

# General Terms and Conditions

## PREAMBLE

Welcome to the VetriScience Europe online store! Thank you for placing your trust in us during your purchase. These General Terms and Conditions (hereinafter: **GTC**) set out the rights and obligations of Derma Balance Kft. (hereinafter: **Service Provider**) and the Customer (hereinafter: **Customer** or **Buyer**) who uses the electronic commerce services provided by the Service Provider through the website [www.vetriscience.eu](http://www.vetriscience.eu).

Please read these General Terms and Conditions carefully. By using our online store as a customer or active user, you acknowledge that you have understood, accepted, and consider all provisions of these Terms and Conditions to be legally binding upon you.

## 1. OPERATOR INFORMATION (IMPRINT)

Service Provider details:

Company name: **Derma Balance Kft.**

Registered seat: **1096 Budapest, Haller utca 2., Hungary**

Mailing address: **1096 Budapest, Haller utca 2., Hungary**

Registering authority: **Company Registry Court of the Budapest-Capital Regional Court**

Company registration number: **01 09 425587**

Tax number: **32466100-2-43**

Bank account number: **12600016-14377707-79803032**

IBAN: **HU08126000161437770779803032**

E-mail: **info@vetriscience.eu**

Website: **[www.vetriscience.eu](http://www.vetriscience.eu)**

Hosting provider: **UNAS Online Kft.**

## 2. FUNDAMENTAL PROVISIONS AND DEFINITIONS

### 2.1.

For matters not regulated in this Policy, as well as for the interpretation of this Policy, Hungarian law shall apply, with particular regard to the relevant provisions of Act V of 2013 on the Civil Code ("Ptk.") and Act CVIII of 2001 on Certain Issues of Electronic Commerce Services and Information Society Services. The mandatory provisions of the applicable laws shall apply to the parties without any specific stipulation.

### 2.2. Definitions:

**Service Provider:** The operator of the online store, Derma Balance Kft.

**Customer/Buyer:** Any person who uses the services of the Online Store, registers on the Website, or places an order.

**Consumer:** A natural person acting outside the scope of their profession, independent occupation, or business activity.

**Business/Undertaking:** A person acting within the scope of their profession, independent occupation, or business activity.

**Goods/Product:** Any movable item offered in the Online Store and intended for sale on the Website (with particular regard to veterinary supplements and vitamins).

**Contract:** A sales contract concluded between the Seller and the Buyer by means of the Website and electronic correspondence.

### 2.3. Language and form of the contract:

The language of the contracts falling under the scope of these GTC is Hungarian. The contract does not qualify as a written agreement and is not archived by the Seller; therefore, it is not accessible afterwards.

### 2.4. Code of Conduct:

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

## 3. PRODUCTS AVAILABLE FOR PURCHASE, PRICES

### 3.1.

The online store offers nutritional supplements and vitamins for dogs and cats. The essential characteristics, ingredients, and instructions for use of each product can be found in detail on the specific product information page.

### 3.2.

The purchase price is always the amount indicated next to the selected product, expressed in Hungarian forints (HUF) and inclusive of value-added tax (VAT). The purchase price does not include the cost of delivery.

### 3.3. Procedure in case of incorrect pricing:

The Service Provider reserves the right to modify the prices displayed on the website. If, despite all due care, an incorrect price appears in the Online Store—particularly an obviously erroneous price that significantly deviates from the product's well-known, generally accepted, or estimated market value, or a price such as "0 HUF" or "1 HUF" resulting from a system error—the Service Provider shall not be obliged to supply the product at the incorrect price.

In such cases, the Service Provider will offer the product at the correct price, and the Customer may then decide whether to order the product at the valid price or withdraw from the purchase without any adverse legal consequences.

## 4. ORDER PROCESS

### 4.1. Selecting a product:

The Customer may browse the website and select the product they wish to purchase. By clicking on the product, the Customer can view its detailed description. By pressing the **"Add to Cart"** button, the product is placed into the virtual shopping cart.

### 4.2. Reviewing the Cart:

By clicking on the Cart icon located in the top-right corner, the Customer can review the contents of the cart, including product quantities, gross prices, and the total amount of the order. At this stage, quantities may be modified or items removed.

### 4.3. Providing data and selecting payment/shipping method:

By clicking on **"Proceed to Checkout"**, the Customer provides the data necessary for delivery and invoicing. Purchase is possible without registration; however, registering simplifies future purchases.

The Customer then selects their preferred payment method (Credit card via Stripe, or Bank Transfer).

### 4.4. Correcting data entry errors:

Before finalizing the order, the Customer has the opportunity to check and modify the entered data. Errors or omissions may be corrected using the browser's "back" button or by clicking through the steps displayed on the website interface.

#### 4.5. Finalizing the order (Offer submission):

If the Customer considers everything correct, the order is finalized by clicking the "Place Order" (or "Pay") button. By pressing this button, the Customer expressly acknowledges that their action constitutes an offer and that their declaration—upon confirmation by the Seller—entails a payment obligation.

## 5. OFFER BINDING AND CONFIRMATION

### 5.1. Automatic confirmation:

Following receipt of the order, the Service Provider shall immediately, but no later than within 48 hours, send an automatic confirmation e-mail to the Customer, which contains the details of the order. This confirmation e-mail solely verifies that the order has been received by the system and does **not** constitute acceptance of the offer by the Service Provider; therefore, it does not result in a valid contract.

### 5.2. Conclusion of the contract:

The contract is considered concluded when the Service Provider has checked the feasibility of fulfilling the order and explicitly confirms the acceptance of the offer in a subsequent, separate e-mail (e.g., "Order Approved", "Order Shipped") or by commencing performance.

### 5.3.

If the automatic confirmation is not received by the Customer within 48 hours, the Customer is released from the binding effect of the offer.

## 6. PAYMENT TERMS AND INVOICING

### 6.1. Payment methods:

#### Online credit card payment (Stripe):

The Online Store enables immediate payment of the order value by credit card. Transactions are processed through Stripe's secure international payment system. Credit card data is never transmitted to or accessed by the merchant (Derma Balance Kft.); the Service Provider does not see or store such data. Payment is carried out through Stripe's encrypted channel.

#### Bank transfer (Prepayment):

The Customer may also settle the value of the ordered products by bank transfer.

Beneficiary name: **Derma Balance Kft.**

Bank account number: **12600016-14377707-79803032**

Reference/Note: Please always indicate the order ID in the reference field.

Order processing and delivery begin only after the transferred amount has been credited to our bank account. If the transfer is not received within **5 business days** from the date of the order, the order will be cancelled.

### 6.2. Invoicing:

The Service Provider issues a paper-based invoice in accordance with the applicable legal regulations. The invoice is placed in the package and delivered to the Customer together with the ordered products. Please check its presence when receiving the parcel.

## 7. DELIVERY TERMS

### 7.1. Delivery method:

Ordered products are delivered by **GLS Hungary Kft.** (GLS courier service) and **DHL**.

### 7.2. Delivery fee:

The GLS home delivery fee within Hungary is **HUF 1,990 (gross)**, DHL's delivery fee is uniformly **HUF 7990 (gross)**.

(The Service Provider reserves the right to offer free delivery above a certain order value as part of special promotions, information about which is provided on the Website.)

### 7.3. Delivery deadline:

The standard delivery time is **1–3 business days** from the confirmation of the order (or from the receipt of payment in the case of bank transfer). The Seller strives to deliver orders as quickly as possible.

### 7.4. Undelivered/Unaccepted parcels:

If the Customer fails to accept the ordered and delivered package and has not indicated an intention to withdraw beforehand, the Service Provider is entitled to charge the Customer both the delivery and return shipping costs.

A new delivery attempt will only be made if the purchase price and all delivery-related costs are paid in advance.

## 8. RIGHT OF WITHDRAWAL

### 8.1. Information on the right of withdrawal:

Pursuant to Section 20 of Government Decree 45/2014 (II.26.), the Consumer is entitled to exercise the right of withdrawal without giving any reason. The Consumer may exercise this right within **14 days** from the date of receipt of the product.

### 8.2. Procedure for exercising the right of withdrawal:

If the Customer wishes to exercise the right of withdrawal, they must send a clear statement of their intention to withdraw (by post or electronically) to the following address:

Postal address: **Derma Balance Kft., 1096 Budapest, Haller utca 2.**

E-mail: **info@vetriscience.eu**

### 8.3. Return of the product:

In the event of withdrawal, the Customer must return the product without undue delay, but no later than **14 days** from the date of communicating the withdrawal, to the address indicated above.

The direct cost of return shipping is borne by the Customer.

Cash-on-delivery return parcels will **not** be accepted by the Service Provider.

### 8.4. Refund:

If the Customer withdraws from the contract, the Service Provider shall, without delay and no later than **14 days** from receipt of the withdrawal statement, refund all payments made by the Customer (including delivery costs, except for additional costs resulting from the Customer choosing a delivery method other than the least expensive standard delivery method offered).

The Service Provider may withhold the refund until it has received the returned product or until the Customer has provided credible proof of having returned it — whichever occurs first.

### 8.5. EXCEPTIONS TO THE RIGHT OF WITHDRAWAL (IMPORTANT!):

The Service Provider expressly draws the Customer's attention to the fact that, pursuant to Section 29 (1) (e) of Government Decree 45/2014 (II.26.), the Customer **may NOT exercise the right of withdrawal** in respect of sealed products which, for health protection or hygiene reasons, are not suitable for return once opened after delivery.

Given that the Online Store sells veterinary supplements and vitamins, once the packaging has been opened or the protective seal removed, the right of withdrawal **cannot** be exercised for hygiene, food safety, and quality protection reasons.

The right of withdrawal applies **only to unopened, intact, sealed products**.

## 9. WARRANTY (STATUTORY WARRANTY, PRODUCT WARRANTY)

Pursuant to Act V of 2013 on the Civil Code and Government Decree 45/2014 (II.26.), the Customer is entitled to the following warranty rights:

### 9.1. Statutory Warranty

#### When can you exercise your statutory warranty rights?

You may assert a statutory warranty claim against the Service Provider in the event of defective performance, in accordance with the provisions of the Civil Code.

#### What rights are you entitled to?

You may choose to request **repair or replacement**, unless fulfilling the request chosen by you is impossible or would result in disproportionate additional costs for the business compared to another remedy.

If you do not request, or cannot request, repair or replacement, you may demand a **proportionate reduction of the purchase price**, or—as a last resort—you may withdraw from the contract.

#### Within what time frame can you enforce your claim?

You must notify the Service Provider of the defect **without delay**, but no later than **two months** from discovering the defect.

Please note that after **two years** from the performance of the contract, your statutory warranty rights may no longer be enforced.

#### Against whom can the claim be enforced?

Your claim may be enforced against the Service Provider (**Derma Balance Kft.**).

### 9.2. Product Warranty

#### When can you exercise product warranty rights?

In the event of a defect in a movable item (product), you may choose to enforce either your statutory warranty rights (Section 9.1) or your **product warranty claim**.

#### What rights are you entitled to?

Under product warranty, you may request **only the repair or replacement** of the defective product.

#### When is a product considered defective?

A product is defective if it does not meet the quality requirements applicable at the time it was placed on the market or if it does not possess the characteristics described by the manufacturer.

#### Within what time frame can you enforce your claim?

You may enforce your product warranty claim within **two years** from the date on which the manufacturer placed the product on the market. After this period, the claim expires.

#### Against whom can the claim be enforced?

You may assert product warranty rights against the **manufacturer or distributor** of the product.

#### Exemption:

The manufacturer is exempt from its product warranty obligations if it proves that:

- the product was not manufactured or placed on the market within the scope of its business activities, or
- at the time of placing the product on the market, the defect could not be detected given the state of scientific and technical knowledge, or
- the defect arises from the application of legislation or mandatory regulatory requirements.

### 9.3. Guarantee

Since the products sold in the Online Store (supplements and vitamins) **do not qualify as durable consumer goods** under Government Decree 151/2003 (IX.22.) on mandatory guarantees, the Service Provider is **not subject to mandatory guarantee obligations**.

The Service Provider does **not** provide voluntary guarantees.

For these products, the statutory warranty rules and the **expiry/best-before dates indicated on the product** apply.

## 10. COMPLAINT HANDLING AND LEGAL REMEDIES

### 10.1. Place and method of submitting complaints:

The Customer may submit objections or complaints related to the product or the Service Provider's activities through the following contact details:

By post: **Derma Balance Kft., 1096 Budapest, Haller utca 2.**

By e-mail: [info@vetriscience.eu](mailto:info@vetriscience.eu)

### 10.2. Investigation of complaints:

The Service Provider shall examine verbal complaints immediately (where possible) and provide a remedy as necessary.

If the Customer disagrees with the handling of the complaint, or if the complaint cannot be investigated immediately, the Service Provider shall record the complaint in writing.

Written complaints will be answered **in writing, with a substantive response, within 30 days** from receipt. The Service Provider shall justify its position if the complaint is rejected.

### 10.3. Other legal remedies:

If the consumer dispute between the Service Provider and the Customer is not resolved through negotiations, the Customer may use the following legal remedies:

#### Consumer Protection Authority:

If the Customer notices a violation of their consumer rights, they may file a complaint with the competent consumer protection authority based on their place of residence (Government Offices).

Website: <https://kormanyhivatalok.hu>

#### Conciliation Body (Békéltető Testület):

For the out-of-court, amicable settlement of consumer disputes relating to product quality, safety, or the conclusion and performance of the contract, the Customer may initiate proceedings before the conciliation body operating alongside the competent chamber of commerce.

Conciliation Body competent for the Service Provider's registered office:

Name: **Budapesti Békéltető Testület**

Address: **1016 Budapest, Krisztina krt. 99.**

E-mail: **bekelteto.testulet@bkik.hu**

Website: **[www.bekeltetes.hu](http://www.bekeltetes.hu)**

The Service Provider is legally obliged to cooperate in conciliation proceedings.

**Judicial enforcement:**

The Customer is entitled to enforce their claim arising from a consumer dispute before a court within the framework of civil proceedings.

**Online Dispute Resolution Platform:**

Consumers may also settle disputes related to online purchases via the platform established by the European Commission:

Website: **<https://ec.europa.eu/consumers/odr>**

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## **11. COPYRIGHT**

The entire content of the Website (including texts, images, graphic elements, logos, and software solutions) is protected by copyright.

Copying, reproducing, distributing, or otherwise using any part of it without the prior written consent of the Rights Holder (**Derma Balance Kft.**) is strictly prohibited.

## **12. MISCELLANEOUS PROVISIONS**

### **12.1.**

By making a purchase in the Online Store, the Customer acknowledges familiarity with the technical and technological limitations of the Internet and accepts the potential risks and errors inherent in its use.

### **12.2.**

The Service Provider reserves the right to unilaterally modify the terms of these General Terms and Conditions at any time. Any modification shall enter into force upon its publication on the Website.

Orders already submitted are governed by the provisions of the GTC in effect at the time of placing the order.

Budapest, 8 December 2025

**Derma Balance Kft., Service Provider**