

# General Terms and Conditions

## Operator details

FIRST Craft Beer Kft.

E-mail: shop@firstcraftbeer.com

Company Registration Number: 01-09-271043

Tax number: 25367119-2-41

Headquarters: 1044 Budapest, Váci út 83.

Site: 1044 Budapest, Váci út 83.

Bank account number: 11600006-00000000-75358556

Statistical code: 25367119-1105-113-01

Hosting provider: Magyar Hosting Kft

Webshop registry number: 7093/2018.

Webshop registry office: Budapest Főváros IV. kerület Újpest Önkormányzat, Polgármesteri Hivatal Igazgatási Főosztály, Általános Igazgatási Osztály

## Data protection

Further information on data management can be found on our webshop under the name Data Management Information.

## The number of persons participating in the contract as buyers

FIRST Craft Beer webshop can be used only by persons over 18 years old, which includes the order of products/services. The webpage can be seen only if the user declares to be over 18 years old. During delivery the courier can hand over packages (including alcohol) if the recipients can credit being over 18 years old.

## Products to purchase

The products depicted can be ordered exclusively online. Only products available are depicted.

Our products include products only brewed or distributed by FIRST Craft Beer Kft., or merchandise visually or feasibly befitting FIRST Craft Beer's brand.

The product pictures are illustration only, and can differ from reality.

## Choosing the product

The customer has the option to choose and/or order from the webshop's products. Clicking on the chosen product, the customer can view more information about the product. To purchase, the customer first needs to add the product to a virtual cart by clicking the "ADD TO CART" button. By clicking the "VIEW CART" button, the customer can find the products added to the cart, with the total sum and shipping cost of the product(s). Here the customer can verify their order, especially the prices and amounts, which all can be changed or corrected. The cart automatically calculates the total sum of the order.

## Sending the order

If the customer found the amount of the products in the cart sufficient, checked the total sum and decided to purchase them, they should simply click on the "CHECKOUT" button. On this interface the personal data, shipping information, etc. should be added. If the customer had created an account on the webshop beforehand and logged in this account, the Cart automatically fills out all details. The customer can verify these and move forward with the shopping.

On the page choosing the shipping and paying options, the customer can also validate their coupon codes.

If the customer agrees with the final details of the cart, they can send the order by clicking on the "ORDER" button. Processing of the orders happens between 8:00-15:00 every workday.

## Prices

Our prices are available listing prices at the moment of the order, which can be found next to all products in the webshop. The prices are in Hungarian Forints and include 27% VAT. Prices are informative, and we reserve the right of changing them. The prices on the webshop do not include shipping costs. Shipping costs can be found during the checkout process before finalizing an order and in the Terms of Purchase. If any mistakes or deficiencies occur in the webshop regarding prices, we reserve the right for correction. In these instances, after recognizing or modifying the mistake, we immediately inform our customers about the new information. Customers can again confirm their order or any parties can cancel the contract.

## Possibility to correct data entry errors

It is possible to correct data entry errors before clicking the "ORDER" button. Before finalizing the order, the customer arrives to a "Data verification" page. All data is visible on this page.

## Order confirmation

We send confirmation in e-mail about every order. This means that after finalizing an order, the customer receives an automatic e-mail about us receiving the order. Later we send informative e-mails about all further payment or shipping information. In the instances of purchasing the product(s) as a gift, and sending us information about it, we send the electronic receipt to the given e-mail address.

## Shipping methods

Orders will find their customers via home delivery or personal reception at a GLS point or in the FIRST Taproom. Shipping times of

the orders varies but should be concluded in 2-5 work days after finalizing an order.

Shipping prices:

To MyGLS Points:

Under 8.000 HUF total: 990 HUF

From 8.000 HUF total: free

Home delivery:

Under 15.000 HUF total: 2490 HUF

From 15.000 HUF total: free

## Shipping times

Although orders finalized separately can not be shipped as one, we will always work to reach the best conditions for our customers. Currently we're not shipping abroad.

During the ordering process the shipping costs will always be automatically filled by the webshop based on shipping methods and the products in the cart. Shipping of the products should conclude in 2-5 workdays after finalizing an order.

## Terms of payment

In the webshop, there's the option to choose between:

- direct bank transfer;
- PayPal;
- OTP SimplePay credit card payment;
- payment by cash or card on delivery.

### Changes during credit card payments:

The customer can verify themselves with the code sent via text or with the password given by the bank, or their phone's fingerprint or face recognition. It is the credit card issuer's choice. Important: during the 3DS2 verification protocol used in PSD2 (during online verification) personal information reach the payment service provider, which they will use for verification but can not store.

However, by GDPR, customers must be informed which means that in Privacy Notices the payment service providers must be listed as data processors.

## Payment via bank transfer

To purchase the product(s), there's the possibility of bank transfer. An advantage is that the transfer arrives in an hour, and shipping process could start that day. The customer has 2 workdays from finalizing the order to settle the amount. If the payment does not arrive within 2 workdays, the order - and contents of the cart - will be deleted.

## Payment on delivery

In the webshop there're options to pay on delivery by cash or card. Products ordered by payment on delivery will be shipped by the webshop once. The shipping partner will attempt delivery twice. If both attempts fail due to the customer, the webshop is not required to ship the product again, until the customer settles the total sum by bank transfer.

## Withdrawal from delivery

If the webshop does not compile its commitments because the product in question is out of stock, or if the offered service is unavailable, it is obligated to inform the customers.

The webshop do not enter into a contract with underaged people, the customers must be over 18 years old. The customer declares their being over 18 years old by accepting the terms and conditions.

The product can be taken back in its original form and packaging, in complete quality.

## Information on the terms of the contract

The contract is in Hungarian, the contract does not qualify as written. The contract is not filed, is not available post factum and does not refer to a code of conduct. Be aware that we bear no responsibility for possible typos or incorrect data. Descriptions of the products on the product pages are only informative, and do not in all cases hold information about the product in case.

## The right to withdrawal

The customer can withdraw from the contract within 14 days without explanation, if the document including the withdrawal is posted on the 14th day as the latest. The customer can start exercise their right to withdrawal from the day the product is shipped. The webshop is obliged to send back the amount paid by the customer immediately but in 30 days as the latest.

The customer bears responsibility for any cost regarding returning the product (based on the right to withdrawal). If the order is partly or entirely not delivered because the customer being under 18 years old (or was not able to verify it), the cost of returning the product falls on the customer as well. Other costs do not fall on the customer.

The webshop can demand reimbursement for the cost originated from improper use of the product. If the product returned under the right to withdrawal is not in complete quality, to be resold, then the customer can be obliged for reimbursement if the quality of the product was realized intentionally or negligently.

If the product appears to be damaged after opening in the presence of the person responsible for delivery and the damage originated from before delivery, the return of the product and deletion of the order will be provided as soon as possible. Any damages or hiatus during delivery must be included in the handover protocol. The webshop bear no responsibility for any hiatus or damage declared after delivery!

The customer can not exercise their right to withdrawal without explanation, due to the nature of the product (as a food product). Since the accordance to foodhygienic., storing and food safety protocols are uncontrollable at the customer, the webshop would endanger other customers with reselling the products, hence the unexplained right to withdrawal with these products is excluded.

Government decree to the right to withdrawal is available [here](#).

Further information on exercising the right to withdrawal can be found on the webpage of the [National Authority for Consumer Protection](#).

If you would like to exercise your right to withdrawal, please inform us at [shop@firstcraftbeer.com](mailto:shop@firstcraftbeer.com)

## **Order modification or cancellation**

By the 2001./CVIII. law, the webshop sends a notification to the customer at the time of finalizing the order about the finalization of the order. This notification does not qualify as contract between customer and webshop! It only notifies the customer that our system has registered your order and forwarded it to our sales

person.

If the e-mail does not arrive in 48 hours, the customer's obligation to submit a tender ceases.

The webshop offers the option to withdraw from an order via electronic mails until the start of the shipping process. At the start of the shipping process the customer receives an e-mail about the ETA of the order and the fact of the start of shipping process. After this, withdrawal is only possible via the contacts given at the "Information" menu.

Az eladó a rendelés teljesítésének megkezdéséig megadja a lehetőséget a vásárlónak rendelése visszavonására elektronikus úton. A rendelés teljesítésének megkezdésekor a vásárló e-mailben értesítést kap a teljesítés várható időtartamáról, és a teljesítés megkezdésének tényéről, ezután már csak az "Információk" menüpont alatt található elérhetőségeken keresztül van lehetőség rendelésének visszavonására

Subsequent changes to the order can only be made in writing by e-mail.

## **Rating of the products**

The webshop firstly moderates ratings of the products given by our customers and do not approve if it agrees to illegal or harmful behaviour, if it is profane, vulgar, obscene, threatening or harassing; if it is discriminating; if it violates others' rights; if it threatens the safety of other users or persons.