

Terms & Conditions for purchasing and using the Premium Membership service on the www.kifli.hu website

This Premium Service T&C set forth the description and terms of use of the Premium Membership Service (hereinafter referred to as the **Service**) available through the website www.kifli.hu (hereinafter referred to as the **Kifli.hu website** or **Website**) and the mobile application (hereinafter referred to as the **Mobile Application**) of **Kifli.hu Shop Korlátolt Felelősségű Társaság** (registered office: **1106 Budapest, Jászberényi út 45.**, company registration number: **01-09-339560**, registered by the **Company Registry Court of the Budapest Metropolitan Court**, tax number: **26693075-2-44**, hereinafter referred to as **Kifli.hu**).

I. Introductory provisions

The provisions set out in these Premium Service T&C detail the conditions and obligations of the Premium Membership offered by Kifli.hu.

II. Use of the Service

The Premium Membership offered by Kifli.hu is subject to the conclusion of a contract (hereinafter referred to as the “**Contract**”) by the **Customer** (hereinafter referred to as the “**Customer**”) who intends to purchase the goods offered by Kifli.hu through the Website and/or the Mobile Application. The present Premium Service T&C govern the rights and obligations arising from and/or in connection with the Contract.

The Customer may apply for the Premium Membership (hereinafter referred to as “**Premium Membership**”) on the Website or through the Mobile Application and with a valid membership the Customer is entitled to the benefits of the Premium Membership.

The Customer may choose from the following options for the subscription period of the Service:

1. **Monthly Premium Membership** - automatically renewing monthly, with monthly membership fee deductions; or
2. **Annual Premium Membership** - automatically renewing membership on an annual basis, with a one-off automatic annual membership fee.

The monthly Premium membership fee is 2 799 HUF /month, while the annual Premium membership fee is 27 990 HUF.

By becoming a Premium Member, the Customer is entitled to at least the following benefits:

- free home delivery in the delivery zones specified on the Website;
- the possibility to order 4 times a month free of charge with no minimum order value (orders below the limit will be cancelled on the first of each month, regardless of the starting date of the subscription);
- free express delivery of ordered items 4 times a month as follows (The usage of free express deliveries will be reset on the 1st of each month, regardless of the starting date of the subscription):
 - express delivery is only available within the administrative boundaries of Budapest;
 - The availability of express delivery time slots is not guaranteed and depends on the current delivery capacity;

- priority handling in case of technical problems with products delivered by Kifli.hu;
- guaranteed minimum 10% discount, but in some cases up to 20% discount on the products specified by Kifli.hu;
- guaranteed same-day delivery for orders placed before 17:00.

The full list of discounts available to Customers applying for Premium Membership is available on the Website. Kifli.hu reserves the right to modify the benefits of Premium Membership.

The Customer can activate the Premium Membership by clicking on the “Kifli.hu Premium” button on the Website after logging into the user account. The Customer must then select the subscription period for the Service (monthly or annual Premium Membership) by clicking on the **"Activate monthly Premium Membership"** or **"Activate annual Premium Membership"** button. The Website will then redirect the Customer to a secure online payment gateway where they can pay for their monthly or annual Premium Membership using their credit card details.

After the payment of the subscription fee for the chosen period of the Service, Kifli.hu will send the Customer a receipt or invoice in accordance with the applicable legal provisions through the Customer's account.

Kifli.hu reserves the right to suspend the activation of the Premium Membership for new Customers for the period of time strictly necessary, if an increase in the number of Customers using the Premium Membership could cause a decrease in the quality of the services provided or the benefits resulting from the Premium Membership.

The Premium service can be ordered any day of the month.

The billing unit will apply [Kifli.hu](https://www.kifli.hu)'s monthly fee for the service 30 days after the order is placed, i.e. on the turnaround day of the following month after the 30 days have expired.

/Example: the customer orders the service on 15 May, which will be automatically renewed on 14 June. Billing unit: 15.05.-14.06./

III. Withdrawal from the contract

Under the legislation in force, the Customer has the right to withdraw from the contract for Premium Membership within 14 days of the conclusion of the contract without giving any reason. The Customer may (and must inform Kifli.hu of this fact) withdraw from the Contract in the following manner:

1. by sending a written statement of withdrawal to Kifli.hu's registered seat;
2. by sending a notice of withdrawal to info@kifli.hu; or
3. by giving oral notice of your intention to withdraw by calling 06 80 444 333.

In the event of a lawful withdrawal from the Contract, the Premium Membership fee will be refunded to the bank account from which the Customer paid the membership fee, without delay, but no later than 14 days from the date of delivery of the Customer's withdrawal notice to Kifli.hu. With the express consent of the Customer, the Premium Membership Fee may also be refunded by crediting the User's account, in which case it may be used to pay for future purchases without time limit and for an indefinite period. The customer is entitled to a refund within 14 days only if the Premium Membership associated with his/her account has been activated for the first time with the Customer's personal details. If the Customer activates the

Premium Service more than once, he/she will not be entitled to a refund for subsequent membership cancellations.

IV. Termination of Premium Membership

The Customer may terminate the Premium Membership before its expiry. In the event of cancellation of the Service, the Customer shall not be entitled to a full or partial refund of the Premium Membership fee already paid. In the case of online subscription, if you wish to cancel your Premium Membership, you must do so one day before the expiry date of your membership, as the renewal will be automatically made on the last day of your membership. Exceptions are cases where the Customer terminates the Premium Membership within the 15th and 30th day period from the date of application. In this case, Kifli.hu will reimburse the Customer for the Premium Membership fee by crediting the Customer's account. After 30 days from the date of use of the Premium Membership service, the Customer shall only be entitled to a refund of the membership fee if he has not used any of the benefits of the Premium Membership. In this case, Kifli.hu will reimburse the Customer for the Premium Membership fee by crediting the Customer's account. The amount of the fee credited to the Customer's account can be used for purchases for an unlimited period of time. The Customer is entitled to terminate the Premium Membership without giving any reason in the following manner:

1. by sending a written statement of withdrawal to Kifli.hu's registered seat;
2. by sending a notice of withdrawal to info@kifli.hu; or
3. by giving oral notice of intention to withdraw by calling 06 80 444 333, and
4. by cancelling the automatic renewal of the Premium Membership through the Customer's user account, in which case the Premium Membership will automatically terminate upon expiry.

Derogations applicable during the holiday period

Between 15 and 19 April 2025, we will temporarily suspend our express service and the availability of 15-minute delivery time slots. If you no longer wish to maintain your Premium Membership due to these deviations, our customer service team will be happy to assist you with the cancellation of your Premium Membership and a pro-rata refund of the service as set out in this Section IV (points 1 to 3).

V. Liability and warranty

Kifli.hu shall not be liable for any damages or any other consequences arising out of or in connection with the conduct of individual Customers, the manner in which the Website is used, or any other circumstances for which the Customer is otherwise responsible.

Kifli.hu shall not be liable for any damages resulting from force majeure situations or the unavailability of the Website, or from the operation of the Website not in accordance with or different from the information provided by Kifli.hu. Kifli.hu reserves the right to temporarily suspend the benefits of Premium Membership. The aforementioned suspension of the services provided is possible in the event of unforeseen circumstances that would cause or are causing Kifli.hu to exceed its capacity.

Kifli.hu is not responsible for the smooth, continuous, error-free and secure operation of the Website. Kifli.hu shall not be liable for any consequences arising from the content of

advertisements and advertisements by third parties through the Website, unauthorized access to the Website by third parties or the improper use of the Website.

Kifli.hu shall not be liable for the services provided by third parties in connection with the provision of the Service (by way of example, but not limited to, the online payment service provider that pays the Service fee or the partners that deliver the ordered goods), for the consequences of the conduct of such companies, or for the rights and obligations arising from the services they provide.

VI. Final provisions

Kifli.hu is entitled to change or modify the terms and conditions of this Service at any time to a reasonable extent, and shall notify Customers of this fact in advance by electronic message or other appropriate means, so that they can read the new wording of the terms and conditions of the Premium Membership Service without undue difficulty. If the Customer does not agree with the modification of the conditions for requesting the Premium Membership Service, he/she has the right to withdraw from the Contract with a notice period of one month (30 calendar days), which will start on the day following the day on which the withdrawal is contractually delivered to Kifli.hu.

If any provision of these Terms and Conditions for requesting the Service is invalid or repealed, the invalid or repealed provision will be replaced by a provision that best serves the purpose of the invalid or repealed provision. If any provision is invalid or repealed, the fact that it is invalid or repealed shall not affect the validity or effectiveness of these Premium Membership Service Application Terms.

The terms and conditions of this Premium Membership service will enter into force on 14 April 2025.