

## 1. OUR TERMS AND CONDITIONS

1.1 Please read these terms and conditions carefully as they apply to your access and use of our website and the sale and supply of goods by us to you through our website. They include important sales and products information relating to our goods and form the basis of any agreement between us should you wish to proceed with an order.

1.2 To protect your own interests, please read these terms and conditions carefully before agreeing to them. If you do not agree with these terms and conditions, you are not authorised to use this website.

1.3 When you visit our website or send e-mails to us, you are communicating electronically. You consent to receive communications from us electronically. We will communicate with you via e-mail or by posting notices on this website. You agree that all notices, agreements, disclosures and other communications that we provide to you electronically satisfy any requirement that such communications be in writing.

## 2. LEGAL NOTICE

2.1 All content of this website (such as text, graphics, logos, button icons, images, digital downloads, data compilations and software) is our property or that of our content suppliers and is, unless specifically stated otherwise, protected by copyright or similar ownership rights. It is published by us and may not be reproduced other than by downloading and viewing on a single computer and/or printing a single hard copy, for private purposes only. It is not to be otherwise reproduced, transmitted, made available on a network or used to create derivative works without our prior written consent.

2.2 The trademarks, logos and service marks shown on our website, unless otherwise specified, are the trademarks of us or our suppliers. No rights are granted to use any of them without our prior written consent.

2.3 Any infringement of our rights will result in appropriate legal action.

2.4 This notice is made by Unimode Kft. 1118 Budapest, Minerva utca 5. 1/2.

## 3. DATA PROTECTION AND PRIVACY

Any information you give to us will be stored and used in accordance with our privacy policy set out in paragraph 18 below.

## 4. SECURITY

4.1 Access to your account, order forms and our services will be granted by using the username and password, selected by you during registration. You are responsible for ensuring the confidentiality and proper use of your username, password and account, for restricting access to your computer and you agree to accept responsibility for all activities that occur under your account or password. In order to assist us with our security policy, you

should not leave your computer terminal unattended while you are logged on to our website and should ensure that you have logged off each time you have finished.

4.2 You must tell us immediately if you believe that an unauthorised person knows your username or password or has access to your account.

4.3 We reserve the right to refuse service or terminate accounts if we suspect an unauthorised person is attempting to access it.

4.4 You agree that we shall not be liable for any losses you suffer as a result of unauthorised access to your account until such time as you have informed us of any unauthorised or possible unauthorised use of your username and password or of a breach of security.

## 5. HYPERLINKS

5.1 This website may include hyperlinks to sites operated by other parties. We are not responsible for examining or evaluating them and their inclusion does not imply our endorsement of any material contained on them. You therefore agree that we will not incur any liability in respect of the content of any site accessed through a hyperlink contained on this website.

## 6. BASIS OF AGREEMENT

6.1 We will treat each order for goods as an offer by you to purchase the goods in accordance with these terms and conditions.

6.2 No order submitted by you is accepted by us until we confirm its acceptance via email. No contract shall exist between you and us until we confirm our acceptance of your order in this way. Please note that our acknowledgement of receipt of your order is not necessarily acceptance of your order. If we accept your order the acknowledgement of receipt will indicate this clearly.

6.3 You warrant that the uniform and sportswear goods that you order are solely for use by a pupil or student of the relevant school or college

6.4 We reserve the right to place restrictions on the volume of any goods ordered.

## 7. DESCRIPTION

7.1 All product descriptions and content on our website or otherwise issued by us are intended merely to present a general idea of the goods sold by us. If you require any further details, please contact us via e-mail, providing details of the additional information needed. However, if you buy goods which are faulty or not as described on the website, we will deal with them in accordance with our return policy.

## 8. PRICE

8.1 The price of the goods is identified on the relevant page detailing the goods.

8.2 Delivery costs are itemised separately from the price which is exclusive of all delivery costs. Delivery costs 990 HUF for orders under 20 000 HUF. Orders above 20 000 HUF are delivered for free.

## 9. PAYMENT

9.1 We accept payment via bank transfer or cash on delivery. Once the transfer is complete, items are usually dispatched the following business day.

## 10. OWNERSHIP

10.1 The goods will only be owned by you once we have received payment in full.

## 11. DELIVERY

11.1 Unimode offers home delivery or school delivery. School delivery is available only at the time specified by the school.

11.1 Once the items are shipped, you will be responsible for them, including any damage that may occur.

## 12. GUARANTEE

12.1 We have made every effort to ensure the goods correspond to our description of them on the website.

12.2 You should examine the goods as soon as is reasonably possible after delivery and notify us of any defect as soon as practicable after the defect is discovered. Where you discover a defect please let us know. We will deal with returned goods in accordance with our return policy.

12.3 Nothing in this guarantee affects any of your statutory rights as a consumer (please see paragraph 15).

## 13. LIMITS OF LIABILITY

13.1 This website or any part of it may not be compatible with your browser or computer configuration and we make no warranty that it is. We make no warranty that your access to our website will be uninterrupted, timely or error free and we will not be responsible if we are unable to provide service through the website for whatever reason.

13.2 We will accept all liability if something we do causes death or personal injury. We will also accept all liability for damage to your property if the cause is our fault.

13.3 Provided you are not purchasing the goods for business purposes, we are also responsible for loss caused by:

13.3.1 the goods not matching our description of them;

13.3.2 the goods not being of the quality you would expect; and

13.3.3 the goods not being fit for the purpose described on the appropriate part of the website.

13.4 Other than the liability we have accepted as described above, we will not be liable for any losses that you suffer as a result of any breach of our agreement except those losses which are a foreseeable consequence of the breach. In particular, since the goods are provided to you as a consumer, we cannot accept responsibility for any losses related to any business of yours such as lost data, lost profits or other business loss that you may incur as a result of any breach of our agreement.

#### 14. YOUR RIGHT TO CANCEL

14.1 If for any reason you are unhappy with any or all of the goods received, you can return any of them to us in accordance with our return policy.

#### 15. STATUTORY RIGHTS

15.1 As a consumer, you have certain statutory rights. Nothing in these terms and conditions affects your statutory rights.

#### 16. ENQUIRIES

16.1 You can contact us to enquire about the status of your order or with any other query about our goods by calling our helpline on +36 70 392 2376 between 9.00am and 4.00pm Monday to Friday. You may also contact our help desk via email at [orders@unimode.hu](mailto:orders@unimode.hu) or by filling out the contact form on <https://unimode.hu/bisb/contact/>

#### 17. COMPLAINTS

17.1 We will endeavour to solve any disagreements quickly and efficiently. If you are not happy with the way we deal with any disagreement, the details for filing complaints can be found in section 2.4.

#### 18. PRIVACY POLICY

18.1 This website is owned and operated by Unimode Kft.

18.2 Our privacy policy relates only to information that we obtain from you. If you visit a website operated by a third party through a link included on this website, your information might be used differently by the operator of the linked website.

18.3 The information you provide to us when using this website will be processed for the following reasons:

18.3.1 to administer your user account with us;

18.3.2 to process any request for advice or information supplied by us;

18.3.3 to notify you of our bulletins, information packs and services;

18.3.4 to customise this website according to your interests;

18.3.5 to comply with our statutory and regulatory obligations; and

18.3.6 to process any orders you make through our website.

18.4 The type of personal information we will collect includes:

18.4.1 your name and address;

18.4.2 your children's name, their school and clothing sizes;

18.4.3 your phone number and e-mail address;

18.4.4 your credit or debit card details if you chose to pay via bank transfer.

18.5 We will never collect sensitive information about you without your explicit consent.

18.6 Any information that we collect about you is stored electronically on our secure database. It may also be printed and stored securely in our filing system.

18.7 We will keep your personal information confidential except to the extent that we are compelled to disclose by law (for example where fraud or other crime is involved) or to comply with an instruction of a regulatory body of competent jurisdiction. We may also disclose your personal information in order to demonstrate our maintenance of certain professional standards as set by appropriate authorities and/or to satisfy our auditors and/or to comply with regulations in relation to money laundering or other statutory requirements.

18.8 If you believe that the information we hold about you is inaccurate or if you wish us to cease processing your data for any particular purpose or purposes, write to us at the address found in section 2.4.

18.9 We would like to contact you in the future for marketing purposes by post, via e-mail and telephone. You are automatically opted out of such communications when your account is created, however if you do want us to contact you (including via e-mail or telephone) concerning our services and offers that may be of interest to you then please check the appropriate box on the new account registration form. You may update your preferences at any time via your website account.

18.10 You may refuse any marketing communication from us in the future at any time by emailing us at [orders@unimode.hu](mailto:orders@unimode.hu)

18.11 Should you wish to obtain a copy of the personal data that we hold on you, please write to us at the address given in section 2.4.

18.12 If you have a complaint regarding any breach of this privacy policy, contact us at the address shown in section 2.4. When we receive the complaint, we will review it and ensure that we are in compliance with our privacy policy and all applicable laws. We will contact you within 40 days of receiving your complaint to inform you of the results.

18.13 Cookies are small text files that are placed on your computer by websites that you visit. Like every other website retailer, Unimode uses cookies to make our website work, as well as to provide us with information on how our website is performing and how easy it is to use. The Unimode website uses the following cookies:

18.13.1 neo\_session – this cookie is critical to the operation of the website as it tells us who you are logged-in as. Without this cookie it is not possible to browse or shop on our website. This cookie expires after 1 week if you do not re-visit the Unimode website.

18.13.2 ui-tabs – this cookie tells us which of your children you are currently shopping for. Without this cookie it is not possible to browse or shop on the website. This cookie expires after 1 week if you do not re-visit the Unimode website.

18.13.3 JSESSIONID – this cookie is sent to your browser by the system we use to analyse the performance of our servers and databases. This cookie is completely anonymous and expires after 5 minutes when you leave the Unimode website.

18.13.4 utma, utmb, utmc and utmz – these are our Google Analytics cookies. They are used to collect information about how you use our site. We use the information to compile reports and to help us improve the site. The cookies collect information in an anonymous form, including the number of visitors to our site, where visitors have come to the site from and the pages they viewed. To read about the Google Analytics privacy policy, including how to disable Google Analytics in your browser, please go to <http://www.google.com/analytics/learn/privacy.html>

18.14 Unimode will retain your information only for as long as is necessary for the purposes set out in this policy, for as long as your account is active (i.e., for the lifetime of your Unimode account), as described in this policy, or as needed to provide the Services to you. If

you no longer want Unimode to use your information to provide the Services to you, you may close your account after 12 months – please contact us specifically to do this. Unimode will retain and use your information to the extent necessary to comply with our legal obligations (for example, if we are required to retain your information to comply with applicable tax/revenue laws), resolve disputes, enforce our agreements, and as otherwise described in this policy.

## 19.GENERAL

19.1 Should you wish to collect your goods directly, please contact our Customer Services Team. You are not permitted to transfer your rights and obligations under these terms and conditions without our written authority. This authority will not be refused without good reason. By checking the Place order button on the checkout page, you agree that you:

19.1.1 have read the terms and conditions set out above;

19.1.2 consent to our use of your information in accordance with our privacy policy set out above;

19.1.3 consent to the use of cookies as disclosed to you in our privacy policy; and

19.1.4 agree to bound by these terms and conditions. If you do not agree, please leave this website now.