

GENERAL CONDITIONS FOR ONLINE SALES

APPLICABILITY OF THE GENERAL CONDITIONS OF ONLINE SALE

These Online Conditions apply exclusively to the remote sale via the web of products duly described and illustrated as shown on the website www.falconeri.com (hereinafter "**Product/s**").

In the event of changes to the Online Conditions, the Online Conditions published on the site at the time the order proposal was sent (hereinafter the "**Order Proposal**") will be applied to the purchase, made by the purchaser of the Products (hereinafter "**Customer**"). It is possible to verify any [previous versions of the Online Conditions](#) in the appropriate section of the Site, which will be available for saving and printing.

The Customer is requested to read and to accept these Online Conditions before submitting their Order Proposal. Submission of the Order Proposal implies full knowledge and explicit acceptance both of these Online Conditions and of what is indicated in the Order Proposal.

For legal information, please refer to the sections:

[Privacy Policy](#)

[Site Use Conditions](#)

[Cookie Policy](#)

1. SUBJECTS

- 1.1 The seller of Products (hereinafter "**Seller**") is Calzedonia Hungary Kft. with registered office in 1082 Budapest, Futó utca 47-53. (serving also as mailing address), phone: +390458604111, +390458604113, email hello@calzedonia.com, tax identification number and Companies Register no. 25416433-2-42; 01-09-273875, VAT number HUOCCSZ.01-09-273875.
- 1.2 These Online Conditions govern the purchase of products on www.falconeri.com (hereinafter the "**Site**") and do not, however, regulate the sale of products or services by parties other than the Seller that may be present on the Site via links, banners or other hypertext links. The Seller is not responsible for the supply of goods and services by third parties.
- 1.3 The Customer will be identified using the data they provided in the Order Proposal. It is forbidden to provide false and/or invented data: the Seller is exempt from any responsibility in this regard.
- 1.4 The offers of Products on the Site are directed at customers of a legal age. By placing an order through the Site, you guarantee that you are over 18 and have the legal capacity to enter into binding contracts.

2. METHOD OF CONTRACT COMPLETION

- 2.1 The information referred to in these Online Conditions and the details contained in the Site do not constitute an offer to the public, but a simple invitation to formulate an Order Proposal. After sending the Order Proposal, the Customer will receive an e-mail confirmation of receipt (hereinafter "**Order Proposal Confirmation Receipt**"). This email does not lead to the acceptance of the Order Proposal, which is considered accepted only when the Customer receives a subsequent confirmation email that the Order Proposal has been accepted and that the Products are being shipped (hereinafter "**Order and Shipping Confirmation**").

Thus, no contract exists between the Customer and the Seller until the Order Proposal is explicitly accepted by the Seller by sending the Order and Shipping Confirmation.

The online purchase contract (hereinafter the "**Contract**") will therefore only be considered completed when the Customer receives the Order and Shipping Confirmation ("**Contract Conclusion Date**"): from this moment forward the Order Proposal will be simply defined as "**Order**".

- 2.2 Before transmitting your Order Proposal, the Customer will be asked to confirm that the Online Conditions have been read and accepted, including the clauses that determine unfavorable conditions for the Customer (for example limitations of liability, right to withdraw from the contract, exceptions to the jurisdiction of the judicial authority, etc.).
- 2.3 Upon the conclusion of the contract, the Customer will receive the Order and Shipping Confirmation by email, containing a reference to the Online Conditions, already read and accepted by the Client when the Client had sent the Order Proposal and a recap of the Order.
- 2.4 The Seller reserves the right to request further information relating to the Order Proposal via e-mail or telephone before sending the Order and Shipping Confirmation.
- 2.5 The Seller may choose not to process the Order Proposals which do not provide sufficient guarantees of solvency, or those which are incomplete or incorrect, or in the event of unavailability of Products. In these cases, no later than 30 (thirty) working days from the day the Customer sent the Order Proposal, we will inform the Customer via email with the reasons the contract cannot be completed, and no Order Proposal shall be made. In such cases, the amount placed on hold against the chosen payment method will be released.
- 2.6 The Seller agrees to deliver the ordered Products as soon as possible (taking into account the method of shipment selected by the Customer) and in any case, no later than 30 (thirty) days from the Contract Conclusion Date.
- 2.7 The Seller reserves the right to refuse Order Proposals from a Customer with whom a litigation and/or a dispute relating to a previous Order is in progress or has previously occurred. This also applies to all cases in which the Seller deems the Customer unsuitable, including, by way of example, previous violations of the Online Conditions, the Loyalty Program or for any other reason, particularly if the Customer has been involved in fraudulent activity of any kind.
- 2.8 Although the Seller constantly adopts measures to ensure that the photographs shown on the Site are faithful representations of the Products, including the adoption of every possible technological solution to minimize inaccuracies, some variations are always possible due to the technical characteristics and color resolution features of the computer used. Consequently, the Seller is not responsible for any inadequacy of the graphic representations of Products shown on the Site due to the aforementioned technical reasons, as such representations are merely illustrative.

3. SPECIFIC CONDITIONS OF SALE OF PERSONALIZED PRODUCTS

- 3.1 It is possible to customize some Products (hereinafter **"Personalized Products"**) by the Seller affixing a word, a symbol, a number, or a sentence to them (hereinafter **"Text"**).
- The text may never be offensive, pornographic, defamatory, blasphemous, racist, discriminatory, nor may it ever contain threats and incitements to violence, nor carry names or nicknames of well-known personalities or, in general, violate the rights of third parties, in particular rights of intellectual property or registered trademarks of third parties.
- In any case, the Seller reserves the right to refuse any Text in violation of the above and, in general, any Text that transmits a message deemed inappropriate by the Seller, for any reason and without giving any reason to the Customer.
- The Seller's decision to reject the Text proposed by the customer will result in the cancellation of the Order Proposal.
- By placing an order for Personalized Products, the Customer:
- declares and guarantees that the Text requested for the Personalized Product does not fall within one of the prohibited cases;
 - declares to assume all responsibility regarding the Text requested;
 - declares to indemnify and hold harmless the Seller, its affiliates and companies belonging to the Seller Group from any costs, expenses, damages, and losses suffered by them as a result of the use of any Text affixed to the Personalized Product.
- 3.2 In consideration of the nature of Personalized Products and the fact that they are made specifically for the Customer, they cannot be returned, refunded, or replaced, therefore the right of withdrawal is explicitly excluded. Therefore, Article 7 of these Online Conditions will not apply to Personalized Products.
- The legal guarantee for non-conforming products, provided in article 8 below remain fully applicable.

4. SALES PRICES

- 4.1 The prices of the Products (hereinafter "**Price/s**") and the shipping costs (hereinafter "[Shipping Costs](#)") are those indicated on the Site and at the time of the transmission of the Order Proposal.

Prices and Shipping Costs are to be considered inclusive of taxes, duties and any costs related to customs duties (unless otherwise specified in the Order Proposal).

- 4.2 Despite all efforts, it is not possible to exclude that for some Products present on the Site, a price different from the actual price may be indicated by mistake. It is the Seller's responsibility to verify the accuracy of the Prices prior to sending the Order and Shipping Confirmation. If, due to technical errors, material errors or other inconveniences, the Price indicated on the Site is lower than the correct sales price of the Product, the Customer will be contacted to verify if he wishes to buy the Product at the correct price. In the event that you do not wish to proceed with the purchase, the Order Proposal will be canceled. If the price indicated on the Site is higher than the correct sales price of the Product, the lower price will be charged.

5. PAYMENT METHOD

- 5.1 Payment can be made in one of the ways listed in the "[Payment Method](#)" section on the Site.

- 5.2 Major credit and debit cards are accepted. Payment with credit card will not incur any additional charges. The Customer making the payment confirms that they are the holder of the credit card used. In the absence of these conditions, it will not be possible to proceed with the Order Proposal.

At the time the Order Proposal is sent, only the amount will be held: the actual charge will only be made at the time of Order and Shipping Confirmation.

In the event that it is not possible to debit the amount charged, the Order Proposal will automatically be canceled.

Please note that the Seller is not able to fully know information relating to the Customer's credit card, which is managed directly by the third party who administers the payment. For this reason, the Seller will not know such data, nor it will keep such data and the Seller will be able to have access only to the partial information that the Client decides to save (by way of example; type of credit card, expiry date, card holder); those information are insufficient to identify the credit card but useful for Client's next purchases.

Therefore, under no circumstances the Seller can be responsible for fraudulent use of the credit and debit cards and prepaid cards by third parties.

- 5.3 By choosing the payment method of Cash on Delivery (if permitted), the Order must be paid in cash or with a bank draft directly to the courier who will deliver the Products.

6. DELIVERY AND SHIPPING

- 6.1 Each shipment contains:

- Products ordered and any giveaways;
- accompanying documentation required in the dispatch country;
- information and marketing material.

- 6.2 The commercial document/purchase invoice relating to the Order will be made available on the Site, in the Customer section or, in the case of an unregistered Customer, on the page containing Order details, and in any case, it will also be in the previous email notification.

- 6.3 The Products will be delivered by a courier identified by the Seller. It is possible to consult the "[Shipping](#)" section on the Site at any time for additional information on costs, times and shipping methods.

The Seller may, at its sole discretion, provide free delivery of the Products, provided that in such case, the Seller shall have the exclusive right to designate which of its contracted carriers shall provide the delivery and in such cases the Seller shall inform the Customer on the Website if free delivery is available and through which carrier the free delivery will be provided.

Products may be delivered in the following ways:

- delivery to the address as indicated by the Customer;
- delivery to a point of sale (if existing) for collection by the Customer;
- delivery to a collection point designated by the Customer.

- 6.4 The Customer will receive an email containing the instructions for collection upon arrival of the products in the designated store and, from that moment, will have 10 (ten) days to collect the Products (personally or through a delegate).

At the time of collection, it is necessary to:

- show the Order and Shipping Confirmation email;
- sign the collection form.

If the Customer is registered with the Loyalty Program, it will be sufficient:

- to communicate the first and last name, or to show the loyalty card or Order and Shipping Confirmation email;
- sign the collection form.

After the arrival of the Products at the agreed collection point, the Customer will be notified and will be able to collect the Products according to the procedure used by the operator who manages the service.

- 6.5 Failure to collect Products within the period indicated above as well as the missed delivery of Products sent to the address selected by the Customer, will result in the cancellation of the Order and in the reimbursement of the entire amount paid, which will be made using the same payment method used for purchase. Any amount paid for the Customized Products (Art. 3) and for expenses set forth in Cl. 7.4 shall not be refunded.

- 6.6 Upon receipt of the Products, it is the Customer's responsibility to verify the integrity of and check for any immediately evident damage to the packaging (for example: wet or damaged box, etc.). In the event of anomalies, the Customer will be required to signal them immediately, ensuring they are noted by the courier or the sales staff (in the event of an in-store collection) and refuse delivery. Otherwise, the Customer will forfeit the right to exercise their rights in this regard. The statutory warranty for defective products provided for in paragraph 8 remains in full force and effect.

- 6.7 The Site is structured with functions that enable the Customer to access it and place an Order, regardless of nationality and/or geographical location.

The Customer will be entitled to receive the Products at a delivery address of their choice, provided that the address is located within the country corresponding to the Site on which the Order was made.

As a means of example only: if a Customer is physically located in Country X and places an Order on the Site of Country Y, the Client may choose to receive the Products exclusively at an address in Country Y. Any shipment to bring the Products to Country X or to another Country chosen by Customer under its own responsibility and expense.

6.8 Information on postal delivery

Magyar Posta Zrt. provides businesses with commercial internet websites the option to use postal (delivery) services at the prices specified in its general terms and conditions. When placing the Order, the Seller's website provides detailed information on the costs incurred in connection with the delivery.

A detailed description of the service provided by Magyar Posta Zrt. is given in Section 13 of the PRODUCT SHEETS FOR POSTAL PRODUCTS/SERVICES, ADDITIONAL AND COMPLEMENTARY SERVICES under the title The basic fee for the product/service (HUF/item) for a SENDER PRE-REGISTERED on the post office's website as businesses with commercial website.

If the service provided by Magyar Posta Zrt. is chosen, it will be provided in accordance with Magyar Posta Zrt.'s General Terms and Conditions. The General Terms and Conditions of Magyar Posta Zrt. is available at this webpage: https://www.posta.hu/static/internet/download/PASZF_ASZF01_ASZF.pdf.

The costs of the services provided by Magyar Posta Zrt. are determined by Magyar Posta Zrt., regardless of the Seller.

In the event of any discrepancy on delivery conditions between the contractual terms and conditions of the services provided by Magyar Posta Zrt. and the terms and conditions of this online purchase, the Magyar Posta Zrt.'s General Terms and Conditions shall prevail.

7. RIGHT OF WITHDRAWAL

7.1 The Customer has the right to withdraw from the Contract completed on the Site, without any penalty and without specifying reason, returning to the Seller all or part of the Products purchased.

The Site is structured with functions to enable customers to exercise the right of withdrawal, regardless of nationality and geographical location.

The Customer must communicate to the Seller, in the manner referred to in paragraph 7.2, the desire to exercise the right of withdrawal within the term of 14 days, starting from the day on which the Customer or a delegated person (other than the courier) acquired possession of the Products.

If more than one Product is included in an Order placed by the Customer, the Customer may give notice of its intention to withdraw within a maximum of 14 days from the date of receipt of the last Product taken over by the Customer or a third party other than the carrier indicated by the Customer.

After communicating their desire to withdraw from the purchase, the Customer will have a further 14 days to return the Products in one of the ways indicated below.

7.2 To exercise the right of withdrawal, the Customer has the following possibilities:

(A) returning the Products by courier or (where available) via a designated collection point

Prior to returning the Products by courier or (where available) via a designated collection point, the Customer shall follow the procedure set out on the Website, as described below:

- i. Registered Customer: The Customer shall log in to the "My Account" section of the Website using their username and password. In the "My Orders and returns" section, the Customer may find the Orders placed by them and the link to the "Order tracking/returns" page. The Customer may then exercise their right of withdrawal by using the online withdrawal function (the "Withdrawal and order return" button) available on the Website.

By using the "Withdrawal and order return" function, the Customer may exercise their right of withdrawal on the Website at any time during the withdrawal period. Upon selecting the "Withdrawal and order return" function, the Customer will be redirected to the online withdrawal notice interface. On this interface, the Customer shall provide or confirm the following information:

- a) their decision to withdraw from the Contract;
- b) their name;
- c) information necessary to identify the Contract subject to the withdrawal (in particular, the Order number), and
- d) the contact information (email address) for the electronic device through which the Customer will receive confirmation of the withdrawal.

After filling out the information, the Customer shall submit the notice of withdrawal to the Seller by using the confirmation function (button) labelled "Confirm Withdrawal."

After the notice of withdrawal has been successfully submitted, the Seller shall send the Customer an automatic acknowledgment of receipt by email. Such acknowledgment shall include the contents of the Customer's notice of withdrawal, as well as the date and exact time (specified in hours and minutes) at which the notice of withdrawal was received by the Seller.

- ii. Non-registered Customer: The Customer shall navigate to the "Order tracking/ returns" menu item and enter the Order number indicated in the Order and Delivery Confirmation Email, together with the surname provided when filling in the billing details. If the appropriate information is entered, the "Withdrawal and order return" button will become available for the relevant Order, through which the Customer may exercise their right of withdrawal:

By using the “Withdrawal and order return” function, the Customer may exercise their right of withdrawal on the Website at any time during the withdrawal period. Upon selecting the “Withdrawal and order return” function, the Customer will be redirected to the online withdrawal notice interface. On this interface, the Customer shall provide or confirm the following information:

- e) their decision to withdraw from the Contract;
- f) their name;
- g) information necessary to identify the Contract subject to the withdrawal (in particular, the Order number), and
- h) the contact information (email address) for the electronic device through which the Customer will receive confirmation of the withdrawal.

After filling out the information, the Customer submits the notice of withdrawal to the Seller by using the confirmation function (button) labelled “Confirm Withdrawal.”

After the notice of withdrawal has been successfully submitted, the Seller shall send the Customer an automatic acknowledgment of receipt by email. Such acknowledgment shall include the contents of the Customer’s notice of withdrawal, as well as the date and exact time (specified in hours and minutes) at which the notice of withdrawal was received by the Seller.

- iii. In addition to the methods set out above, the Customer may send the Seller their own notice of intent to withdraw, stating their wish to exercise their right of withdrawal, by completing the Withdrawal Form provided in Appendix II of Gov. Decree No. 45/2014 (II.26.), or by making an unequivocal statement to that effect, which must be sent by registered post or courier with acknowledgement of receipt to the address indicated on the **Withdrawal Form**, or by email to hello@falconeri.com

Within 14 (fourteen) days starting from the Customer’s communication of the desire to exercise the right of withdrawal, the Customer shall return the Products according to the terms of Cl. 7.3 below.

(B) returning the Products to the Seller at one of the brand point of sale (if existing) in the Country corresponding to the Website where the purchase has been made

The Customer shall not follow the procedure above and shall only drop the Products to be returned to the relevant point of sale (if existing).

7.3 The right of withdrawal is subject to the following conditions:

- within 14 (fourteen) days starting from the Client’s communication of the desire to exercise the right of withdrawal, the Client shall:
 - (1) sends the Products appropriately packaged to the Seller:
 - a) delivers the Products to one of the appointed collection points;
or
 - b) delivers the Products to the courier chosen by the Customer;
or
 - c) delivers the Products to the courier appointed by the Seller in the Country corresponding to the Site on which the Order was made.
 - (2) returns the Products to one of the participating chain stores in the country corresponding to the Site on which the Order was made, and presents:
 - a) the return authorization email;
or
 - b) reporting the Order number;
or
 - c) if the Customer is registered with the Loyalty Program, it is sufficient to communicate the first and last name or show the loyalty card or Order and Shipping Confirmation email previously received.

The return of the Products will not be allowed in outlet stores and tax/duty free shops.

Please note that in the event of withdrawal, the Customer will only be liable for the cost of returning the Products (including any customs charges) if this has been agreed before the Order is fulfilled.

- the returned Products purchased within the same Order can be returned at different times, within the 14 (fourteen) days starting from the Client's communication of the desire to exercise the right of withdrawal;
- the products returned through exercising the right of withdrawal (hereinafter the "**Returned Products**") must be returned in their entirety, excluding the possibility of returning only certain parts or components of these Products (even in the case of sets);
- the Returned Products must not have been used, worn (except for the same ways allowed in a fitting room in a point of sale), washed, dirtied or damaged and must not show signs of use;
- Returned Products must be returned packaged exactly as they were shipped, complete with all attachments and labels. For example, tights must be returned in their packaging, complete with cardboard and so on;
- in the event the Seller offers the possibility of purchasing certain Products by taking advantage of specific promotions (for example 5x4, 3x2, buy X get Y etc), the right of withdrawal may also be exercised with the return of only some of the Products in the promotion: in this case, the price of the Product actually paid as detailed on the commercial document/purchase invoice will be refunded, except for the Shipping Costs listed under cl. 7.5 below.

7.4 PARTIAL CANCELLATION: in the event that the Customer decides to exercise its right of withdrawal in respect of only a part of the Products ordered (i.e. return only a part of the Products to the Seller), rather than all of the Products purchased in the same Order, the shipping costs paid in connection with the delivery of the Products will not be refunded to the Customer.

Without prejudice to the foregoing, the Customer shall be entitled to reimbursement of the Transport Costs within 14 days of the Customer's notice of withdrawal from the Purchase Order, provided that the Customer exercises its right of withdrawal in respect of all the Products purchased in a single Purchase Order (i.e. returns all the Products), including also withdrawals within the time limit for the right of withdrawal but at different times and returning the Products in several deliveries as set out in clause 7.3 of these General Terms and Conditions.

7.5 Without prejudice to the provisions relating to partial withdrawal, in the event that the Customer exercises its right of withdrawal, the Seller shall reimburse the Customer for all payments made for the purchase of the returned Products, except for the following costs, which in such case shall be borne by the Customer irrespective of the withdrawal:

- the additional delivery expenses associated with the delivery of the Order (already paid by the Customer at the time the Order is executed), if the Customer has chosen a carrier and/or shipping method other than the Seller's proposed standard shipping method. The mentioned extra costs will be refunded to the Customer only in case the Seller shipped products different from the Products ordered or in case the Products are defective;
- any additional costs incurred in connection with the Order (e.g.: cash on delivery, gift wrapping costs, etc.);
- the Shipping Costs resulting from the return to the Seller of the Products purchased in the same Order and the delivery of the Products to the courier at different times, at the Buyer's option. In this case, only the first delivery shall be free of charge (provided that it is made by the means and by the courier service designated by the Seller). The costs of the subsequent delivery and its organisation (irrespective of the courier service and the means chosen by the Buyer) shall be borne by the Buyer.
- in the event that the Products are located in a country other than that of the Site on which the Order was made, the following will be charged to the Customer:
 - (i) the organization and Shipping Costs necessary to send the Products to a sales point in the country where the Order was placed, or to another address within the same country;
or, as an alternative
 - (ii) the organization and Shipping Costs necessary to send the Products directly to the Seller at the address:
Calzedonia Hungary Kft.
1082 Budapest, Futó utca 47-53.

Please note that in case of withdrawal via courier, the Customer, shall bear the costs for the return of the Returned Products (including eventual customs fees, if any).

7.6 After the Customer exercises their right of withdrawal by traditional means (by a return request, postal letter, or email), the Customer shall receive a confirmation email regarding the return; whereas, if the online withdrawal function is used, the Seller shall, without undue delay, send the Customer an acknowledgement of receipt on a durable medium (by email),

recording the contents of the notice of withdrawal as well as the exact date and time of submission (hereinafter collectively referred to as the **“Return Confirmation”**). Once the Seller has verified that the returned products comply with the requirements set out in Section 7 regarding the right of withdrawal, the Customer shall receive a confirmation email regarding the approval of the return (hereinafter **“Return Approval”**).

The Seller will reimburse the Customer the sum paid for the purchase of the Returned Products no later than 14 days from the day on which the Seller was informed of the decision to exercise the right of withdrawal, provided that the Seller has already received the return of the goods or that proof has been provided by the Customer that they have already shipped the goods: until this moment, the Seller can keep on hold the amount to be refunded.

The Seller will refund the paid price in the same payment method used by the Customer, except for the case the Customer asked for a cd. [Return Card](#). In case the Customer has initially paid by countersign upon delivery (if allowed), the price paid shall be returned by bank transfer or Return Card.

7.7 If right of withdrawal is exercised without complying with procedures referred to in paragraph 7, the Customer will not be entitled to any refund. Within 10 days of communicating the non-acceptance of the return and the relevant reasons, by responding to the same e-mail, the Customer can choose to reacquire the Returned Products, at their own expense. Otherwise, the Seller may legitimately retain the Returned Products, in addition to the sum already paid for the purchase.

7.8 Personalized Products are exempt from the right of withdrawal.

8. LEGAL GUARANTEE FOR NON-CONFORMING PRODUCTS

8.1 The Seller is responsible for any Product defects and non-conformity from the Order, existing at the delivery.

8.2 The warranty period is 2 (two) years from the time of delivery of the goods, provided that this does not conflict with the applicable legal provisions in the Customer’s country of habitual residence. This warranty is valid under the following conditions:

- a) the defect occurs within 2 (two) years from the date of delivery of the Products;
- b) the Buyer gives formal notice of the defect to the Seller within a maximum of 2 (two) months from the discovery of the defect, unless this is contrary to the mandatory legislation of the country where the Buyer has its habitual residence.
- c) the Customer presents the commercial document/purchase invoice or, if purchased as a Loyalty Customer, presentation of the loyalty card or communication of name and surname is sufficient.

8.3 In the event that non-compliance of purchased Products has been ascertained by the Seller, the Customer will be entitled to obtain, without additional costs, a refund of the amount paid for the purchase of the Products or, only if the Customer returns the Products at a store, the replacement of the Products with others currently available in the store.

8.4 All costs of returning products that are recognized as defective are borne by the Seller.

Information on warranty claim and product warranty claim is set out in Annex 1.

9. CONTACTS

When the Customer sends email, text message (SMS) and any other communication through mobile or computer (by way of example: chat), the Customer is communicating by written in an electronic format. Please be aware that the Seller can communicate with the Customer in various ways, for example via email, text messages (SMS), or by posting messages and communications on the Website.

For any further information, please contact the following:

Customer Service Falconeri
Calzedonia Hungary Kft.
1082 Budapest, Futó utca 47-53.
hello@calzedonia.com
+390458604111

10. PRIVACY

Please familiarize yourself with the Privacy Policy published on the Site to obtain all information on how we manage your personal data.

11. APPLICABLE LAW, SETTLEMENT OF DISPUTES AND JURISDICTION

11.1 These Online Conditions are governed by Hungarian law and will be interpreted on the basis of, without prejudice to any other overriding mandatory rule of the Customer's country of habitual residence. Consequently, the interpretation, execution and termination of Online Conditions are exclusively subject to Hungarian law (without prejudice to any other prevailing rule of the Customer's country of habitual residence) and any inherent and/or consequential disputes shall be resolved exclusively by Hungarian judicial authority, as specified below. In particular, if the Customer is a consumer, any disputes must be resolved by the court in the Customer's place of domicile or residence according to the applicable law. Should the Customer take action in the exercise of its own business, commercial, craft or professional activities instead, the parties consensually establish the exclusive jurisdiction of the Central District Court of Buda and the Székesfehérvár Regional Court.

11.2 Online platform for alternative dispute resolution (ODR).

Given that the Seller is always available to seek an amicable solution to disputes that have arisen, through the contacts indicated in the preceding sections, we inform you that, according to Article 14 of the EU Regulation no. 524/2013 and the resolution on ODRs as per Statutory Instrument no. 500/2015 in force since 15th February 2016, an online platform was established by the European Commission for the resolution of ODR ("online dispute resolution") disputes deriving from the purchase of online goods accessible at the following link: <https://webgate.ec.europa.eu/odr/main/index.cfm?event=main.home.chooseLanguage>. Through the ODR platform, it is possible to consult the list of ODR bodies, find the link for each of them and start an online procedure for the resolution of disputes. More information on the platform is available via the following link: <https://webgate.ec.europa.eu/odr/main/?event=main.about.show>

11.3 Without prejudice to the above and notwithstanding the result of the extra-judicial procedure, the Client has the right to file the claim relating to these Online Conditions to the competent Court and, in addition, subject to the existence of the required conditions, the Client has the right to proceed with an extra-judicial procedure relating to consumers' matters by way of application to the relevant consumers procedures.

11.4 If the Buyer has any questions, comments or complaints about the Products, the performance of the Contract or any other matter, the Buyer may make such questions, comments, or complaints by sending a written or text message to the Seller's contact details set out in this clause, by telephone or in person at the Stores. Telephone and in person service is available during the opening hours of the Stores.

Calzedonia Hungary Kft.
1082 Budapest, Futó utca 47-53.

There is no other way of handling complaints than the usual one, adapted to the Seller's activity, commercial form or method.
Customer service mailing address: 1082 Budapest, Futó utca 47-53.
E-mail address of the Customer Service: hello@falconeri.com
Customer Service Internet address: www.falconeri.com/hu/customer-service
Customer Service telephone number: 003618009132

11.5 In the event of a dispute, the competent conciliation body is the Budapest Conciliation Board (address: 1016 Budapest, Krisztina körút 99., email: bekelteto.testulet@bkik.hu, telephone: +36 (1) 488-2131, website: bekeltet.bkik.hu).

11.6. The Seller does not have a Code of Conduct as per Act XLVII of 2008 on the Prohibition of Unfair Business-to-Consumer Commercial Practices.

12. MODIFICATIONS AND UPDATES

These Offline Conditions may be modified at any time. The Customer will be required to accept the Online Conditions in force at the time of purchase. New versions of the Online Conditions will be effective from the date of publication on the Site and in relation to Orders submitted after that date. It is possible to verify any previous versions of the Online Conditions [in the appropriate section of the Site.](#)

VERSION UPDATED ON 16.07.2026

Annex 1.

Annex 3 to Government Decree 45/2014 (II. 26.)

Sample Information on Warranty, Product Warranty, and Strict Liability

1. Warranty

In what cases can you exercise your warranty rights?

In the event of defective performance by Calzedonia Hungary Kft., you can claim a warranty against the company under the rules of the Civil Code.

What rights do you have under your warranty claim?

You may - depending on your choice - make the following claims:

You may request repair or replacement, unless the fulfillment of your chosen claim is impossible or would result in disproportionate additional costs for the company compared with other claims. If you did not or could not request repair or replacement, you can ask for a proportionate reduction in the price, have the defect repaired or replaced at the expense of the enterprise or, as a last resort, you can withdraw from the agreement. In the case of a contract between a consumer and an enterprise for the sale of goods that are movable property, the supply of digital content or the provision of digital services, you cannot, in the context of exercising your rights under the warranty, repair the defect yourself or have it repaired by another person at the enterprise's expense.

You can also transfer your right to a different warranty, but you will have to bear the cost of the transfer, unless it was justified or justified by the enterprise.

What is the deadline for your warranty claim?

You are obligated to report the defect without delay, but no later than within two months from the discovery of the defect. However, please note that beyond the two-year statute of limitations from the completion of the agreement, you can no longer assert your warranty rights. For second-hand goods, this period is also two years.

Against whom can you enforce your rights?

You have the right to enforce your warranty claim against the enterprise.

What other conditions apply to the assertion of your warranty rights?

Within one year from the date of performance, there are no additional conditions for asserting your warranty claim beyond reporting the defect if you can prove that the product or service was provided by Calzedonia Hungary Kft. However, after one year from the date of performance, you shall prove that the defect you have discovered existed at the time of performance.

2. Product warranty

In what cases may you exercise your product warranty rights?

In the event of a defect in a movable property (hereinafter referred to as "product" for the purposes of this section), you may choose to assert your rights as specified in point 1 or exercise your product warranty claim in accordance with the provisions of the Civil Code.

What rights do you have under your product warranty claim?

As a product warranty claim, you may request the repair or replacement of the defective product.

Who can you claim against?

You may exercise your product warranty rights against the manufacturer or distributor of the product (together referred to as the "manufacturer").

In what circumstances is the product considered defective?

A product is defective if it does not meet the quality requirements in force when it was placed on the market or if it does not have the characteristics described by the manufacturer.

What is the deadline for your product warranty claim?

You may assert your product warranty claim within two years from the date when the product was placed on the market by the manufacturer. After this deadline, you lose this right.

What is the rule of evidence for a product warranty claim?

In a product warranty claim, you must prove that the product was defective when it was put on the market by the manufacturer.

Under what circumstances is the manufacturer (distributor) exempt from product warranty obligations?

The manufacturer is exempted from its product warranty obligation if it can prove that:

- the product was not manufactured or placed on the market within the course of its business activities, or
- the defect was not detectable according to the state of science and technology at the time when the product was placed on the market, or
- the defect in the product is due to the application of a legal requirement or a mandatory standard laid down by a public authority.

The manufacturer only needs to prove one reason for exemption.

Please note that you may make both an implied warranty claim against the business and a product warranty claim against the manufacturer for the same defect at the same time, simultaneously. However, if your product warranty claim is successful, you may only assert your implied warranty claim against the manufacturer for the replaced product or the repaired part of the product.

3. Strict liability

In case of defective performance Calzedonia Hungary Kft. shall not be strictly liable for its performance.

Annex 2.

Annex 2 to Government Decree 45/2014 (II. 26.)

Withdrawal/Cancellation Statement sample
(only fill in and return if you wish to withdraw from the contract)

Recipient [enter the name, postal address and e-mail address of the company here]:

The undersigned declares that I/we exercise my/our right of withdrawal/termination with respect to the contract for the sale of the following goods or the provision of the following service:

Date of conclusion of contract/date of acceptance:

Name of consumer(s):

Address of consumer(s):

Signature of the consumer(s) (only in the case of a declaration made on paper):

Dated