

## General Terms and Conditions of Service

Effective: 5 August 2025

### 1. Service Provider Information

Company name: Fesztnet Kereskedelmi, Szolgáltató és Informatikai Kft.

Registered office: 2150 Fót, Móricz Zsigmond út 35.

Company registration number: 13-09-217592

Tax number: 13752161-2-13

Representative: Mónika Gräfl

E-mail: [iroda@stickydoo.hu](mailto:iroda@stickydoo.hu)

Phone: +36 70 779 0027

Website: [www.stickydoo.hu](http://www.stickydoo.hu)

Hosting provider: Sybell Informatika Kft.

Address: 1138 Budapest, Tomori utca 34. 2nd floor

Phone: +36 1 707 67 27

E-mail: [info@sybell.hu](mailto:info@sybell.hu)

Website: [www.sybell.hu](http://www.sybell.hu)

### 2. General Information

This document sets out the terms and conditions for the use of the webshop available at [www.stickydoo.hu](http://www.stickydoo.hu) (hereinafter: Webshop), as well as the legal framework of the contract concluded between the Consumer and the Service Provider.

The GTC applies to all aspects of purchases made on the website. Submitting an order constitutes acceptance of the terms set out in this document.

The contract language is Hungarian.

The contract does not qualify as a written contract and will not be filed by the Service Provider.

### 3. Products

The Webshop offers wall stickers and decorative products, including customised products.

Customised products are those that:

- include a specific name (e.g. a child's name),
- are produced in unique colour or size combinations,

- are manufactured exclusively at the customer's request.

#### 4. Ordering Process

- Customer selects the product and adds it to the cart.
- Provides shipping and payment details.
- By submitting the order, the Customer accepts the GTC.
- The system sends an automatic confirmation.
- The contract is concluded upon confirmation.

#### 5. Prices and Payment

All prices are gross prices and include VAT.

Payment method: bank card payment via the Barion system.

Payment is made upon ordering; the Service Provider does not offer post-payment.

#### 6. Delivery

The Service Provider only delivers within Hungary.

Delivery methods: GLS, MPL, DPD courier service, or personal collection (by prior arrangement).

Delivery time: 2-5 business days.

Shipping fee: automatically calculated and displayed before order finalisation.

#### 7. Right of Withdrawal

The consumer has the right – under Government Decree 45/2014 (II.26.) – to withdraw from the purchase without justification within 14 days of receipt, subject to the following conditions:

Exclusions: customised products (e.g. personalised stickers, unique colour or size combinations), or products already used (foil removed, applied, altered). Removal or application of the sticker constitutes use and voids the withdrawal right.

To exercise the right of withdrawal: written notice to [iroda@stickydoo.hu](mailto:iroda@stickydoo.hu). Product must be returned intact, at customer's expense. Refund within 14 days upon receipt and inspection.

#### 8. Warranty

The Service Provider provides no commercial guarantee. Warranty rights may be exercised under the Hungarian Civil Code.

## 9. Complaints Handling

E-mail: [iroda@stickydoo.hu](mailto:iroda@stickydoo.hu)

Phone: +36 70 779 0027

If not resolved directly, the customer may contact the Consumer Protection Authority or the Conciliation Body.

## 10. Disclaimer

The Service Provider assumes no liability for technical issues, system errors, or delays due to force majeure.

## 11. Copyright

All content (images, texts, graphics, products) on the Webshop is protected by copyright. Unauthorised use or copying is prohibited.

## 12. Final Provisions

Valid from 5 August 2025 until revoked. The Service Provider reserves the right to amend these terms.  
Governing law: Hungarian law.