

## TERMS OF THE XTRA MEMBERSHIP SERVICE

This document outlines the terms and conditions of the **Xtra Membership service** ("Terms"). It is a legal document that clearly defines the rights and obligations associated with using the Xtra Membership – a paid service intended for customers of the [www.kifli.hu](http://www.kifli.hu) e-shop, offering a variety of benefits and perks to enhance your shopping experience.

### Who are we and where to find us

The [www.kifli.hu](http://www.kifli.hu) e-shop is available via the website [www.kifli.hu](http://www.kifli.hu) or the mobile app Kifli ("**Kifli.hu e-shop**").

The e-shop is operated by **Kifli.hu Shop Kft**, (registered office: 1106 Budapest, Jászberényi út 45., company registration number: 01-09-339560, registration court: Company Registry Court of Budapest - Capital Regional Court, tax number: 26693075-2-44) ("**Kifli.hu**").

These Terms are effective as of 22 April 2025.

### Contents overview

To help you navigate these Terms, we have prepared a brief overview of the individual chapters along with a description of the key information you'll find in each.

SECTION	WHAT YOU'LL LEARN
1. XTRA MEMBERSHIP SERVICE	- What Xtra Membership includes and what benefits it offers.
2. XTRA MEMBERSHIP	- How the trial period works, how to activate the service, and the subscription options.
3. CANCELLING XTRA MEMBERSHIP	- When and how to cancel your membership, what happens to your benefits, and how the paid subscription works.
4. WITHDRAWAL FROM THE CONTRACT	- Your right to withdraw and how to request a refund or credits.
5. LIMITATIONS AND MISUSE OF XTRA MEMBERSHIP	- The rules you must follow and what counts as misuse of the service.
6. LIABILITY AND WARRANTIES	- Where Kifli.hu's responsibility ends and what is beyond our control.
7. FINAL PROVISIONS	- Legal framework, changes, and how to get in touch with us.

If you have any questions not answered in these Terms, visit the FAQ section or contact us at [info@kifli.hu](mailto:info@kifli.hu) or call 06 80 444 333.

## 1. XTRA MEMBERSHIP SERVICE

Xtra Membership is your key to a more convenient, cost-effective, and faster shopping experience on the Kifli.hu e-shop. This service gives you access to a variety of perks that enhance every purchase – from exclusive discounts to priority delivery and special partner offers.

## What benefits does Xtra Membership offer?

**Exclusive Discounts and products.** With Xtra membership, you gain access to special prices and products not available to regular customers. Specifically, this includes:

- **10% discount** on private label products such as Miil, Dacello, Moddia, Kitchin Pauu, Lambini, Ubomi, Yutto, Pappudia.
- **10% discount** on organic products marked as BIO in the e-shop.
- Access to an **exclusive assortment** available only to Xtra members.

**Delivery-related benefits.** Enjoy convenient, fast, and discounted deliveries with the following advantages:

- **Free use of the Returnable Bags service.**
- **Free delivery** on all orders. See the minimum order value [here](#).
- **Same-day delivery guaranteed** for orders placed by 5:00 PM.\*
- **4x free express deliveries per month\*\***, then at a discounted price of HUF 699.
- **4x monthly orders with no minimum order value.**

\*Availability may vary depending on the delivery location.

\*\*Valid within express delivery zones as specified on the Kifli.hu e-shop. Availability may vary depending on capacity.

Additional benefits may change over time depending on the current offer. **The current list of all Xtra membership benefits is always available on the Kifli.hu e-shop.** We recommend checking it before each purchase – the offer is continuously expanding.

For detailed information and terms regarding Xtra membership benefits, please refer to: <https://www.kifli.hu/xtra>.

Benefits may be provided directly by Kifli.hu or in cooperation with selected partners. Their availability may vary depending on delivery location, product range, or current capacity.

All Xtra membership benefits renew at the beginning of each calendar month.

## 2. XTRA MEMBERSHIP

**Xtra Membership is a paid service that opens the door to a more rewarding and comfortable shopping experience at Kifli.hu.**

### 2.1 Free Trial

To help you try Xtra membership without commitment and find out if it's right for you, we offer a 30-day free trial period.

#### How does the trial period work?

The free trial can be activated by any customer with a user account who has not used it before. During the trial, you can enjoy all the benefits of Xtra membership completely free – with no immediate payment required.

#### How to activate your trial

Just follow these simple steps:

- You have an active customer account that has not yet used Xtra free trial
- Log in via the dedicated Xtra Membership page, select the membership type (monthly or yearly), and enter your card details
- Only an authorization charge will be made to verify your card – no funds will be withdrawn
- Once registration is successful, your 30-day free trial begins automatically
- If you cancel during the trial, you pay nothing, and you keep the benefits until the trial ends

- If you don't cancel, a fee will be charged automatically based on the selected membership plan after the 30-day period ends

### **What happens after the trial ends?**

Once the 30-day trial is over, the service becomes a paid subscription. Charges are applied automatically according to the plan you chose – until you cancel the membership.

## **2.2 Membership Plans**

You can choose from two subscription options:

- **Monthly Xtra Membership** – with auto-renewal, a monthly billing cycle, and a price of HUF 2,799/month incl. VAT
- **Annual Xtra Membership** – with auto-renewal, an annual billing cycle, and a price of HUF 27,990/year incl. VAT

## **2.3 How to Activate Xtra Membership**

It depends on whether you're eligible for the free trial:

- If you haven't been an Xtra member, you can activate the membership for free as part of the 30-day trial (see above).
- If you're not eligible for the trial, simply log in to your customer account, go to the "Xtra Membership" section, choose your preferred plan, and complete the payment. Once the payment is successful, your benefits will be activated automatically and immediately.

### **Payment and Confirmation**

After entering your details, you'll be redirected to a secure payment gateway to pay by card. If you're activating the free trial, only an authorization payment is processed – no funds are charged.

Once the service becomes paid, you'll receive a receipt in accordance with applicable laws. It will be available anytime in your order history in your customer profile.

### **Can activation be temporarily unavailable?**

Yes – if there's a significant increase in demand that might impact the quality of provided benefits, Kifli.hu may temporarily suspend new activations. You'll be informed of any such limitations in advance.

## **3. CANCELLING XTRA MEMBERSHIP**

You can cancel your Xtra Membership at any time – without giving a reason – directly from your customer account.

**If you cancel the service during the trial period**, no charge will apply. You will retain access to all Xtra Membership benefits until the end of the 30-day free trial. After that, the service will automatically terminate.

**If you cancel after the trial period has ended**, you can still cancel at any time. In this case, you will continue to enjoy the benefits until the end of the current paid period, and the subscription will not be renewed.

The membership fee is non-refundable after the trial period, except where you exercise your legal right of withdrawal (see below). If you exercise this right within 14 days of the first charge, you will be refunded a proportional amount for the unused period.

### **How to cancel the service**

- In writing: Kifli.hu Shop Kft., 1106 Budapest, Jászberényi út 45.
- By e-mail: [info@kifli.hu](mailto:info@kifli.hu)
- By phone: 06 80 444 333

- Or directly in your customer account by disabling automatic renewal – in this case, the membership will automatically expire at the end of the current billing period

Cancelling the service before the end of the paid period does not entitle you to a refund (except as stated in the paragraph below).

#### **4. WITHDRAWAL FROM THE CONTRACT**

Changed your mind? No problem. You may withdraw from the Xtra Membership contract without giving a reason – within 14 days of its conclusion, i.e., from the date the membership was first charged.

##### **How to withdraw**

Let us know in one of the following ways:

- In writing: Kifli.hu Shop Kft., 1106 Budapest, Jászberényi út 45.
- By e-mail: [info@kifli.hu](mailto:info@kifli.hu)
- By phone: 06 80 444 333

##### **What happens next**

Once we receive your withdrawal notice, we will refund the proportional portion of the paid amount without undue delay – and no later than 14 days.

By default, the refund will be issued as store credits to your customer account. These credits do not expire and can be used for future purchases at Kifli.hu.

If you prefer a different form of refund, just let us know – we'll return the amount via bank transfer to the account used for the original payment.

#### **5. LIMITATIONS AND MISUSE OF XTRA MEMBERSHIP**

Xtra Membership benefits are personal, tied to a specific customer account, and non-transferable.

In cases of suspected misuse – for example, repeated registration to obtain multiple trial periods – Kifli.hu reserves the right to immediately terminate your membership without compensation and to block further benefit access.

To use Xtra Membership, you must have an active customer account and a valid payment method.

In cases of obvious abuse of the complaint system (e.g., repeated excessive claims without valid reason), Kifli.hu reserves the right to limit or completely cancel this benefit – including the right to revoke credits granted based on complaints deemed inconsistent with the service's purpose.

#### **6. LIABILITY AND WARRANTIES**

We provide the Xtra Membership service with the utmost care and commitment to the highest possible quality. However, some circumstances are beyond our control, and the following limitations of liability apply:

##### **We are not liable for:**

- Actions of other customers or how they use the service or e-shop, or other circumstances on their side
- Damage caused by force majeure (e.g., natural disasters, pandemics, government actions)
- Technical outages (e.g., power failures, network issues)
- Suspension or limitation of the Xtra service due to extraordinary situations or temporary capacity shortages (e.g., caused by a health crisis or government measures)
- The content and operation of third-party advertising displayed on the Kifli.hu e-shop
- Unauthorized third-party interference with the e-shop system or misuse of it

##### **Limited liability for third-party services**

Kifli.hu is not responsible for the services or actions of third parties that are not part of its organization – whether payment providers, couriers, or other contractual partners. We are not liable for any faults or claims arising from their services.

## **7. FINAL PROVISIONS**

### **Legal Framework**

If the Xtra Membership contract or any legal relationship connected to the use of the Kifli.hu e-shop contains an international element, it is governed by Hungarian law. This does not affect your statutory rights as a consumer under generally binding legal regulations. Any disputes shall be resolved by the competent court in Hungary.

### **Right to Discontinue the Service**

Kifli.hu reserves the right to discontinue the Xtra Membership service or the sale of goods and services through the Kifli.hu e-shop at any time.

### **Changes to the Terms**

Kifli.hu may reasonably change or supplement the Xtra Membership Terms at any time. You will be informed in advance via email or other suitable means, allowing you to review the new version without unreasonable difficulty.

If you disagree with the changes, you have the right to terminate the contract with a one-month notice period, which begins the day after your notice is delivered to Kifli.hu.

### **Severability**

If any provision of these Terms is found to be invalid or unenforceable, the validity and enforceability of the remaining provisions will not be affected. The invalid provision shall be replaced with one that most closely matches the original intent and purpose.

### **Customer Support Contracts**

- E-mail: [info@kifli.hu](mailto:info@kifli.hu)
- Phone: 06 80 444 333
- More contact options are available directly on the Kifli.hu e-shop.

### **Effective Date**

These Terms come into effect on 24 April 2025.