

Terms and condition

Information

Vendor's details:

Premier Press Publishing and Merchant Limited Liability Company
Budapest, 1223 Budapest, Memento Park, Balatoni út – Szabadkai utca (Hungary)
Telephone: #36 (1) 424 7500, #36 30 5000 925
Tax number: HU 12227460-2-43
Registry Court Registration Number: Cg. 01-09-566237/5
Established in 1986
Accounting Bank Office: OTP Bank Nyrt.
Budapest 1085 József Krt. 33.
Bank Account Number: 11708001-20524418
International Bank Account Number: HU73 1170 8001 2052 4418 0000 0000
SWIFT code (BIC): OTPVHUHB
<http://www.otpbank.hu/>

Contacts, Customer Care:

Vendor's contact details:
Mailing address: Premier Press Ltd., 1223 Budapest, Memento Park, Balatoni út – Szabadkai utca (Hungary)
Telephone: #36 (1) 424 7500, #36 30 5000 925
E-mail: info@mementopark.hu

Showroom:

All products shown on our pages are on view and available at the premise of Premier Press Ltd:
Address: Budapest 1223, Balatoni út - Szabadkai utca corner (Memento Park)

Opening hours:

05.01-08.31.: 10.00-18.00
09.01-04.30.: 10.00-16.00

LANGUAGE OPTIONS FOR INFORMATION AND THE PROCESS OF THE PURCHASE

Our website is available in both Hungarian and English language.
Registration and purchase with bankcards can be finalized in Hungarian and English and it is available in both Hungarian and English language.

We provide customer support via e-mail in Hungarian and English; enquiries are replied in the language of the first contact from the Customer's end.
Our phone support provides help in Hungarian.
Invoices and additional vouchers sent by us are provided in Hungarian and English.

SUBJECT OF PURCHASE

On the website operated by the Vendor all services are provided by itself or its partners. (hereinafter referred to as: Product.)

DATA HANDLING

CUSTOMER REGISTRATION

To visit our pages, no registration is required.
Before a purchase, Customers must register their personal data.

REGISTRATION PROCESS

Registration begins by choosing “purchase” option. Fields marked with * are compulsory, they are required for maintaining contact, shipping and billing.

CUSTOMER DETAILS

The data provided at registration or gathered during purchase are registered. All information that we collect from our customers are confidential, we will not give out any information to any third parties. This covers all information related to registration, statistics, shipping and orders, the course of business, shop return, and attendance of this website. We store the customer's personal information for the sake of purchase, the fulfillment and demonstrability of the purchase agreement and in order to keep in contact with our customers.

By submitting the requested information you allow our corporation to store your personal information in its own database. Our company has certified that we adhere to the Privacy Principles agreed upon by the EU and Hungary.

THE COURSE OF PURCHASE

SELECTION OF PRODUCTS

Displayed products, services and their features

Detailed descriptions of the chosen products on our pages are available on the page of the given product. You can access the page of each product by clicking on the product's name. You will also find a (non size-proportional) picture of the product on its page. The exact size and most important details of the product can be found in the description. The price of each product includes VAT (value added tax) specified by the country of its origin (Hungary).

Selecting products, features, determining quantity

When a product is available in several versions, you can select the proper features on the page of the given product. It is also where you can determine the quantity of the product you wish to purchase. If you wish to buy several pieces of the same product, but with different features, you can select these items and put these into your shopping basket one by one. After selecting the wanted quantity and features, just press the Shopping basket bottom, and the product is put into your shopping cart. You can still remove the items from your shopping basket later.

Upon choosing a service by selecting the Purchase button the purchase will automatically begin.

SHOPPING BASKET

By clicking at the SHOPPING BASKET button, you can check the selected items that you put into your shopping basket and you can make changes to your order (cancel a pending request, modify quantity). To change additional features of a product you need to remove the item from your basket, then you need to return to the page of the given product and place a new order for the product.

BOOKING SERVICE

The Vendor will automatically send a confirmation letter to the Customer about the purchase indicating the most important parameters of the service: time, location, language of service. The Vendor will send a code (a combination of letters and numbers, barcode, QR code). It is Customers' responsibility to preserve the digital code, the service provider is not responsible for their unauthorized use.

- The service can be availed by the Customer on the day selected at the time of the booking process (or during an extended period announced by the service provider). The service can be availed only once by the Customer.

- The service purchased service cannot be re-exchanged, and it's resale is prohibited.

- Customer acknowledges that our service can only be used under the condition of content of confirmation letter presented to the recipient of the service on the site and at the time of the service. This can be done by presenting the printed version of the format of the confirmation letter or presenting it on an unchanged format of an electronic device (eg, tablet, phone, etc.).
- It is Passengers' responsibility to attend to the meeting point of departure in time.
- In case of delay of overbooking, the Vendor is liable to ensure a replacement tour within 60 minutes under the same conditions.
- In case of delay for more than 60 minutes or cancellation of tour by the Vendor, the price of the ticket will be refunded. Further compensation not to be required.
- If the tour is cancelled by the service provider for any obstacle, the price of the ticket will be refunded. The service provider cannot be obliged to any further compensation.
- If the entitlement of a discount ticket can not be verified by the Customer, the difference of a full-price ticket shall be paid
- In case the Customer reserves the reduced price ticket, the service should be entitled to the discount credibly demonstrated at arrival. If the discount may be on the eligibility is not confirmed, the customer service should pay the difference between the base price and the discounted price. If Buyer fails to pay the difference, the recipient may be excluded from the reserved service.

FINALIZING THE BOOKING

Checking grand total sum

Just click on the View button in the shopping basket menu. Here you can check what products you have selected, in what quantities, how much they cost and how much packaging fees total.

Upon purchasing a service when you change the data - you want to buy services when selecting determining the numbers - the total amount of the order will appear under the "Total" button .

Modification/cancellation of an order

You can return from any menu point to modify your order details and registered information.

Confirmation of an order

If you accept the total sum and the conditions of delivery, just click on the Next button. You are connected to the banking page then, where you can complete your payment.

PAYMENT AND BILLINGUE

Prices

Prices posted on our site include VAT of the vendor's country (Hungary) and all additional costs.

Information on delivery and packaging fees is accessible in the Shopping Basket menu for the Customers by clicking on the proper button during the shopping process.

Payment

The prices of products, and services can be paid by credit/debit bankcards. Transfers of Europay system (Eurocard/Mastercard, Cirrus/Maestro), American Express, OTP Cards and VISA card transfers can be processed, paypal payment is also available. In case payment is made by credit card payments are processed via an independent system by Hungary's biggest bank, OTP Bank PLC. Paypal payments are processed via an international bank company.

Currency

All prices and fees are calculated in Hungarian Forint. We also post our prices in other currencies (Euro, USD) for your convenience, but we do not take responsibility for their exactness. We refresh

our database on a regular basis to keep up with the latest shifts in currency rates; however, sudden changes can cause slight differences.

On the itemized bill, the grand total sum of product, packaging and delivery is stated in Hungarian Forint (HUF).

Billing

The invoice will be sent to the Customer via an external online billing system (independent of the Vendor). We provide each buyer with an invoice with the buyer's name on it that is registered at the time of purchase

This might be different from the name and address where the package is delivered. On the bill, each item is stated both in Hungarian and English. The bills are filled out in full accordance with the relevant Hungarian laws and regulations. The Customer will get a notification email on the billing. The invoice can be downloaded by clicking on the link sent in the notification email. If the Client so requests the Vendor will mail the invoice, in case of the purchase of a service the Client will get it on the spot on demand.

DELIVERY

Delivery conditions

At the end of your purchase, you can select your preferred delivery method. If you have put several different items into your shopping basket during your purchase, the system will automatically calculate how all the selected products can be delivered to the given address and how much the occurring fees are.

Delivery methods, deadlines, fees

You can select either regular or courier home delivery service.

Our main purpose is to process all orders and send the ordered products within 5 banking days after the order was placed in our web shop. However, it might happen that certain products are unavailable at the time of an order. If a case like this occurs, we notify the customer within 5 banking days and we confirm further possibilities with the customer. If requested, we can -covering all additional charges- reimburse the full amount paid for the order. Our practice is the same if we fail to contact the customer, and/or fail to identify the customer's further will.

In accordance with the agreement between the Customer and the Vendor, if delivery takes more than 5 banking days, the order is considered to be a valid order for 180 days. Delivery times (after the order is completed and package is sent):

Regular mail delivery: in Europe 3-10 weekdays, 10-20 weekdays outside Europe.

Courier service: in Europe 1-2 weekdays, 2-5 weekdays outside Europe.

All delivery charges are calculated automatically by the system for the Customers.

Packaging methods and fees

The fee of packaging is calculated automatically by the system for the Customers.

We pack our products in order to avoid any possible outside injuries. Do not accept any opened or injured packages. If your package is delivered like that, open it only when the delivery company's representative is at present and place the event on official record.

Possible additional charges and fees:

The Vendor makes charges only for the product's price, the delivery and packaging fees during your purchase. However, some countries other than Hungary might impose additional charges on the sent products (duty, surcharges, delivery or storage fees, etc.). We are unable to provide any information on these possible additional costs, so please acquire all information relevant to your country or state practices.

GUARANTEES

Confirmation of order

After a purchase or order is completed, we send confirmation e-mail to the customer's registered email address.

Customer's right to cancel a purchase

Upon booking a service Customers have the right to cancel an order, up to the day their order is sent, in case of service order up until the starting time of the service. All fees associated with similar actions must be covered by the Customer. In case of cancellation of an order, the Vendor reserves the right to deduct charges from the reimbursed amount for banking cancellation/payment fees, and printing/postal costs of billing. If the product is already packed by the time the Customer cancels the order, the Vendor deducts the fees of packaging as well. Customers also have the right to cancel a purchase within 8 banking days after the product was received. In such case, the Vendor reimburses the Customer's payment within 30 days after the package is returned. The Customer is required to cover all occurring fees associated with the cancellation, and the Vendor has the right to have the Customer make amends for any damages from improper use of the product. Copyrighted products (audio and video recordings, PC-software) are excluded from this possibility if the product has been opened.

Guarantee

The Vendor, in accordance with relevant Hungarian rules and regulations, provides 6 months guarantee regarding the quality of available products. Exceptions to this are second-hand and antique items, to which the guarantee provided by the vendor does not apply. This information is also posted on the product's page, just as it is stated on the bill attached to the package.

Complaints, replacement, money-back guarantee

In case of erroneous fulfillment of an order, the vendor grants replacement for the product. If the product in question is out of stock within the guarantee period, the vendor grants money payback to the Customer. Any complaints can only be dealt with when the bill is provided. Complaints can be made via our e-mail address, our phone number or in person.

Security

The Vendor always uses the safest methods for data-management and technology while maintaining contact with its Customers.

Rights, responsibility, legal redress

In case of disagreement between the Vendor and the Customer, the guiding principles are the ones of the service provider's home base country.

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