GENERAL TERMS AND CONDITIONS FOR ONLINE PURCHASES

1. Introduction

The following General Terms and Conditions ("GTC") apply to the online sales activities of the **Sisters by Gettó Gulyás** catering establishments operated by **SZÓDA 1 Kft.** (registered office: 1075 Budapest, Wesselényi u. 18.; company registration number: 01-09-712126; tax number: 12961885-2-42; represented by Dávid Kautezky, Managing Director; hereinafter referred to as the "Service Provider").

Under the terms and conditions set out in these GTC, the Service Provider sells food products, prepaid services, and other products related to its restaurants.

The Customer is required to read and accept these GTC prior to making an online purchase. Acceptance of the GTC is a prerequisite for finalizing the order.

2. Definitions

1. **Service Provider:** SZÓDA 1 Kft., which operates the Sisters by Gettó Gulyás catering establishments and sells food, beverages, products, and services through its online platforms (website).
2. **Customer:** Any natural or legal person who purchases a product or service through the Service Provider's online platforms. For the purposes of these GTC, a **Consumer** is a Customer who qualifies as a consumer under the applicable legislation.
3. **Online Platform:** The website and payment system operated by the Service Provider, as well as any other digital platform through which the Service Provider conducts sales.
4. **Withdrawal Statement:** A legal declaration made by the Consumer whereby the Consumer withdraws from a distance contract without providing any justification, in accordance with the applicable legislation.

3. Contract Formation Process

1. **Registration and Ordering:** The Customer may place an order through the without registration. After completing the order, the Customer finalizes the purchase by clicking the "Submit Order" and "Payment" buttons.
2. **Acceptance and Order Confirmation:** The contract between the Service Provider and the Customer is concluded upon the Service Provider's acceptance of the order by email. An automated message merely confirming receipt of the order does not, in itself, constitute acceptance of the order. The order confirmation email contains the details of the order, the amount paid, and the related receipt or information on where the receipt can be accessed.
3. **Language:** The language of the contract is Hungarian. The ordering process and all related documents are provided in Hungarian.

4. Prices, Payment and Invoicing

1. **Price Display:** The Service Provider always displays the prices of products and services in Hungarian forints (HUF). The prices include value added tax (VAT).
2. **Payment Methods:** Payment is made exclusively electronically, by bank card (including Mastercard, Visa, American Express, etc.) or by another digital payment method. SZÉP Cards and other vouchers cannot be used for online payments unless expressly supported by the payment system.
3. **Security:** The Service Provider uses a qualified payment service provider (**Teya**) to process card payments. The Service Provider does not store the payment card details provided during the payment process.
4. **Invoicing:** The Service Provider issues the applicable receipt or other accounting document in accordance with the tax and accounting regulations in force at the time of the transaction. Where an electronic receipt or electronic invoice is issued, it will be made available to the Customer electronically. Invoices are issued based on the billing information provided by the Customer.

5. Right of Withdrawal and Its Exercise

1. **Exclusion of the Right of Withdrawal:** Pursuant to Government Decree 45/2014 (II. 26.), the Consumer does not have the right to withdraw without giving any reason from the purchase of freshly prepared, perishable, or short shelf-life food products ordered under these GTC, in accordance with Section 29 (1) (d) of Government Decree 45/2014 (II. 26.).
2. When placing an order, the Customer selects the desired collection time on the Online Platform. The earliest available collection time is 15 minutes after the order has been placed, while the latest available collection time is 11:00 p.m. on the day of the order.
3. As the restaurant prepares the order for the collection time specified by the Customer, following the placement and online payment of the order, the Consumer does not have the right to withdraw without giving any reason with regard to freshly prepared food products.
4. The right of withdrawal applicable to beverages purchased as part of an order depends on the nature of the particular product. If a beverage is considered perishable or has a short shelf life, the exception set out in Section 29 (1) (d) of Government Decree 45/2014 (II. 26.) applies. For other beverages, the existence of the right of withdrawal shall be determined in accordance with the applicable legislation.

6. Order Cancellation

1. **Cancellation by the Customer:** The Customer may request the cancellation of an order before the selected collection time. However, once the preparation of freshly prepared food has commenced, the Service Provider is not obliged to accept the cancellation or refund the purchase price paid online, as the food is prepared specifically based on the Customer's order and for the collection time specified by the Customer. The cancellation option described in this section is not equivalent to the statutory right of withdrawal.
2. **Cancellation Before Preparation:** If preparation of the order has not yet commenced, the Service Provider may, at its sole discretion, allow the Customer to cancel the order.

7. Non-Conforming Performance

1. The absence of the right of withdrawal does not affect the Customer's statutory rights in the event of non-conforming performance. In particular, if the Customer receives a product other than the one ordered, one or more ordered items are missing, or a product has a quality defect, the Customer is entitled to report the complaint to the Service Provider.

8. Collection

2. The Customer may collect the order in person at the restaurant on the date specified in the order confirmation and at the collection time selected by the Customer. The earliest available collection time is 15 minutes after the order has been placed, while the latest available collection time is 11:00 p.m. on the day of the order.

Online payment is made when the order is placed. The order becomes final once the online payment has been successfully completed and the order has been confirmed by the Service Provider.

9. Warranty and Liability

1. **Statutory Warranty:** The Service Provider shall be liable in accordance with the Hungarian Civil Code for ensuring that the services comply with the terms and conditions set out in the contract and in the information provided to the Customer.
2. **Force Majeure:** The Service Provider shall not be liable for events arising from causes beyond its control that cannot reasonably be prevented or overcome (e.g. natural disasters, changes in legislation, or technical failures) and which make online sales impossible.

10. Complaints and Legal Remedies

1. **Submitting a Complaint:** The Customer may submit a complaint in person at 1075 Budapest, Wesselényi utca 18, by email at sistersbygettogulyas@gmail.com, or by telephone using the contact details provided on the website.
2. **Investigation of Complaints:** The Service Provider shall acknowledge the complaint in writing and provide a response within 30 calendar days. If the complaint is rejected, the Service Provider shall provide written reasons for its decision.
3. **Conciliation Board:** In the event of a consumer dispute, the Consumer may refer the matter to a conciliation board. The contact details of the Budapest Conciliation Board, which has jurisdiction based on the registered office of the Service Provider, are as follows: 1016 Budapest, Krisztina krt. 99.; mailing address: 1253 Budapest, Pf. 10.; email: bekelteto.testulet@bkik.hu; website: bekeltet.bkik.hu.
4. **Other Legal Remedies:** The Consumer is entitled to bring the matter before a court if the conciliation procedure does not result in a satisfactory resolution and may also enforce their rights through any other means of legal remedy provided by applicable law.

11. Data Protection

1. **Processing of Personal Data:** The Service Provider processes Customers' personal data in accordance with the European Union's General Data Protection Regulation (GDPR) and the

applicable Hungarian legislation.

2. **Privacy Policy:** Detailed information regarding the processing of personal data is set out in a separate Privacy Policy published by the Service Provider and available on the website.

3. **Data Transfers:** In the course of processing payment transactions, the payment service provider processes the data necessary to complete the payment. The Service Provider does not store the Customer's full payment card details; transaction data required by the Service Provider in connection with the payment is processed in accordance with the applicable legislation and the Privacy Policy.

12. Termination and Amendment of the Contract

1. **Amendments:** The Service Provider is entitled to amend these GTC unilaterally. Any amendment shall enter into force on the date of its publication. Amendments shall not affect contracts that have already been concluded.

2. **Invalid Provision:** If any provision of these GTC is deemed invalid or unenforceable, this shall not affect the validity or enforceability of the remaining provisions.

3. **Termination of the Contractual Relationship:** The contract between the Customer and the Service Provider shall automatically terminate upon completion of performance and settlement of any rights and obligations that may remain outstanding.

13. Final Provisions

1. **Governing Law:** Matters not regulated by these GTC shall be governed by Hungarian law, in particular the provisions of the Hungarian Civil Code, applicable consumer protection legislation, and Government Decree 45/2014 (II. 26.).

2. **Contact:** The Customer may submit any questions or complaints regarding an order via the Service Provider's customer service contact details:

    - **Postal address:** 1075 Budapest, Wesselényi utca 18.
    - **Email:** sistersbygettogulyas@gmail.com
    - **Other:** Telephone numbers and other contact details provided on the website.

3. **Publication:** These GTC and any subsequent amendments thereto shall be published on the Service Provider's website.

These GTC shall be effective from September 1, 2026, until withdrawn.