

General Terms and Conditions

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GENERAL TERMS AND CONDITIONS

Welcome to the website operated by **Monster Cleaning Kft.**!

These General Terms and Conditions (hereinafter: **GTC**) contain the rights and obligations of Monster Cleaning Kft. (hereinafter: **Service Provider**) and the Customer (hereinafter: **Customer**) using the electronic commerce services provided by the Service Provider via the website <https://greenhugo.com>. (Service Provider and Customer hereinafter collectively referred to as the **Parties**). The GTC applies to all legal transactions and services carried out via <https://greenhugo.com>, regardless of whether fulfillment is carried out from Hungary or abroad, by the Service Provider or by its subcontractor.

The handling of the Customer's personal data is governed by the **Privacy and Data Management Policy**, which is available directly from the homepage or at the following link: [Privacy and Data Management Policy].

Technical information necessary for the use of the Website, which is not included in these GTC, is provided by the information available on the Website.

Images displayed next to the products on the Website are sometimes for illustration purposes only; the actual appearance of the products may differ, and the Service Provider assumes no liability for such differences.

Products displayed on the Website can be purchased and ordered with home delivery.

Please use our services only if you agree with all of the terms herein and consider them binding upon yourself.

Service Provider's Data:

- **Name:** Monster Cleaning Kft.
- **Registered seat and mailing address:** 1064 Budapest, Podmaniczky utca 57./2.em.14.
- **Tax number:** 26135834-2-42
- **Company registration number:** 01-09-303798
- **Statistical number:** 26135834 – 8121 – 113 – 01
- **Email:** hello@greenhugo.com
- **Phone number:** +36 30 787 3108
- **Contact phone number:** +36 30 787 3108
- **Website:** <https://greenhugo.com>

1. General Provisions, Conclusion of the Contract between the Parties

1.1. These GTC apply to all electronic commerce services provided within the territory of Hungary via the electronic store (hereinafter: **Webshop**) available on the website <https://greenhugo.com> (hereinafter: **Website**). Furthermore, these GTC apply to all commercial transactions within the territory of Hungary concluded between the Parties defined herein.

Purchases made in the Webshop are governed by **Act CVIII of 2001 on Certain Issues of Electronic Commerce Services and Services Related to the Information Society** ("Elkertv.").

1.2. Purchases in the Webshop can only be made by placing an electronic order in the manner specified in these GTC. The majority of the Webshop's content is accessible to all Customers; however, purchase requires a valid registration (and subsequent login), which anyone is entitled to carry out in accordance with the provisions of these GTC.

1.3. The Hungarian-language contract concluded between the Parties through the purchase of the product is not considered a written contract. The Service Provider does not file it, and it is not accessible or viewable afterwards.

1.4. After placing the order, the contract may be freely modified or canceled by the Customer until its fulfillment, without any consequences. This may be done by phone or via email.

1.5. The language of the contract is Hungarian.

1.6. The Service Provider does not submit itself to the provisions of any code of conduct.

1.7. Customer Service – Monster Cleaning Kft.

- Customer Service Office address: 1064 Budapest, Podmaniczky utca 57./2.em.14.
- The Customer may contact the Customer Service exclusively by email or phone; no personal administration is available at the Customer Service office.
- Phone hours: Monday – Friday, between 9:00 – 16:00 (according to current opening hours).
- Email: hello@greenhugo.com
- Phone: +36 30 787 3108
- Contact phone: +36 30 787 3108
- Website: <https://greenhugo.com>

2. Registration

2.1. Registration is possible by filling out the form under the "Registration" menu in the header, where the Customer must provide the following data to the Service Provider:

Personal data required:

- Last name
- First name
- Phone number
- Email address
- Password

The Service Provider informs the Customer via email about the success of the registration.

By registering on the Website, the Customer declares that he/she has read and accepts these GTC and the Privacy Statement published on the Website, and consents to the data processing described in the Privacy Statement.

2.2. The Service Provider is not liable for any delay in delivery or other error/problem that is attributable to data incorrectly and/or inaccurately provided by the Customer.

2.3. If the Customer forgets his/her password or it becomes accessible to unauthorized persons for any reason not attributable to the Service Provider, the Service Provider shall not be liable. The Customer is solely responsible for keeping the login data (especially the password) confidential. The Customer is obliged to immediately change his/her password if he/she becomes aware that an

unauthorized third party may have gained access to it; furthermore, if misuse of the password can be presumed, the Customer must notify the Service Provider simultaneously.

2.4. The Service Provider treats each registration as an independent person. The Customer undertakes to update the personal data provided during registration as necessary so that they are up-to-date, complete and accurate. After logging in, previously recorded data can be modified by clicking on the "Profile" link. The Service Provider assumes no liability for any damage or error resulting from changes made by the Customer to the registered data.

Conditions for Using Coupons

Discount coupons provided by the webshop can only be redeemed by customers who consent to subscribing to our newsletter by providing their e-mail address. By subscribing to the newsletter, the customer agrees to receive marketing messages, offers, and updates from the Service Provider.

The customer may unsubscribe from the newsletter at any time, free of charge and without giving any reason. However, the coupon discount can only be used during the period in which the customer remains an active newsletter subscriber.

3. Ordering

3.1. The essential characteristics and features of the goods to be purchased, as well as instructions for their use, can be found on the product information page of the specific product, and further detailed information is provided in the user manual attached to the product (where required by law). If the legally required manual is missing from the package, the Customer must notify Customer Service immediately (before using the product), and it will be provided.

If the Customer requires additional information regarding the quality, fundamental characteristics, usage, or usability of any product displayed on the Website, beyond what is published, he/she may contact Customer Service (see point 1.7). Performance by the Service Provider shall be deemed contractual if the product has more favorable characteristics than those indicated on the Website or in the user manual.

3.2. The price indicated next to the selected product is the purchase price, which includes VAT, but does not include possible delivery costs.

3.3. The Service Provider reserves the right to change the prices of products available in the Webshop. The modified purchase price becomes effective at the same time as its publication on the Website. The modification does not adversely affect the purchase price of products already ordered.

3.4. If, despite all due care, an incorrect price is displayed on the Website — in particular, an obviously incorrect, significantly different price from the generally accepted or estimated price of the product, or due to a system error, e.g. "0" HUF or "1" HUF — the Service Provider is not obliged to deliver the product at the incorrect price. Instead, the Service Provider may offer to deliver the product at the correct price, in which case the Customer may withdraw from the purchase.

3.5. The Service Provider accepts orders via the Website only from registered Customers and only if all required fields are correctly completed. (If a field is incorrectly or incompletely filled out, the Customer receives an error message.) The Service Provider assumes no liability for any delay in delivery or other problem attributable to incorrectly and/or inaccurately provided order data.

Orders can be placed in the Webshop after registration and login, by using the Cart. The Customer may add products to the Cart by clicking the "Add to Cart" button on the product page, after selecting the desired packaging/quantity. The contents of the Cart can be viewed, modified, or deleted by clicking on the cart icon. Once finalized, the Customer can provide or modify billing and delivery information, select payment and delivery methods, and add comments before submitting the order. By clicking the "Submit Order" button, the Customer sends the order to the Service Provider, which creates a payment obligation for the Customer.

3.6. Prices displayed on the Website are gross (including VAT and other public charges). Delivery costs are not included in the purchase price. No separate packaging fee is charged.

Prices are indicated in Hungarian Forint (HUF) and Euro (EUR).

4. Correction of Data Entry Errors

4.1. At any stage of the order and until the order is sent to the Service Provider, the Customer has the opportunity to correct data entry errors in the Webshop, either in his/her own account ("Profile") or on the order interface (e.g., deleting a product from the cart by clicking the "x" button).

Data entry errors may include, for example: incorrect quantity entered, wrong product placed in the cart and then deleted, or typing errors in order data (e.g., delivery address).

5. Binding Offer, Confirmation

5.1. The arrival of the Customer's order/offer is confirmed without delay by the Service Provider by means of an automatic confirmation email within 24 hours at the latest. The confirmation email includes the Customer's data provided during registration and purchase (billing and shipping details), the order ID, the order date, the list and quantity of ordered items, product prices, shipping cost, and the total amount payable. This confirmation email merely informs the Customer that the order has been received by the Service Provider.

Order processing takes place on working days between 8:00 and 16:00. Orders can also be placed outside of this timeframe; such orders will be processed on the next working day.

5.2. The contract shall only be considered concluded once the Service Provider expressly accepts the order by sending the order confirmation email. The confirmation contains details of the order: order ID, order date, ordered items and quantities, product prices, shipping cost, and the total amount payable. The Service Provider reserves the right not to accept the order in full or in part if the product is sold out, incomplete, or cannot be reordered. Partial fulfillment may only take place after prior consultation with the Customer. In such case, if the purchase price has been prepaid, the corresponding amount shall be refunded to the payer.

Order confirmations are sent within 24 hours of receiving the order, or on the next working day if the order is placed on a holiday or during multiple consecutive public holidays.

5.3. If the Customer does not respond to this confirmation within 24 hours, the Service Provider considers the order final according to the terms of the confirmation.

5.4. By the order confirmation, a contract is created between the Service Provider and the Customer for the sale of goods available in commercial circulation, in accordance with the content of the confirmed order and these GTC. For the purposes of these GTC, unless otherwise specified, "contract" shall mean this legal transaction.

5.5. The Customer shall be released from the binding nature of the offer if he/she does not receive a confirmation email from the Service Provider regarding the order within 24 hours.

5.6. If the Customer has already sent the order to the Service Provider but notices an error in the data included in the confirmation email, the Customer must notify the Service Provider within 1 day, or during the subsequent phone call initiated by the Service Provider, in order to prevent unintended order fulfillment.

5.7. Orders placed constitute contracts concluded electronically, which are governed by **Act V of 2013 on the Civil Code, Act CVIII of 2011 on Certain Issues of Electronic Commerce Services and Services Related to the Information Society**, and are subject to Government Decree 45/2014 (II.26.) on the detailed rules of contracts between consumers and businesses. The provisions also take into account Directive 2011/83/EU of the European Parliament and of the Council on consumer rights.

6. Payment and Delivery Terms

6.1. Payment Methods

The Service Provider offers the following payment methods to the Customer:

Bank card payment:

The Customer may settle the value of the order online via bank card payment on the Website. The payment is processed through the secure systems of **Barion Payment Zrt.** and/or **PayPal**. During payment, the Customer provides card data directly on the secure, encrypted payment page of the payment service provider (Barion, PayPal), and such data are not disclosed to the Service Provider.

Barion:

Online bank card payments are processed through the Barion system. Card data are not transmitted to the merchant. The service is provided by **Barion Payment Zrt.**, an institution supervised by the Central Bank of Hungary, license number: H-EN-I-1064/2013.

Accepted cards for online payment: Visa, Visa Electron, MasterCard, Maestro. In addition, other payment methods available in PayPal accounts can also be used.

Apple Pay and Google Pay are also accepted, provided that the Customer's device and bank support these services.

Cash on Delivery (COD):

If the ordered product is delivered by courier service, the Customer may pay the total amount to the courier upon delivery, either in cash or by bank card.

6.2. Invoice

Upon delivery of the product, the Service Provider issues an invoice to the Customer to certify the purchase, either in paper-based or electronic form.

6.3. Delivery

6.3.1. Orders placed on the Website are delivered by courier service to the address provided by the Customer during the online ordering process, according to the selected delivery method. Delivery takes place Monday to Friday, between 08:00–17:00. If the Customer is not at the specified address during this timeframe, it is recommended to provide a delivery address where the ordered goods can be received.

6.3.2. If the Customer is not present at the address at the agreed delivery time and the package cannot be delivered, the courier leaves a notification. Using the reference number on the notification, the Customer may contact the courier to arrange a new delivery address or time. The courier service attempts a second delivery at no additional cost.

If the second delivery attempt fails due to reasons attributable to the Customer, the package will be returned to the Service Provider. In such case, the Service Provider will only attempt a third delivery if the Customer has prepaid the total order value and the new delivery cost via bank transfer, and the payment has been credited to the Service Provider's account.

6.3.3. Upon receiving the package, please check in the presence of the courier that:

- The packaging is intact.
- The package contains the ordered product(s), and their quantity and visible quality correspond to the order.
- The invoice is included.
- The total amount matches the order confirmation.

If any discrepancy is detected, notify the courier and the Customer Service of Monster Cleaning Kft., and request that the courier draw up a report.

6.3.4. By signing the delivery note, the Customer acknowledges that the package has been received in proper external and internal condition, in accordance with the order. After the courier leaves, the Service Provider cannot accept any further claims regarding quantity or quality issues.

6.3.5. If the package or product is visibly damaged upon receipt and the damage occurred before delivery, the Service Provider will take the product back free of charge. The Service Provider does not assume liability for damage detected after receipt.

Important: Please only order the products if you can pay the courier upon receipt.

6.4. Services Ordered on the Website

Services ordered on the Website will be fulfilled by the Service Provider at the location specified in the order confirmation sent by email.

6.5. Delivery Costs

6.5.1. If multiple orders are received from the same Customer on the same day, delivery fees are calculated separately. If the Customer notifies the Service Provider at the time of the second order, and the Service Provider confirms feasibility, the orders may be combined. However, packages already dispatched cannot be combined afterwards.

The Service Provider reserves the right to change delivery fees, effective upon publication on the Website. Such modifications do not affect orders already placed.

6.6. Delivery Deadline

6.6.1. Courier delivery within Hungary usually takes place within **2–3 working days** after dispatch. Delivery at a specific time of day cannot be guaranteed.

6.6.2. General delivery time is **2–5 working days** domestically. For products sourced from abroad, delivery may take **3–4 weeks**. Delivery times are indicative only; the actual timeframe will be specified in the order confirmation.

7. Right of Withdrawal

The provisions of this section apply exclusively to natural persons acting outside the scope of their trade, profession, or business activity, who purchase, order, receive, use goods, or are the addressee of commercial communications or offers related to goods (hereinafter: **Consumer**).

The Consumer is entitled, in the case of a contract for the sale of goods, to withdraw from the contract without justification within fourteen (14) days from the date on which the Consumer, or a third party other than the carrier designated by the Consumer, receives:

- a) the product,
- b) in the case of multiple products, the last delivered product,
- c) in the case of a product consisting of multiple lots or pieces, the last delivered lot or piece, or
- d) in the case of goods delivered regularly over a defined period, the first delivered product.

The Consumer may also exercise the right of withdrawal between the date of the conclusion of the contract and the date of receipt of the goods.

If the Service Provider (Monster Cleaning Kft.) has not fulfilled its obligation to provide information regarding the right of withdrawal, the withdrawal period shall be extended by twelve months. If the Service Provider subsequently provides the required information within twelve months of the original 14-day deadline, the withdrawal period expires 14 days after the date of provision of such information.

The Consumer's declaration of withdrawal or the timely return of the goods is sufficient to comply with the deadline.

The Consumer has no right of withdrawal with respect to:

- products sealed for health protection or hygiene reasons, if they have been unsealed after delivery.

7.1. Procedure for Exercising the Right of Withdrawal

7.1.1. If the Consumer wishes to exercise the right of withdrawal, he/she must send a clear written statement of withdrawal to the Service Provider (using the contact details at the beginning of these GTC) by post or electronically, without the need to provide a reason. Alternatively, if the goods have already been received, the Consumer may return them within the deadline.

For this purpose, the Consumer may use the sample withdrawal form attached to the order confirmation email or available at the following link: [sample withdrawal/cancellation statement].

The withdrawal shall be deemed timely if the Consumer sends the declaration before the expiry of the deadline.

7.1.2. The Consumer is responsible for proving that the right of withdrawal has been exercised in accordance with the provisions of this Section.

7.1.3. The Service Provider shall confirm receipt of the Consumer's withdrawal statement without delay by email.

7.1.4. Withdrawal by post shall be deemed timely if the Consumer sends the declaration within 14 calendar days (even on the 14th day). In the case of postal notification, the date of posting shall be taken into account; in the case of email notification, the date of sending shall be taken into account. The Consumer is advised to send letters by registered mail.

7.1.5. If the Consumer withdraws, he/she must return the product without undue delay, but no later than 14 days from the date of the withdrawal statement, to the following address of the Service Provider:

Monster Cleaning Kft. 1105 Budapest, Gítár utca 11.

Return by courier must also be made to this address.

7.1.6. The deadline is met if the Consumer sends or hands over the product to the courier before the 14-day period expires.

7.1.7. The Consumer shall bear the direct cost of returning the product unless the Service Provider has agreed to bear this cost. At the request of the Consumer, the Service Provider may arrange the return shipment, but in such case, the cost shall still be borne by the Consumer. The Service Provider cannot accept returned packages sent cash-on-delivery (COD).

7.1.8. If the Consumer withdraws from the contract, the Service Provider shall refund all payments made by the Consumer, including delivery costs, within 14 days from the receipt of the withdrawal statement, except for additional costs incurred due to the Consumer choosing a delivery method other than the cheapest standard delivery method offered. The Service Provider may withhold the refund until the returned product is received, or until the Consumer has provided credible proof of having returned it, whichever is earlier.

Refunds shall be made using the same payment method used by the Consumer for the original transaction, unless expressly agreed otherwise; the Consumer shall not bear any additional cost due to the use of such a different method.

7.1.9. The Consumer is liable for any diminished value of the product resulting from handling beyond what is necessary to establish its nature, characteristics, and functioning.

7.1.10. In the case of a contract for services, if the Consumer terminates after performance has begun, the Consumer shall reimburse the Service Provider for reasonable costs.

7.1.11. The Service Provider may claim compensation for any depreciation of the product caused by use beyond what is necessary, as well as reimbursement of reasonable costs if the Consumer terminates a service contract after expressly requesting performance before the withdrawal deadline.

8. Product Warranty

8.1.1. In the event of a successful product warranty claim, the Customer may enforce further warranty claims (e.g., for replacement or repair) directly against the manufacturer. Product warranty claims may be enforced against the manufacturer or distributor of the movable item. Under the Civil Code, the manufacturer is considered to be the producer or distributor of the product.

8.1.2. The Customer may only request replacement of the defective product under product warranty. The burden of proof lies with the Customer to demonstrate the defect. A product is considered defective if it does not meet the quality requirements in force at the time of its placing on the market, or if it does not have the characteristics described by the manufacturer.

8.1.3. Product warranty claims may be enforced within **two years** from the date on which the product was placed on the market by the manufacturer. After this period, the Customer loses this right. The Customer must notify the manufacturer of the defect without undue delay. A notification made within two months of the discovery of the defect shall be deemed timely. The Customer is liable for any damage caused by a delay in notification.

8.1.4. The manufacturer/distributor shall only be exempted from its product warranty obligation if it can prove that:

- it did not manufacture or distribute the product in the course of its business, or
- the defect was not detectable given the state of scientific and technical knowledge at the time of placing on the market, or
- the defect of the product is due to the application of a law or mandatory regulatory requirement.

It is sufficient for the manufacturer/distributor to prove one ground for exemption.

9. Liability

9.1. The information displayed on the Website is for informational purposes only. While provided in good faith, the Service Provider assumes no responsibility for accuracy or completeness.

9.2. The Customer uses the Website at his/her own risk, and accepts that the Service Provider shall not be liable for any material or non-material damages arising from use, except for liability for damages caused intentionally, by gross negligence, by criminal offense, or by breach of contract that endangers life, physical integrity, or health.

9.3. The Service Provider excludes all liability for the behavior of Website users. The Customer must ensure that the use of the Website does not directly or indirectly infringe the rights of third parties or violate applicable laws. The Customer is solely responsible for his/her conduct. In such cases, the Service Provider will fully cooperate with the competent authorities to investigate any infringements.

9.4. The Website may contain links to the pages of other service providers. The Service Provider is not responsible for the privacy practices or other activities of such service providers.

9.5. The Service Provider is entitled, but not obliged, to monitor any content that may be made available by Customers on the Website and is entitled, but not obliged, to look for signs of illegal activity.

9.6. The Customer accepts that, due to the global nature of the Internet, the use of the Website requires compliance with applicable national laws. If any activity related to the Website is not permitted under the laws of the Customer's country, the responsibility lies solely with the Customer.

9.7. The Customer must immediately notify the Service Provider if he/she notices any objectionable content. The Service Provider may remove or modify such information if, acting in good faith, it deems the notification well-founded.

The Service Provider is not liable for any of the following, regardless of the cause:

- any erroneous data transmitted or received via the Internet,
- any operational error in the Internet network that prevents the Website from functioning properly and prevents purchases,
- any malfunction of the Customer's receiving equipment on the communication lines,
- any lost data or correspondence (whether in paper or electronic form),
- any malfunction of software,
- any consequences of program errors, abnormal events, or technical faults.

10. Copyright

The Website is protected by copyright.

The entire content of the Website, or any part thereof, may only be used for purposes other than personal use — including printing, publishing, distributing, reproducing, storing, transferring, or otherwise using for public or commercial purposes — with the prior written permission of the Service Provider.

11. Enforcement of Rights

11.1. Complaint Handling

The Customer may submit consumer complaints related to products or the activities of the Service Provider at the following contact details:

Customer Service

- Central address: 1064 Budapest, Podmaniczky utca 57./2.em.14.
- Telephone customer service hours: Working days, 9:00 – 16:00
- Phone: +36 30 787 3108
- Email: hello@greenhugo.hu

In accordance with applicable law, the Service Provider shall immediately investigate oral complaints (telephone), and if possible, remedy them.

- In the case of telephone complaints, the Service Provider shall provide the Customer with a written reply at the latest with the substantive response required for written complaints, and thereafter proceed according to the provisions applicable to written complaints.

The Service Provider shall examine written complaints within thirty (30) days of receipt, provide a substantive reply, and ensure delivery of the response to the Customer. If the Service Provider rejects the complaint, it shall justify its position in the substantive reply. The Service Provider shall keep the minutes of the complaint and a copy of the reply for five years.

11.2. Other Means of Legal Redress

If a consumer dispute between the Service Provider and the Customer cannot be settled through negotiations, the Customer may resort to the following legal remedies:

- **Consumer Protection Authorities:** If the Customer perceives a violation of consumer rights, he/she may file a complaint with the competent Consumer Protection Authority based on residence. The authority will decide on the conduct of consumer protection proceedings after examining the complaint.
- **Conciliation Board:** To settle consumer disputes relating to the quality, safety, application of product liability rules, and the conclusion and performance of the contract out of court, the Customer may initiate proceedings before the conciliation board competent for his/her place of residence or stay, or before the conciliation board operating alongside the professional chamber competent for the Service Provider's seat.
For the purposes of conciliation board procedures, legal entities such as civil organizations, churches, housing cooperatives, micro, small, and medium-sized enterprises are also considered consumers if they purchase, order, receive, use goods, or are the addressees of commercial communications or offers.
- In case of online purchase disputes, the Customer may also enforce rights electronically by submitting an electronic complaint through the **online dispute resolution platform** available at the following link: [Online Dispute Resolution platform link]. After registering and filling in the required form, the Customer may submit the request electronically to the conciliation board.

In Hungary, the **Budapest Conciliation Board (BBT)** is competent to act in cross-border consumer disputes related to online sales or service contracts.

Budapest Conciliation Board contact details:

- Address: 1016 Budapest, Krisztina krt. 99. III. em. 310.
- Email: bekelteto.testulet@bkik.hu
- Phone: +36 1 488 2131
- Fax: +36 1 488 2186
- **Court proceedings:** The Customer may enforce claims arising from the consumer dispute before the court in civil proceedings under Act V of 2013 on the Civil Code and Act III of 1952 on the Code of Civil Procedure.

12. Miscellaneous Provisions

12.1. The provisions of these GTC — including ordering conditions — as well as the prices displayed on the Website are valid only for purchases and orders placed via <https://greenhugo.com>.

12.2. The Service Provider may unilaterally modify these GTC at any time. Customers will be informed of the modification through the Website. Use of the Website after modification is subject to the Customer's express acceptance of the amended GTC through the Website.

12.3. Use of the Webshop does not pose a risk; its security level is appropriate. However, we recommend the following precautions: install security updates of your operating system, use antivirus and antispyware software with up-to-date databases.

Shopping on the Website requires the Customer's knowledge of the technical and technological limitations of the Internet and the acceptance of possible errors inherent in the technology.

30-Day Money-Back Guarantee

As a Greenhugo customer, you take no risk.

If for any reason you are not satisfied with the product, you may return it within **30 days** of receipt, and we will refund the full purchase price — no questions asked.

Conditions:

- The guarantee is valid up to the 30th day from the date of purchase.
- The product must be returned unopened, or in a condition that allows for proper testing but not fully consumed.
- The return shipping cost is borne by the customer.
- The purchase price will be refunded within 14 days after the returned product has been received.

This guarantee is offered **in addition to the legally mandated 14-day right of withdrawal**, giving you even more security when shopping with us.