

GENERAL TERMS AND CONDITIONS – KIFLI REFERRAL PROGRAM

This document contains the general terms and conditions of the Kifli.hu Referral Program ("**Referral Program**" or "**Program**"). It is a legally binding document that describes the rights and obligations of the Program – a free bonus program for all customers with an active customer account, which rewards the recruitment of new customers from both the referee and the new customer with benefits when shopping in the Kifli.hu e-shop.

Who are we and where can you find us?

The e-shop www.kifli.hu is available via the website www.kifli.hu or via the mobile app Kifli ("**Kifli.hu E-Shop**").

The Kifli.hu E-Shop is operated **Kifli.hu Shop Korlátolt Felelősségű Társaság** (registered office: 1106 Budapest, Jászberényi út 45., company registration number: 01-09-339560, registration court: Fővárosi Törvényszék Cégbírósága, tax number: 26693075-2-44) („**Kifli.hu**“).

How can you orient yourself around these terms and conditions?

To make it easier for you to navigate through these terms and conditions, we have created an overview of the individual chapters with a description of the most important information they contain:

CHAPTER	WHAT WILL YOU FIND THERE?
1. KIFLI REFERRAL PROGRAM	Who is the Program for?
2. BENEFITS OF THE PROGRAM	What are the benefits for referring customers and new customers?
3. HOW YOU CAN PARTICIPATE	How does participation work step by step?
4. ABUSE OF THE PROGRAM	What rules must be followed?
5. DATA PROTECTION	What applies to data protection?
6. LIABILITY AND WARRANTY	Where does Kifli.hu's liability end?
7. FINAL PROVISIONS	What is the legal framework for these terms and conditions?

If you do not find the answer to your question in these terms and conditions, please check the FAQ section or send us an email at info@kifli.hu or call us at 06 80 444 333.

1. KIFLI REFERRAL PROGRAM

The Referral Program is a free bonus program for all Kifli.hu customers with an active customer account.

Any customer who has placed at least 10 completed orders in the Kifli.hu e-shop in the last 12 months is eligible to participate.

New customers are customers who have not yet placed an order in the Kifli.hu e-shop.

2. ADVANTAGES OF THE PROGRAM

What are the benefits of using the Program for advertisers and new customers?

- If you refer a new customer and they place one or more orders in the Kifli.hu e-shop, you will receive a certain number of credits in your customer account for a certain number of orders placed by the new customer in a certain period of time.
- One credit is equivalent to one forint, and credits can be used as payment method when shopping in the Kifli.hu e-shop. The number of credits you receive for a completed order placed by a new customer can be found in Kifli.hu e-shop or in your customer account, in the current e-mail advertising or on social media.
- Credits are non-transferable and valid for a period of 2 months from receipt. A possibility of receiving cash loans is excluded.
- The new customer receives a discount on new orders placed for a certain number of completed orders in a certain period. The discount amount can be found in the invitation sent by the referring customer to the new customer. If the new customer does not use the discount granted on the order because the order value is less than the discount, the value of the unused discount expires.
- An order is completed when the order has been delivered and paid for. Additional orders to an initial order are not considered separate orders.

Kifli.hu reserves the right to modify, supplement, or temporarily restrict the benefits, in which case customers will be duly informed.

3. HOW YOU CAN PARTICIPATE

Here's how you can join the Referral Program:

Step 1: Register as a customer

First, register in the Kifli.hu online shop at www.kifli.hu. You can register

- online through the website or mobile app.

If necessary, you can also call our toll-free customer service hotline at 06 80 444 333, where our team will be happy to help you.

To register, you will need the following information: your name, address, telephone number, and e-mail address.

Existing customers are automatically enrolled in the Program once they meet the eligibility criteria. Participation begins only after the customer agrees to the Program terms and conditions (before using a referral link for the first time). Customers may object to such enrollment.

Step 2: Place 10 orders within 12 months

To participate in the Referral Program, you must place 10 completed orders within 12 months. Once you have placed 10 completed orders within 12 months, you can participate in the Referral Program immediately after completing your last order.

Step 3: Send the invitation link to one or more new customers

Eligible customers will receive a personal referral link that they can send to friends, etc. via appropriate channels. You will find this link and further information in your customer account as well as on the Program's webpage.

Step 4: The new customer places at least one order after receiving the invitation

As soon as the new customer places at least one order after receiving the invitation, you will receive the specified number of credits in your customer account. This credit will be added automatically. You can use the credits when you reach the minimum order value.

If the new customer places another 1 or 2 orders within 30 days of the first order, you will also receive the specified number of credits for these orders after each order has been completed. Any other orders placed after this period will no longer be eligible to participate in the Referral Program.

You will find information on the minimum value of the three orders mentioned above in the general information about this program (e.g. on the program webpage), the minimum value may differ from our usual minimum order value.

4. ABUSE OF THE PROGRAM

Prohibition of abuse

It is forbidden for the same customer to open more than one account in order to benefit from the Referral Program more than once. This is equally true for referring customers as it is for new customers.

The use of false identities or the exploitation of technical gaps to obtain benefits that would not be possible through proper use is also prohibited.

The use of automated systems to generate referrals is not allowed.

Sanctions for misuse

In the event of a suspicion of abuse/proven abuse, Kifli.hu reserves the right:

- to block the use of the referral link for a certain period of time,
- to terminate the customer account(s) immediately without paying/retaining of any benefits, and
- to claim compensation for damages suffered as a result of the misuse.

5. DATA PROTECTION

The personal data of new customers will not be provided to you. You will only be informed that the link has been activated, without any identification of the new customer.

As part of fraud prevention and to verify eligibility to participate in the Referral Program, your and the new customer's phone numbers are verified, as well as device fingerprints and the device's IP address.

Notifications about participation stages and status changes under the Program will be sent to participants via e-mail, push notifications, and SMS. You can also find the relevant information in your client profile and on the Program's webpage.

Further information, including your rights in relation to personal data, can be found in our Customer Privacy Policy available at www.kifli.hu.

6. LIABILITY AND WARRANTY

We operate the Program with the utmost care and strive for the highest quality. However, there are circumstances beyond our control:

Disclaimer

Kifli.hu is not liable for:

- breach of data protection regulations by referring customers, which may result from the sending of the invitation to potential new customers
- actions of other customers or circumstances arising on their part
- damage caused by force majeure (natural disasters, epidemics, government decisions, etc.)
- technical failures (power outages, network outages),
- interruptions or restrictions of the Program services due to extraordinary events,
- the content and operation of advertising, materials made by third parties in the Kifli.hu e-shop,
- unauthorized interference by third parties in the e-shop system.

Limitation of liability for third-party services

Kifli.hu is not responsible for the services of payment service providers, couriers, or other contractual partners. We are not liable for errors or failures on the part of third parties.

7. FINAL PROVISIONS

Legal framework

This legal relationship is governed by Hungarian law, excluding international private law.

Relationship to other terms and conditions

In addition to these General Terms and Conditions – Kifli Referral Program, the General Terms and Conditions of Kifli.hu, available at www.kifli.hu, also apply. In the event of contradictions, these terms and conditions shall take precedence.

Termination of the service

Kifli.hu may terminate the Kifli Referral Program or the sale of goods and services via the Kifli.hu online shop at any time.

Changes to the terms

Kifli.hu may change or update these terms and conditions at its own discretion. You will be informed of any changes in advance by email or other suitable means, provided that you have already qualified for the Referral Program.

Severability

Should any provision of these terms and conditions be or become invalid, this shall not affect the validity of the remaining provisions. The invalid provision shall be replaced by a provision that comes closest to the original meaning and purpose.

Contact

If you have any questions, suggestions, or feedback, we are here for you:

- by email: info@kifli.hu
- by phone: 06 80 444 333
- or via your customer account in the Kifli.hu online shop

Validity

These terms and conditions come into effect on 19 January 2026.