borne by the Buyer. For further information, please contact the Seller.

The Seller reserves the right to change the prices and discounts published on the website www.cvnfront.hu and in its printed price lists, with the modification taking effect at the same time as the publication on the website. This also means that the system will always calculate the value of the shopping basket using the current prices. Changes to prices will not affect the purchase price of products already ordered and confirmed. Until the purchase price has been paid in full, the Seller retains the ownership of the products delivered. Ownership of the product shall pass to the Buyer upon crediting the purchase price to the Seller's account or upon payment on the spot.

In view of the situation caused by the coronavirus epidemic and in the spirit of increased environmental awareness, our company, CVN Front Ltd. introduced e-invoicing among its partners. The invoices issued in this way fully comply with all requirements, are time-stamped and bear a certified signature.

By accepting our offer or sending us an order you agree and consent us issuing an e-invoice to you, which will be sent to the e-mail address you provided when you contacted us (please indicate in writing if you have a different e-mail address).

Please kindly accept it and, if necessary, forward it to the person responsible.

5. Take-over of products

The Customer can collect the selected and ordered products at the time and place indicated in the confirmation and agreed with the Customer electronically. The packaging and delivery costs incurred shall be borne by the Buyer, the amount of which shall vary depending on the type and quantity of goods ordered, the delivery method chosen and the place of order. The packaging and delivery costs incurred will be included in the confirmation. Delivery costs are understood to be all costs incurred in connection with delivery between the Seller's premises and the delivery address provided by the Buyer (e.g. if a collection permit is required, the cost of obtaining one).

1. Collection at the Seller's premises

The goods can be collected in person at the Seller's premises indicated when the order was placed, on presentation of a printed confirmation of the order, from the date indicated in the confirmation. In the case of orders placed in person, the goods can be collected on the spot. The Seller will hold the goods for the Buyer for 5 working days after the delivery date indicated in the order confirmation. The Seller shall not store goods already sold to the Buyer in its warehouse. If the Buyer fails to take delivery of the Goods within the time limit, the Seller shall notify the Buyer in writing of the time limit for taking delivery of the Goods by setting a new time for taking delivery (hereinafter referred to as the "Additional Time Limit").

If the grace period also expires without result and the delay in taking delivery of the goods exceeds 10 days from the expiry of the grace period, the Seller shall issue an invoice for the value of the goods and shall be entitled to a penalty. The penalty shall be 0,25% of the value of the goods not taken over per day, the

From the 11th day of the delay after the end of the grace period. If the Buyer fails to take delivery of the goods within 30 days of the end of the grace period, the Seller shall be entitled to take delivery of the goods from the 31st day at its own discretion:

withdraw from the Contract and sell the goods to a third party. In this case, the Seller is entitled to claim from the Buyer the difference between the purchase price fixed in the Contract and the actual sale price as compensation; or, ii. to destroy (dispose of) the goods at the Buyer's expense. Subject to the rules on compensation, the Buyer is still obliged to pay the price of the goods; or

notify the Seller of the Buyer's decision within 3 working days. The Buyer shall also be liable to pay the penalty amount as set out above. The Seller is obliged to deliver the goods to the Buyer, except for contractual partners, only if the Buyer has paid the purchase price in full.

2. Home delivery - Delivery

If the Buyer so requests, the Seller will deliver the goods to the place indicated by the Buyer throughout the country. The Buyer shall indicate his request for home delivery on the spot or in writing when placing the order. The Seller shall inform the Customer in writing of the exact time of delivery on the specified day.

The delivery of the ordered goods is carried out with the intervention of the Seller's contracted carrier partners. The Seller understands the delivery of the goods to be the delivery method chosen by the Buyer when placing the order.

The goods are unloaded in logistical order, therefore the Seller can only inform the Buyer in the afternoon of the day before the delivery of the goods, at which time of the day the goods are expected to arrive.

Time-bound, time-stamped deliveries may incur an additional charge, so the Buyer must inform the Seller of this at the time of ordering.

The Freight forwarder, the Seller's agent, is responsible for the delivery of the goods. Loading is the responsibility and liability of the Customer.

If the Carrier's assistance is required for loading, it must be indicated before delivery. Any additional costs incurred shall be settled directly with the Carrier by the Customer.

Unless otherwise agreed, the Buyer shall reimburse the Seller for the cost of delivery. In the case of payment by bank transfer, delivery is only possible after the full purchase price and delivery costs have been credited to the Seller's account. The Seller shall inform the Buyer of the delivery costs in the order confirmation. The Seller can only meet Buyer's request for delivery on the date specified by the Buyer if the Buyer has complied with one of the conditions set out in Clause 4.

In case of unsuccessful delivery, the carrier will leave a notice with the Buyer. The Customer can then contact Customer Services to arrange a new delivery date. In the event of unsuccessful delivery, the Buyer is liable to pay all costs incurred in connection with the delivery, including the costs of return transport. The new delivery date will be set after reimbursement of the return carriage costs incurred in connection with the previously unsuccessful delivery and the new delivery costs.

6. Product control

The Buyer is obliged to check the parcel in detail at the time of delivery/acceptance and to sign the delivery note in case of complete delivery. In the case of on-the-spot receipt and purchase of the goods, the

The Buyer is obliged to check the package(s) in detail and, in the case of complete fulfilment, to sign the receipt at the time of issue. In the case of damage to the goods, a photograph must be taken on the spot in order to initiate a claim. The Seller can only accept the claim if it is made by telephone or in writing on the day of receipt of the goods. After that time, the Seller cannot accept claims for defects.

The Buyer shall immediately carry out a quality inspection of the on receipt of the Products at the external site and shall make any quality complaints on the delivery note or on the damage report provided by the carrier. Furthermore, he shall immediately notify the Seller in writing, which shall be sent to CVN Front Ltd. at atinfo@cvnfront.com. The quantitative inspection shall be carried out by the Buyer upon receipt of the Products. After the delivery and acceptance of the Products, no further objections regarding quantity and quality related to the acceptance of the delivery may be raised.

The risk of damage to the Product shall pass to the Buyer upon delivery of the Product to the Buyer or its representative. If the Buyer carries the goods himself, the risk of loss or damage passes to the Buyer when he takes delivery of the goods at the Seller's premises. The Seller shall assist in loading the goods onto the Buyer's means of transport, but the risk of loss in this respect shall be borne by the Buyer. Only goods for which the purchase price has been paid by the Buyer prior to loading onto the means of transport may be handed over to a carrier engaged by the Buyer.

7. Withdrawal

The legal regulation on the exercise of the right of withdrawal from the submitted orders is contained in Government Decree 45/2014 (26.II.). In the case of a written order, the Customer is entitled to withdraw from the purchase after the order has been placed but before production. In this case, the Buyer shall not be liable for any costs.

The buyer is not entitled to exercise the right of withdrawal in the case of a non-prefabricated product which has been manufactured on the buyer's instructions or at the buyer's express request, or in the case of a product which is clearly tailor-made for the buyer.

The Customer may withdraw from the contract within fourteen days without giving any reason. The right of withdrawal may be exercised from the day on which the goods are taken over. The Buyer may exercise the right of withdrawal by means of an express declaration to that effect after taking delivery of the products. In that case, the Buyer shall bear the costs incurred in returning the products as a result of exercising the right of withdrawal. The Seller shall reimburse the Buyer the full purchase price only if the goods are returned undamaged and intact. The Seller shall reimburse the amount paid by the Buyer within thirty days of the withdrawal.

The Seller shall be entitled to deduct from the amount to be refunded any depreciation resulting from use exceeding the use necessary to establish the nature, characteristics and functioning of the product. The Seller may withhold the reimbursement until the Product has been returned or the Buyer has provided proof that it has been returned, whichever is the earlier.

8. Warranty and guarantee

Warranty and guarantee are governed the Civil Code and Government Decree 151/2003 (IX.22.). Warranty is only applicable in case of quality defects of the product.

The warranty is only valid in the event of a quality defect of the product, and the Buyer may lodge a complaint about the order, delivery and packaging with the Seller's contact details as set out in clause 10.

9. Liability, force majeure

The information contained in the price lists and on the website www.cvnfront.hu provided in good faith, but is for information purposes only and the Seller is not responsible for the accuracy or completeness of the information.

Force Majeure means an extraordinary and unavoidable event which is independent of the will of the Parties and which prevents or significantly delays the performance of the Contract and the occurrence of which is unforeseeable and unavoidable at the time of the conclusion of the Contract. Force majeure shall be deemed to include, in particular, natural disasters, acts of war, epidemics, general shortages of raw materials, energy shortages, strikes, breakdowns lasting more than 24 hours, interruptions in utility services, etc.

In the event of force majeure, the party concerned must notify the other party in writing without delay. If the Force Majeure prevents the Seller's performance, the Seller shall be entitled to unilaterally extend the delivery period or to withdraw from the Contract. In the event of withdrawal for such a reason, the Seller shall not be under any obligation whatsoever. If the Seller is unable to deliver the goods in due time, the Buyer shall be entitled to withdraw from the Contract. For the purposes of this clause, a reasonable time shall be understood to be 3 months after the expiry of the Vis Maior.

10. Data protection, confidentiality provisions

In relation to any personal data provided by the Customer in the course of the order, the Seller shall act in accordance with Act CXII of 2011 on the Right of Informational Self-Determination and Freedom of Information. The detailed rules on the processing of the Customer's personal data are set out in the Privacy Statement, which is available via the following links: <https://cvnfront.hu/rolunk>. By providing the data, the Customer agrees to receive notifications of promotions in electronic form from the Customer Service, unless the Customer expressly objects. The registered Customer may indicate by e-mail to the Customer Service if he/she does not wish to use this service.

Except for the provision of data to subcontractors necessary for the fulfilment of orders or to processors commissioned by the Seller to process data, the Seller shall not disclose to third parties the data it has obtained knowledge of and which it processes. The Seller is entitled to provide the subcontractor with the data strictly necessary for the correct delivery of the product (name, delivery address, telephone number). The Buyer acknowledges that he has the right to withdraw his consent to the processing of his personal data at any time in writing, to modify it and to request the rectification or deletion of his personal data by sending an e-mail to toinfo@cvnfront.com.

The Parties undertake not to disclose to any third party any technical, economic, personal, labour, business trade information of a technical, economic, personal, labour and trade secret nature of which they become aware concerning the other Party in connection with the contracts concluded between them without the prior written consent of the Party concerned, to refuse any request for the disclosure of such information, and to use all means within their power to prevent and ensure that such information is not accidentally disclosed.

For the purpose of these GTC, trade secret is any fact, information or other data relating to an economic activity, and any compilation thereof, which is not publicly known or not readily accessible to persons engaged in the economic activity concerned, the acquisition, use, disclosure or disclosure of which to unauthorised persons would infringe the right of the rightful owner to

financial, economic or market interests, provided that the person lawfully entitled to it is not responsible its safekeeping. Information obtained about the Parties' customers shall also be treated as trade secrets.

The provisions on trade secrets shall also apply to technical, economic or organisational knowledge, experience or a compilation thereof (for the purposes of this Act: proprietary information) which is recorded in an identifiable manner and which is of pecuniary value, if it is acquired, used, communicated or disclosed in a manner contrary to the principles of good faith and fair dealing.

11. Complaints and redress

The consumer may submit consumer complaints about the product or the Seller's activities to the following contact details:

Phone: +36 20 318 7779 E-

mailinfo@cvnfront.com

A consumer may communicate to the business, orally or in writing, a complaint about the conduct, activity or omission of the business or of a person acting in the business's interest or on the business's behalf directly related to the marketing or sale of goods to consumers.

The business must investigate the oral complaint immediately and remedy it as necessary. If the consumer does not agree with the handling of the complaint or if it is not possible to investigate the complaint immediately, the undertaking must immediately take a record of the complaint and its position on it and, in the case of a face-to-face oral complaint, give a copy of the record to the consumer on the spot. In the case of an oral complaint communicated by telephone or other electronic communications service, the consumer shall be provided with the substantive reply within 30 days at the latest, in accordance with the provisions applicable to the reply to the written complaint.

In other respects, it shall act on the written complaint as follows.

Unless otherwise provided for in a directly applicable legal act of the European Union, the undertaking must reply in writing to the written complaint within thirty days of receipt and take steps to communicate the complaint. A shorter time limit may be laid down by law, or a longer time limit by statute. The undertaking must state the reasons for its rejection of the complaint. Oral complaints communicated by telephone or by electronic communications must be given a unique identification number.

The record of the complaint must include the following:

the name and address of the consumer,

where, when and how the complaint was lodged,

a detailed description of the consumer's complaint, a list of the documents, records and other evidence presented by the consumer,

a statement of the business's position on the consumer's complaint, if an immediate investigation of the complaint is possible,

the signature of the person who took the report and, except in the case of an oral complaint made by telephone or other electronic communication service, the signature of the consumer,

the place and time of recording of the minutes,

in the case of an oral complaint made by telephone or other electronic communication service, the unique identification number of the complaint.

The undertaking must keep a record of the complaint and a copy of the reply for five years and present it to the supervisory authorities at their request.

If the complaint is rejected, the business must inform the consumer in writing of the authority or conciliation body to which the complaint may be submitted, depending on its nature. The information must also include the address, telephone and Internet contact details and the postal address of the competent authority or conciliation body in the place where the consumer resides or is staying. The information should also include whether the business will use the conciliation body to resolve the consumer dispute. If any consumer dispute between the seller and consumer is not settled during the negotiations, the following means of redress are available to the consumer:

Consumer protection procedure

Complain to the consumer authorities. If you notice a breach of your rights as a consumer, you have the right to complain to the consumer protection authority in your place of residence. Once the complaint has been examined, the authority will decide whether or not to proceed with the consumer protection procedure. The first level consumer protection authorities are the metropolitan and county government offices competent for the consumer's place of residence, a list of which can be found at: <http://www.kormanyhivatal.hu/>

Court proceedings

The Customer is entitled to enforce his/her claim arising from the consumer dispute before the court in civil proceedings in accordance with the provisions of Act V of 2013 on the Civil Code and Act CXXX of 2016 on the Code of Civil Procedure.

Conciliation Body procedure

Please note that you can lodge a consumer complaint with us. If your consumer complaint is rejected, you also have the right to take your complaint to the Conciliation Board of the place where you live or stay: the conciliation procedure can only be initiated if the consumer tries to settle the dispute directly with the business concerned. The conciliation body designated in the consumer's request is competent to take action instead of the competent body, at the consumer's request.

The company has a duty to cooperate in the conciliation procedure.

This includes an obligation for businesses to send a reply to the conciliation body's request and an obligation to appear before the conciliation body ("to ensure the attendance of a person authorised to conclude a settlement agreement at a hearing").

If the seat or establishment of the business is not registered in the county of the chamber operating the territorially competent conciliation body, the business's obligation to cooperate extends to offering the consumer the possibility of a written settlement in accordance with his or her request.

In the event of a breach of the above-mentioned duty of cooperation, the consumer protection authority has the power to impose mandatory fines on businesses for infringing law, and there is no possibility to waive fines. In addition to the law on consumer protection, the law on small and medium-sized enterprises

law, so that the imposition of fines on small and medium-sized enterprises will not be waived.

The amount of the fine may range from HUF 15,000 to HUF 500,000 for small and medium-sized enterprises, while for non-small and medium-sized enterprises subject to the Accounting Act with an annual net turnover exceeding HUF 100 million, the fine may range from HUF 15,000 to 5% of the enterprise's annual net turnover, but not more than HUF 500 million. By introducing a mandatory fine, the legislator aims to reinforce cooperation with conciliation bodies and to ensure the active participation of businesses in the conciliation procedure.

The conciliation body is responsible for settling consumer disputes out of court. The conciliation body's task is to attempt to reach an agreement between the parties to resolve the consumer dispute and, if this is unsuccessful, to rule on the case in order to ensure that consumer rights are enforced in a simple, quick, efficient and cost-effective manner. The conciliation body shall, at the request of the consumer or the business, advise on the rights and obligations of the consumer.

The conciliation body's proceedings are initiated at the request of the consumer. The request must be submitted in writing to the chairman of the conciliation body: the requirement of written form may be met by letter, telegram, telex or fax, or by any other means which the recipient to store the data addressed to him permanently for a period of time adequate for the purposes for which the data were intended and to display the data in their unaltered form and content. The request must include

the name, residence or domicile of the consumer,

the name, registered office or place of business of the business involved in the consumer dispute,

if the consumer has requested the designation of the competent conciliation body instead of the body having jurisdiction,

a brief description of the consumer's position, the facts supporting it and the evidence to support it,

a statement from the consumer that the consumer has tried to resolve the dispute directly with the business concerned

a declaration by the consumer that he has not initiated proceedings before any other conciliation body, that no mediation procedure has been initiated, that no application for a claim has been lodged or that no application for an order for payment has been submitted,

the motion for a decision of the panel,

the signature of the consumer.

The request must be accompanied by the document or a copy (extract) of the document to the content of which the consumer refers as evidence, in particular the written statement by the undertaking rejecting the complaint or, failing this, any other written evidence available to the consumer that the required conciliation has been attempted.

If the consumer through an authorised representative, the authorisation must be

attached to the application. More information on the Conciliation Boards is available at:

<http://www.bekeltetes.hu>

For more information on the local Conciliation Boards, [please visit:](#)

<https://bekeltetes.hu/index.php?id=testuletek>

The seat of the Pest County Conciliation Board:

1055 Budapest, Balassi Bálint utca 25. IV/2.

Postal address: 1055 Budapest, Balassi Bálint utca 25.

IV/2. E-mail address: pmbekelteto@pmkik.hu

Telephone: 06-1-792-7881

Our website: <http://www.panaszrendezes.hu/homepage/index.php> or

www.pestmegyeibekelteto.hu

Online dispute resolution platform

The European Commission has set up a website where consumers can register to resolve their online shopping disputes by filling in an application form and avoiding court proceedings. This will allow consumers to enforce their rights without, for example, being prevented by distance.

If you want to make a complaint about a product or service you bought online and don't necessarily want to go to court, you can use the online dispute resolution tool.

On the portal, you and the trader you have complained against can jointly choose the dispute resolution body you want to deal with your complaint.

The online dispute resolution platform is available here:

<https://webgate.ec.europa.eu/odr/main/?event=main.home.show&lng=HU>

12. Acceptance of the Terms of Business

By confirming all orders placed on the spot or sent in writing to the Seller, the Buyer also confirms his acceptance of the General Terms and Conditions in force. These GTC shall also apply in the event of an individual contract between the Seller and the Buyer.

In the event of any discrepancy between the individual contract and these GTC, the provisions of the individual contract shall prevail.

13. Interpretative provisions

Delivery note: a document issued by the carrier or the Seller containing the contract number and/or the job number, the delivery receipt details, the list of the Products delivered, the number of items.

Take-over record: a document drawn up and signed by the Buyer and the Seller, recording the circumstances of performance, in particular the details of the Parties, the date of delivery, the place of delivery, the details of the Product and, where applicable, any quantitative and qualitative defects.

Product: the totality of the products and/or services produced and marketed by the Seller in accordance with the technical content specified in the given order.

GTCs: these general terms and conditions and all annexes and amendments thereto.

Purchase Order: a document issued by the Buyer and confirmed by the Seller, specifying the details of the Parties, the parameters of the specific tasks to be performed and/or the Product to be produced by the Seller, the place and time of performance, the amount of the Contractor's fee for the performance of the tasks, list of documents to be delivered and the Buyer's protection agreement, as agreed between the Buyer and the Seller.

Parties: the Buyer and the Seller jointly.

Civil Code: Act V of 2013 on the Civil Code.

Work area or site: the place where the installation or assembly of the Product manufactured and/or delivered by the Seller takes place.

Delivery: the delivery of the Product to the Location by the Seller.

Carrier: who delivers the Product to the Location.

Buyer: a natural person, legal entity or unincorporated association having a business relationship with the Seller as Buyer.

14. Final provisions

These GTC general rules which are binding on both the Buyer and the Seller in all contractual transactions between the Buyer and the Seller.

Any legal transaction between the Buyer and the Seller shall be governed, firstly, by the relevant individual contract (if any), the framework contract (if any) and the Purchase Order, secondly, by the GTC and, thirdly, by the provisions of the applicable law, in particular the Civil Code. The provisions of the GTC shall constitute contractual terms and conditions for all contracts and transactions between the Buyer and the Seller and shall form an integral part of the Purchase Order.

The Seller is free to amend these General Terms and Conditions. Any modification shall take effect on the date on which the text of the modification is published online on the website. A copy of the General Terms and Conditions may be consulted on the premises.

The invalidity, ineffectiveness or unenforceability of provision of these GTC or of any document delivered under these GTC shall not affect the legality, validity, effectiveness or enforceability of any other provision of these GTC.

The contracting parties will make every effort to settle any disputes through negotiations. If this is not possible, the contracting parties shall submit the dispute to the jurisdiction of the Central District Court of Buda, depending on the value of the dispute, the proviso that the court specified in the legislation shall have jurisdiction in cases not falling within the jurisdiction of local courts.

The provisions of the Civil Code, Government Decree 45/2014 (26.II.), Government Decree 151/2003 (22.IX.) and Act CVIII of 2001 shall apply in matters not regulated by these Regulations.

Pécel, 31.01.2023.