

# General Terms and Conditions

## Terms and Conditions (General Terms and Conditions – GTC)

### 1. Operator (Seller)

Company name: BADZSUZ Kft.  
Registered seat: 2167 Vácduka, Széchenyi u. 4., Hungary  
Company registration number: 13-09-164634  
VAT number: 24387798-2-13  
Represented by: Balázs Felföldi  
Phone: +36 20 233 2499  
Email: [info@gorillaglue.hu](mailto:info@gorillaglue.hu)  
Website: <https://www.gorillaragaszto.hu/en/>

The Seller operates an online store offering products within the European Union.

### 2. Scope and Acceptance

These Terms and Conditions govern the rights and obligations between the Seller and the Buyer.  
By placing an order on the website, the Buyer agrees to these Terms and Conditions.

### 3. Ordering Process

Products displayed on the website do not constitute a binding offer but an invitation to purchase.  
An order placed by the Buyer is considered an offer.  
The contract is concluded when the Seller confirms the order via email.

### 4. Prices and Taxes

All prices displayed on the website include VAT unless stated otherwise.  
Shipping costs are indicated separately during checkout.  
The Seller reserves the right to change prices at any time; however, confirmed orders are not affected.

### 5. Payment Methods

The Buyer may use the following payment methods:

- Online card payment via Barion
- PayPal
- Cash on delivery (if available)
- Bank transfer

Online card payments are processed securely by Barion Payment Zrt. (MNB license number: H-EN-I-1064/2013). Card details are not shared with the Seller.

In case of PayPal payment, the Buyer is redirected to PayPal's secure system. Payment details are entered directly on PayPal's website.

Accepted cards include Visa, MasterCard and other standard payment cards.

### 6. Delivery Conditions

Delivery is carried out via Packeta and GLS within the European Union.

#### Packeta – Pick-up point / Z-BOX (CZ, SK, PL)

Shipping cost:  
– up to €64.34: €4.99  
– from €64.35: free

#### Packeta – Home delivery (LT, LV, EE, GR, FR, IT, PT, ES)

Shipping cost:  
– up to €64.34: €10.99  
– from €64.35: free

#### GLS – Parcel shop / locker (SK, SI, AT, CZ, RO, HR, PL, DE, BE, NL, LU, LI, BG, CH)

Shipping cost:  
– up to €64.34: €6.99  
– from €64.35: free

#### GLS – Home delivery (SK, SI, AT, CZ, RO, HR, PL, DE, BE, NL, LU, LI, BG, CH)

Shipping cost:  
– up to €64.34: €6.99  
– from €64.35: free

Estimated delivery time: typically 2–5 working days depending on destination.

The Buyer is informed about delivery via email and/or SMS.

### 7. Right of Withdrawal (EU Consumers)

Consumers have the right to withdraw from the contract within **14 days** without giving any reason.  
The withdrawal period expires 14 days after the day the Buyer receives the goods.  
To exercise the right of withdrawal, the Buyer must inform the Seller via email.  
The Buyer must return the goods without undue delay.  
The Buyer bears the cost of return unless otherwise agreed.

### 8. Complaints and Warranty

The Seller is responsible for defects present at the time of delivery.  
Consumers are entitled to a **24-month warranty period** under EU law.  
Complaints can be submitted via email with:

- order number
- description of the defect
- photos (if possible)

The Seller will handle complaints within 30 days.

## 9. Limitation of Liability

The Seller is not liable for damages resulting from:

- improper use of the product
- failure to follow instructions
- normal wear and tear

## 10. Data Protection

Personal data is processed in accordance with GDPR.

Detailed information is available in the Privacy Policy section.

## 11. Dispute Resolution

The Buyer may contact the Seller to resolve disputes amicably.

Consumers may also use the EU Online Dispute Resolution platform:

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

## 12. Final Provisions

These Terms and Conditions are governed by Hungarian law, with consideration of EU consumer protection regulations.

The Seller reserves the right to modify these Terms at any time.

## Returns & Refunds

We want you to be completely satisfied with your purchase.

If you are not happy with your order, you may return it under the conditions below.

### 1. Right of Withdrawal (EU Customers)

You have the right to withdraw from your purchase within **14 days** without giving any reason.

The withdrawal period expires 14 days after you receive your order.

To exercise this right, please contact us at:

???? [info@gorillaglue.hu](mailto:info@gorillaglue.hu)

### 2. Return Conditions

To be eligible for a return:

- the item must be unused
- the item must be in its original condition
- the item must be in original packaging

We reserve the right to refuse returns that do not meet these conditions.

### 3. How to Return an Item

1. Contact us via email: [info@gorillaglue.hu](mailto:info@gorillaglue.hu)
2. Provide your order number and reason for return
3. We will send you return instructions
4. Ship the product back to us

### 4. Return Shipping Costs

The customer is responsible for return shipping costs unless:

- the product is defective
- or we made a mistake

### 5. Refunds

Once we receive and inspect your return:

- we will notify you about approval
- if approved, the refund will be processed

Refunds are issued using the original payment method within **14 days**.

### 6. Damaged or Defective Products

If your product arrives damaged or defective:

Please contact us immediately at:

???? [info@gorillaglue.hu](mailto:info@gorillaglue.hu)

Include:

- your order number
- description of the issue
- photos

We will offer:

- replacement
- refund
- or other appropriate solution

## **7. Non-Returnable Items**

The following items cannot be returned:

- used products
- products damaged due to misuse
- items not in original condition

## **8. Contact**

BADZSUZ Kft.

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