General Terms and Conditions

Terms and conditions

1. Tavolino Hungary Kft
2. Address: Hungary, 1161, Budapest, Árpád utca 23.
3. Company register number: 01-09-427806
4. Tax number: 32507441-2-42
5. EU TAX number: HU 32507441
6. **E-mail:** info@dhssport.com
7. **Customer service: +36709056323 (opening time on business days 9:00 - 15:30)**
8. **Customer service languages (phone) :English, Hungarian**
9. **Customer service languages (email): English, Romanian, Hungarian**

Orders

Your order constitutes a request to purchase certain product(s) from dhssport.com. When you place your order, you will receive an email message in which confirms receipt of your order. This confirmation does not mean that your order has been accepted. All orders are subject to the approval of our website and subject to availability. We will send you an email confirming that the product has been sent to you. Orders can only be made by persons 18 years of age or older who are not subject to guardianship.

Payment method

Card payment

We accept Visa, MasterCard, Maestro and American Express credit cards, Apple pay and Google pay.

Our credit card payments are handled by our payment partner, Barion.

Barion Terms and Conditions. BARION TERMS

If you choose to pay with barion, click HERE to read more about the Barion Terms and Conditions.

Delivery methods

1. **International Home Delivery post service** (Worldwide)
2. **FedEx International (** worldwide **)**
3. **DPD Home Delivery** (Eu countries). Weight Limit: 31.5Kg
4. **DPD Pick up point** (GER,AU,SL,CZ,PL,RO,BUL,CR,SLO,NL,BEL,FR,EST,IR,LUX,IT,NOR,FIN,SRB,GR,SP,POR only)

Weight Limit: 31,5 kg. Size Limit: 43x40x35 cm.

Delivery time: 3-6 business days.

Post terms and conditions

DPD terms and conditions

Fedex terms and conditions

Cooling-off period and Money back guarantee

Cooling-off period

As a customer, you always have a statutory right to a 14-day right of return if you were to return yourpurchase of individual goods or the entire order. You have the right to check that the goods are working but as a customer you are also responsible for any reduction in the value of the goods in question, including the **original packaging** that is due to handling beyond what is required to determine the characteristics or functionality of the goods. To exercise your right of return, you must notify us by email that you are cancelling your purchase within 14 days from the date on which you received your order. After notifying us that you wish to use your right of return, you must return the items you are not satisfied with within 14 days. As a customer, you are responsible for paying for the return shipping when exercising the right of return. We will refund the amount within 14 days of receipt of your notification of the exercise of the right of return. Unless otherwise agreed, refunds will be made using the same payment method used in the purchase. However, we may wait with the refund until we have received the item from you or you can show that the item has been returned.

Please note that the right of return does not apply to products that are sealed for health and hygiene reasons (e.g. underwear or special airless packed equipments) when the seal has been broken by the customer. The right of return does not apply to products that are specially manufactured according to instructions from you as a customer or products that have a clear personal character (for example, you open up an airless - packed item and in that condition the item changes characteristics).

You have the right to return individual goods or the entire order if you are not satisfied. As a customer, you must be able to prove your purchase from us using your order number. Remember that the item or order including its original packaging, must be sent back to us in what according to dhssport.com consider saleable condition.

Exchange of goods

When exchanging items, you will place a new order for the desired size/product. This reduces the risk of the product becoming sold out in the meantime and you will also receive your new product significantly faster. The amount for the returned order will be refunded once the return has been received and processed.

Our return deivery address is **Hungary**

City: Pécel

Street: Kossuth Lajos

House number: 60

Post code: 2119

Right of complaint

To exercise your right of complaint, as a customer you must notify us of the fault within a reasonable time, no later than two weeks

after you received you order.he right of complaint only covers original defects, i.e. defects that were present in the product at delivery. Original defects will be noted by us, whereupon the customer will receive free repair or a new product that is the same or equivalent. The right of complaint does not apply when We cannot find any fault with the product or when the customer has caused the damage themselves. The right of complaint does not apply to handling errors, incorrectly adjusted products or defects that occur with or after a change in the function and appearance of the product, such as remodelling, upgrading or another configuration of the product. As a customer, you must be able to prove your purchase from us with your ordernumber. If you receive a defective or incorrectly delivered item, please contact our customer service before you send the item/products back via info@dhssport.com

Product information

As a seller, we have the right to change prices, charge extra costs and change product information without prior notice. Product images and other information is intended to reflect the product as much as possible. However, we reserve the right to address any errors that may occur on our website and cannot guarantee that all images reflect the appearance of the product in the right way. The images should only be seen as illustrations. The quality of images can also vary depending on the colour settings you have on your device.

Amendments

We may review these General Terms and Conditions from time to time. Every time you buy a product from us, the Terms and Conditions applicable at any time will apply to the contract between you and dhssport.com. You should therefore visit this page regularly to keep up to date with the content in our general terms and conditions.

Complaints

Complaints or comments regarding the services or products of Us should be notified via email info@dhssport.com In the event of a dispute between you as a customer and Us that we cannot resolve, you may file a complaint with the EU function regarding online dispute resolution, Online Dispute Resolution. You can find more information via the following link http://ec.europa.eu/odr.