

## Terms & Conditions - privacy policy – Delivery information

attilaseboshop - <https://www.attilasebo.net/attilaseboshop/> updated: January 2020

See the privacy policy below please

### **Terms and conditions**

Welcome to the web shop of Sebo Elektronik - attilaseboshop

#### **Introduction**

Using or accessing this site indicates your agreement to the terms and conditions and privacy policy.

#### **The language of the terms and conditions, site, web shop, reply messages is English only.**

Sebo Elektronik provides its services to you subject to the terms, and conditions set in this agreement and according the privacy policy. Sebo Elektronik reserves the right to change it's sites, accessibility, any details of site and terms and conditions, privacy policy at any time.

This agreement contains information as well, how claims are resolved, and about arbitrate which may require you to submit claims you have against Sebo Elektronik as a, E.U. resident business, according the EU regulation

REGULATION (EU) No 524/2013 OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 21 May 2013 on online dispute resolution for consumer disputes and amending Regulation (EC) No 2006/2004 and Directive 2009/22/EC (Regulation on consumer ODR) “. See details below please

#### **Use of this site**

Subject to the terms and conditions, Sebo Elektronik grants you a limited, non-exclusive and non-transferable license to access and use this site, for the purpose of shopping for items being sold on this site.

#### **Languages, language of contract and communication**

**The language of the terms and conditions, site, web shop, reply messages is English only.**

Further E.U. official languages are welcome in incoming mail or messages. but the language of answers and all kind of communication will be in English only. If you decide to write us in any official E.U. languages other than English, we will try to translate it with online translator services into English. We are not responsible to the any misunderstanding or translation problem in this case.

#### **Customer service**

Customer request, communication will be via email only, or you can use the contact from at the "customer service" menu. We are going to answer inquiries in most cases within 24 hours. We are not responsible to any delays or missing mails caused by any technical problems or filters used by 3<sup>rd</sup> party service providers. We usually send same reply message from 2 different email address as a copy. The active email addresses can be found on contact information page here and at the end of this text. For awaited reply messages check out your spam folder also. If there is no answer in more than 24 hours, send us a copy into our any 2<sup>nd</sup> e-mail address published on the end of this agreement or at the contact page here. You might be able to contact us via social media also. All official E.U. languages are accepted for incoming email, but the language of answers will be English. This is an one person business. Due to longer holiday period, business relocation, or any unexpected reason the answer may be delayed for longer time.

#### **Services and accessibility**

Sebo Elektronik reserves the right to limit or refuse service, and/or cancel any orders in its discretion. Furthermore Sebo Elektronik reserves the right to prohibit any share, linking in its discretion, without limitation, if Sebo Elektronik believes that customer or user violates any European Union applicable law or guides or violates any International applicable law or think is harmful to Sebo Elektronik interests.

Sebo Elektronik reserves the right to supply services for specified destinations or counties, in its discretion also, if the destination is located outside the European Union. Check out the list of territories and countries we ship to at checkout page.

### **Access to this site for children**

There are mostly electronic spare parts and accessories here for professionals except digital downloadable media if any. You are warranted that you are either 18 years of age or are using this site with the supervision of a parent or guardian.

### **Access and checkout**

There are no password login features here, instead a guest checkout is only available. Due to this, there is no account authorization. Each time if anyone is using this site or the checkout option, will be deemed to be authorized to access and is using this site according to the terms and conditions of this agreement, and Sebo Elektronik has no obligation to investigate the source of any such access or use of these options. Password and user name, or any sensible data such as card details are not required here. For payment you may be redirected to third party service providers or a link sent via email by payment processing service, where payment / card payment will be processed, after email validation. In case of bank transfer payment option is available, bank details will be shared after the email validation. Email validation will be also for specific payment processing services. You agree not to send any payment prior receiving payment instructions via email for your order.

The guest checkout option does not ask for sensible personal data. Only the invoicing address, e-mail and name need to be entered each time for the proper invoicing and order acknowledgment. Such data will be handled and stored for the period required by local law for bookkeeping only. For details, and E.U. GDPR relations, read please the privacy policy. Payment processing service providers may offer you a card payment option as well. For some payment methods, you may be redirected and payment will be processed by third party payment processing service provider, or service provider will send you a link for card payment. Card details will not be shared with us and we do not get or store such data.

This shop is running in full functional evaluation - test mode now. Registration option is hidden here. Despite, due to technical reasons, you might be asked in this shop for registration password, user name or any data other than necessary for the guest checkout and invoicing. In this case you agree not to enter such data, instead we are kindly asked to report any such phenomena via contact form to improve the quality. We will delete all such data as soon as possible. At checkout a total order amount and number of item limitations may apply without previous notice and the details of limitation may change without prior notice.

### **Order amount**

In case of an excess amount of order, placed by same address or same customer in short time period, compared to the typical item prices at our shop, we may limit or deny the order without prior notice. The order amount limit is usually EUR75 / customer for 1 of processing order. Until the successful final delivery, the same customer may not be able to place further orders, or the placed order will not be processed and the amount will be refunded. In these cases the amount will be refunded. There may be automatic order amount limitations at basket or checkout also. Due to the insurance and package size policy of local post, we may split your order and post in multiple packages with individual tracking numbers, and may ship the rest of the packages individually in different time, depends on the tracking status of the first part of the shipped order. In these cases we will exceed the 2 business days shipping limit. We might wait, until the first package was successfully delivered. We may also limit or hold temporarily any repetitive orders until the first package had been delivered successfully without complications.

We may also apply these "excess order" shipping and handling methods, described in this section, not depends on the order amount, for destinations where the destination post is not happy to show up tracking status to the public. See also the "Tracking, tracking number" sections please for more details

### **Evaluation mode**

- Using this site indicates your agreement to the following – Evaluation mode of web shop - This site is running under fully functional evaluation - test mode and being developed. Sebo Elektronik - site owner is not responsible of any kind of loss included data loss, delay, unsuccessful order process or any other inconvenience. Feel free to contact via message service to report any problem to increase shopping experience.

In very low probability some features of original Open Chart web shop, such forum, affiliate or password account login feature, despite the suppression, might appear occasionally, or you might be asked in this shop for registration password, user name or any data other than necessary for the guest checkout and invoicing. In this case feel free to contact via message service to report any problem to increase shopping experience. Any data, information submitted using with these unwanted features such customer account registration or forum, mailing will be permanently deleted without notice and any liability. See more at "access and checkout " section of this agreement also.

For better shopping experience, we have been adding extra features. Despite the test, new features may produce unusual results, like extra discounts or unlimited amount of shopping. We may limit or cancel orders and refund amount in case of any software glitch. Sebo Elektronik assumes no liability for any kind of loss caused by software errors. Feel free to contact via message service to report any problem to increase shopping experience. This site or web shop or some features may be unavailable for period of time due to the scheduled maintenance.

There is no any liability on any kind of loss or misuse

You will be solely responsible for all use or access of this site, for acquiring technical details of products and all communications and data submissions, obligations including, without limitation, financial obligations, incurred through access or use of this site. Sebo Elektronik assumes no liability for any kind of loss. Sebo Elektronik assumes no liability for any misuse of copyright or any other rights of third parties by you. The technical details and photo and video demonstrations are only for demonstration purposes. Check out the manufacturers official datasheets for updated technical information

### **Pricing, VAT, invoice**

Sebo Elektronik reserves the right to change, alter prices at any time without notice in the shop.

The seller is NON VAT registered, the displayed Total, Sub Total and any prices are Gross prices.

The displayed amount on invoices are Gross amounts also.

You will have an invoice inside the package. In rare cases, we will attach a PDF copy of the original invoice into an update email if the invoice is not in the package. We may place a separated printed picking list and a manually filled invoice as a result on the local regulations.

### **Payment, and payment method**

For the payment, bank transfer, payment gateway, card payment processing services or money transfer service providers may be available. Immediately payment is required in case of card / payment gateway payment. We may cancel order if payment via card or payment gateway not received within 1 business days after order, or after you received the card payment link from service provider. For help or user guide, terms, check out the web page of third party service provider please. For card payment processing you will be redirected into third party service provider, or the service provider will send a link for payment. We do not store card data here.

#### Bank transfer from EU destination

Please use EUR transfer from EUR bank account, except local inland transfers. Note, the bank transfer may take couple of business days. According our experience usually 2 - 4 business days inside EU, but much longer is not unusual. We may cancel order if the bank transfer payment not received within 7 business days and you unable to send any confirmation upon our request, about successful transfer. We may offer any combination or choice of payment methods.

Local bank transfer: local bank transfer accepted in local currency according the residence of this shop.

The available payment service / services can be seen at checkout.

If you decide to send us any amount outside the available payment processes at checkout, the order may not be completed.

#### Money back, refund, money return method:

In case of refund or money back necessary, any amount is going to be refunded in same way as received. We might select a payment gateway also, if the refund technically is not possible anyway. You will be informed about the selected service provider for alternative money back, and you may need an active account there for receiving refund, if the primary refund method is not possible. We will inform you about it prior and after the successful order as well. Please place order only if you are able to receive money back via the offered payment processing service, in case of the primary payment method is not accessible. We do not have to accept any other payment gateways. You can cancel the order any time, if the offered alternative refund method is not suitable. If we have to use other refund method at last, instead of the offered and / or available methods, fees might be deducted and / or might be paid by sender. We apologize about it.

Order is shipped after receiving cleared "total checkout" amount. If you choose payment gateway, the order will be shipped into your verified / registered address only.

#### Details for card payment or Bank transfer

For successful order processing, you should fill in all required fields at checkout first. After you accepted the terms and conditions, and placed an order, we will check out the validity of address and post code you provided, using open services like online map or similar, and we may contact you for further address details if necessary before sending bank details or card payment processing links. For shipping, PO box, address is not accepted. We need to know, if your provided email address is active and working well. For that, we usually ask you to reply with the order confirmation mail before start of order processing.

#### **Choosing and using service providers by Sebo Elektronik – fair practices and trade, competition, Consumer's freedom of choice**

For better customer experience Sebo Elektronik may use and may offer services through more than one similar 3<sup>rd</sup> party service providers, (example: payment gateways) in any combination in competition. According to the European Union consumer marketing law for fair practices all service providers should tolerate the fair competition, - included and highlighted the consumer's freedom of choice, therefore we have a right to offer these services in any combination.

If our customer experiences any anomalies related to "unfair practices" or "consumer's freedom of choice" then there is a possibility to contact the service providers according to their terms and conditions or can contact the related European Union bodies. See more: [here](http://ec.europa.eu/justice/consumer-marketing/unfair-trade/unfair-practices/is-it-fair/pdf/ucp_en.pdf)

[http://ec.europa.eu/justice/consumer-marketing/unfair-trade/unfair-practices/is-it-fair/pdf/ucp\\_en.pdf](http://ec.europa.eu/justice/consumer-marketing/unfair-trade/unfair-practices/is-it-fair/pdf/ucp_en.pdf)

#### **Shipping, shipping address**

Item will be shipped to the address you provided at checkout, in case of card payment or bank transfer, money transfer, or into your payment gateway registered address.

Please make sure your provided address is correct. The checkout may allow you to enter different shipping address and billing address. If you choose payment gateway for payment (if any available) and decide to enter shipping address separately at checkout, the entered shipping address must be your verified payment gateway address. If the entered shipping address is not identical to your verified address at payment gateway, the entered address will be considered as an invalid data. In this case the shipping address will be your verified address at selected payment gateway as you registered. If you choose any payment gateways available here, and the service indicates your address is not registered / verified, then we may ask you to verify the address via email, before shipping. If we are unable to contact you within a reasonable period of time for an address verification, the order may be canceled and the amount will be refunded.

If you choose payment gateway for payment, the country in your verified address must be in the list where we ship to. The list of available countries can be seen at checkout page / roll down menu / We may check the address validity, using open online map or other tools. If we think the address is not valid or does not exist, we may ask for a correct address or we may cancel the order.

There is no possibility for local pickup.

### **Checking out the shipping destinations we ship to**

All destinations we ship to, can be found in the roll up menu of countries at the checkout. It can be checked without completing the checkout. Simply look for your country in the roll up menu at checkout page. Unfortunately we do not ship into some destination, region due to recommendations or restrictions issued by European Union or relevant government authorities or any other reasons. We may in our sole discretion decide to restrict any services and / or cancel order for any destinations outside European Union at any time without prior notice if we are required or think to do so by recommendations of relevant government or organizations or authorities or by law. We may in our sole discretion decide to restrict services into any destination, included inside E.U. , if we think, destination post services quality, examples: formerly experienced lack of tracking information, lack of tracking updates, excess delays or unpredictable delivery experience. Despite this, we might offer service in our sole discretion into locations we normally do not ship, using mutually agreed, alternative, tracked shipping method.

### **It is mandatory to choose the destination country during the checkout**

If the country of your shipping address can not be found in the roll up menu at checkout, then unfortunately we actually may not ship to that country. If you are placing order anyway into destination we does not ship, the order may be canceled and the payment will be refunded in case of canceled order. See ["Money back, refund, money return method"](#)

### **P.O. Box and APO/FPO addresses**

We accept only street address for shipping address, and does not ship into P.O. Box and APO/FPO addresses. If the provided address is not a valid street address, then the order will be canceled / denied and the full payment will be refunded.

### **There is no possibility to alter the shipping address after the completed checkout.**

If you need to alter the shipping address after the competed checkout process, we may cancel the order and refund the full amount. You should set your proper address at checkout or payment gateway account and complete the order again.

### **Tracking, tracking number**

We normally ship items with tracking number, as a priority recorded international mail probably in bubble envelope, or small packet Tracking number will be shared via confirmation mail and / or via payment gateway tracking option if any available. We may share additional tracking updates with numerous links for online international and local tracking services, and screen shot images, depends on the tracking status. We keep tracking all item through the delivery process and will inform you if there is any unusual. There may be built in online tracking service available time by time here. This service, if available here, provided by third party tracking service providers and you may be redirected into the page of service provider. The service providers Terms as Conditions apply.

### **Missing or incomplete tracking updates at destination carrier services, "tracking supression"**

Despite we normally using signed, internationally trackable mails with Universal Postal Union compatible international standard tracking numbers, very few of destinations are not happy to show up the actual tracking status.

Placing order indicates you agree the following: if the destination postal service is not happy to show up all details of the processed packages or partially / completely suppresses tracking information, then you are responsible to contact the customer service of your local post and acquire tracking status, written, (email, etc.) of your order in case of severe delays, usually more than 21-25 business days from the postage date. You agree, we will accept missing / non delivered status only if you have a written (email , etc.) "lost, missing" confirmation from your local post in cases where your local post suppress or hide tracking information.

We are going to do our best to help you in these cases, sharing collected information from international tracking services and our local post if available.

Example: some posts unfortunately announced a "Tracking Suppression of Import Registered Mail".

Despite you pay for the internationally trackable registered airmail from here, the destination post service does not offer visibility for these tracking numbers.

Further updates, details and web links may be be available FAQ page here.

Only the internationally trackable priority airmail is affordable and available here for small items. Visiting and using attilaseboshop indicates you agree the following: Until destinations does not offer full visibility of these tracking numbers again, we may limit or restrict temporarily, any time, orders at checkout, and / or the number or amount of individual orders from this shop, due this tracking number suppression. Any further restrictions may apply and any details may change without prior notice at any time. The typical order amount limitation in these cases may be around of the price of 3 x item price of an average items in this shop. For further details see the "Order amount" section please. More destinations some times also affected as we experienced unpredictable tracking visibility for our signed international recorded mails. The updated list of these destinations may be seen at our FAQ page.

We might offer service in our sole discretion into locations we normally do not ship, using mutually agreed, alternative, tracked shipping method.

### **Shipping with insurance option**

Specific items with shipping insurance option: There may be some products are shipped with insurance option only. We usually use the shipping services of local Post. These specific items are shipped for the limited destinations only, where the local Post offers proper insurance options. These products are marked at item description with specific destination list. Check the item description before placing order please. Sebo Elektronik will follow export restriction guides or any further guides issued by European Union for 3rd countries, organizations or territories outside of European Union also.

### **Delivery time, time limit**

The order is shipped usually within 2 business days after receiving cleared payment Average delivery time is 5-8 business day inside European Union. (E.U.) We experienced unpredictable delivery times into some EU destinations.

Outside the EU the shipping time may vary, at least 15-21 working days, much more is not unusual.

We usually give additional information that will help in tracking the item through the delivery process or you can use built in tracking possibility if available here, and keep tracking all items through the delivery process. We will inform you if there is any unusual.

### **Delayed delivery:**

We have been sending internationally parcels for years. Fortunately all items were arrived so far. In case of seriously delayed item, after 21 business days (inside the E.U destinations) or 40 business days (outside the E.U. destinations) of shipping date, you may ask for assistance. We will check the tracking status. In some cases we will ask the local or destination post for more information before resend the item. This may take time, depends on the customer services of posts. We will resend the item in most cases, for free, if think the item is missing or destination post unable to give accurate information. We offer refund only if we do not have more item in stock. In this case the refund is given for the item price only, if the destination is located outside the E.U. The "delivered" or equivalent status at tracking service of destination carrier service provider considered as a successful delivery. The way of refund: see "Money back, refund, money return method:"

### **Outside of EU destinations**

The buyer responsible for all customs taxes, charges, fees if apply The amount of order will be on the custom form. You might be charged an additional duty fee based on your country's rates outside EU.

### **Unclaimed items**

Please make steps and effort to receive the item. Destination posts usually offer many possibilities to receive items alternatively, example delivery rearrange, weekend delivery, "keep-safe", receive at delivery center, etc. We usually inform you also about unsuccessful delivery attempts. If the tracking shows the item was unclaimed, or delivery was unsuccessful despite the notices of destination post, then refund will be given only for the price of the item. The E.U. return policy may allow us to delay the refund until the item received back. It may take long time according experience, not depends on the destination country. The item price refund will be issued after the item received back. See more: "Money back, refund, money return method:"

### **Assistance and resolution in delivery cases**

We always track all items daily and usually inform you if there is any important update. We also share the scan of post receipt and copy of tracking status. If there is no update in tracking status for longer time, first contact us, we have numerous tools to check the status of item. It is recommended to contact your local post customer service also with the copy of post receipt, and ask them, they may have more information. In some cases, the destination customs holds the item for weeks without any tracking update. Sometimes we also contact the destination carrier service. If you think or the destination post tells they do not have update about the item, after the time limits (time limits can be seen above) we resend the item for you for free of charge. Refund will be given only if we do not have the same item in stock, for outside E.U. destination we may refund only the item price. We are always happy to help. There are numerous e-mail addresses and communities, social media sites where we have pages also. Please keep the steps described in this terms and conditions please for complain. In case of unresolved dispute, you have a right to use the services of arbitrate bodies according the E.U. regulations. Details can be seen below. Check out also the "Delivery time, time limit" and "Delayed delivery:" sections above please.

### **Invoice**

Business invoice will be issued. For more information check out the "**Pricing, VAT, invoice**" section above

### **14 Days European Union Standard Return Policy**

Right to cancel: The Consumer Contracts, Information, Cancellation and additional Charges regulation 2013 - European Union

Customers have right to cancel the order according section 29-(1)

"" The consumer may cancel a distance or off-premises contract at any time in the cancellation period without giving any reason, and without incurring any liability..... ""

The normal cancellation period 14 days - section 30-(3) , 30-(6) The cancellation period starts from the successful delivery of the item, and customer has 14 days time frame to sent the item back.

The full guide can be downloaded here

[http://ec.europa.eu/justice/consumer-marketing/files/crd\\_arc2014\\_factsheet-consumer\\_en.pdf](http://ec.europa.eu/justice/consumer-marketing/files/crd_arc2014_factsheet-consumer_en.pdf)

Item must be returned in its original condition and amount for a full refund. Refund includes the original postage also, if the destination was inside the European Union. Customer is responsible for shipping charges on any returned items. Use a recorded, trackable delivery for return please as refund is not given on item lost in return process. According the EU standard return policy we may delay the refund until the item received back. The way of refund: see "Money back, refund, money return method"

### **Return and refund policy, read this carefully please**

This shop is using the European Union return / refund recommendations and regulations. Using this service you agree to fully accept our return - refund policy, can be read in this terms and conditions. According the E.U. regulations, in case of a return, you must contact us first, via contact form or email address can be seen here, and *initiate the return written within 14 days* of receiving the item. Note - we will accept only the incoming email from your valid email address you provided during the checkout, in most cases, or your payment gateway registered email address or alternatively your public email address where your name or company name can be identified. Write us please the order number, and the correct address you entered during the checkout. If your primary email address is unavailable or can not be used, then further incoming email address may be accepted only if you provide the order number, the item name or part number if apply - and the correct address you entered during the checkout, or reply with the order confirmation mail as received after placing order. Without contacting us prior the return, the returned item may not be accepted or the returned item may be returned back to your address by the local post office without notice and without refund. You entitled for a refund only if you keep the return process described in this terms and conditions, and the item finally returned in original condition and amount as a trackable recorded mail or packet. See the "Initiate the return, return process " and "Assistance and resolution in delivery cases" section as well.

We might offer payment ways where chargeback is available for customers. **Do not do chargeback or do not use any early money back option**, bypassing this terms and conditions and without contacting us. Chargeback is far not necessary for any return or refund, as we offer and you accept at checkout a standard 14 days EU return / refund policy, described here: ***“Initiate the return, return process”*** , ***“Return and refund policy”*** , ***“14 Days European Union Standard Return Policy”*** and ***“Online dispute resolution for consumer disputes, arbitrate, ADR”*** section here.

In case of any chargeback or any forced money back made by customer bypassing this terms, we may in our sole discretion decide to recognize it as a fraudulent action and start investigation. Investigation may result of further action such temporarily disclosing, report it into your bank or if we think it necessary or if required by law, to further authorities.

Depends on the nature of some product, in some cases you do not have to return the product, we may offer a refund, only if you keep the return – refund policy described here.

### **Initiate the return, return process**

1. Contact us first, via return form, filling in the required fields, or via our official email address can be found on main page please. You have a 14 days time frame to send back the item from the successful delivery. The request must be written. We may not accept or refund item without prior written request. The return address is the address of Sebo Elektronik. The correct address can be found on package, on invoice or here at main page – contact details.
2. Use a recorded internationally trackable delivery method for return please as refund is not given on item lost in return process. The return may take longer time, depends on post services. As you use trackable post service, you can check out the status of the returned item.
3. Share with us the tracking number of returned item and keep safe the proof of postage, postal receipt, etc.
4. The full refund will be issued for the unused, undamaged item only, after maximum 6 days of successful item return (Delivery confirmation at our local post tracking service). The refund will be done only via same payment method.

### **Warranty**

There is warranty for some articles. Check out for more details on item description please. Due to the nature of the products in this shop, only refund is available in most cases. If there is a warranty was offered, the item must be returned for refund in most cases. Refund includes price and original postage for all destinations. Use a recorded, trackable delivery for return as refund is not given on item lost in return process. Contact us before return via return form on main page please, the request must be written.

### **Copyright**

The site is based on Open Chart GNU licence application and was modified specially for Sebo Elektronik. All photographs or images, media content, product images, program codes and descriptions, menus, were added during the development and product upload, and is not originally the part of the package of GNU Open Chart, or third party commercial extension modules, belongs to Sebo Elektronik or Attila Sebo and protected. Reuse, reproduce, copy, modify, sell, license, any such content without written permission is not allowed. Any right of logos, trademark, trade names or commercial extension modules belong to their owners or developers. You may view and use the content only for your personal information and for shopping and placing orders on the site. Use of data mining, or any data gathering tools on this site is prohibited.

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### Share or link

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Any reproduction, copy, lease, alteration, reverse engineering, is not allowed and you may not use for commercial purpose any of the information provided on this site without written permission by Sebo Elektronik or Attila Sebo.

### Online dispute resolution for consumer disputes, arbitrate, ADR

In cases, where the service provider declines to fulfill the legal requirements to resolve the issues or claims the customer have a right to use services of the arbitrate bodies according the following E.U. Regulation :

“ REGULATION (EU) No 524/2013 OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 21 May 2013 on online dispute resolution for consumer disputes and amending Regulation (EC) No 2006/2004 and Directive 2009/22/EC (Regulation on consumer ODR) “ - to contribute to the proper functioning of the internal market, customer have a right to independent, transparent, effective, fast and fair out-of-court resolution of disputes between consumers and traders online.

Summary of the ADR regulation

[http://ec.europa.eu/consumers/archive/redress\\_cons/docs/adr\\_citizen\\_summary\\_en.pdf](http://ec.europa.eu/consumers/archive/redress_cons/docs/adr_citizen_summary_en.pdf)

[http://ec.europa.eu/civiljustice/adr/adr\\_hun\\_en.htm](http://ec.europa.eu/civiljustice/adr/adr_hun_en.htm)

The full text of ADR regulation can be seen here

<http://eur-lex.europa.eu/legal-content/EN/TXT/HTML/?uri=OJ:L:2013:165:FULL&from=EN>

or

<https://www.djei.ie/en/Legislation/Legislation-Files/Directive-2013-11-EU-on-alternative-dispute-resolution-for-consumer-disputes-and-amending-Regulation-EC-No-2006-2004-and-Directive-2009-22-EC.pdf>

ADR bodies in the EU member country of the business / Sebo Elektronik /

<http://magyarefk.hu/en/dispute-settlement/alternative-dispute-resolution/arbitration-boards.html>

note: The language of ADR process will be the language of the official language of the E.U. member state where the service provider business resides

Read the text of Privacy policy please carefully included the section about cookies.

Using this site indicates your agreement to this terms and conditions and the Privacy Policy. To complete the checkout process you need to accept this terms and conditions and privacy policy

### **This Privacy Notice applies to this website.**

There may be changes in this policy without notification. It is recommended to check out this text from time to time.

#### **Cookies**

Cookies are tiny pieces of information that are stored by your Internet browser as text files on hard drive of your computer.

This site is based on the Open Cart GNU license open source technology. Details of the technology included usage of cookies, and open source code is available at <http://www.opencart.com>. This site currently uses cookies only for the basic, essential functions as following:

Cookie "currency" : temporarily stores the currency. "PHPSESSID" : temporarily stores individual session identification number necessary for the proper function of this shop. "LANGUAGE" : temporarily stores the language. Currently "English". "Cookieconsent" temporarily stores the status of cookie consent bar. All of them temporary and does not store personal information. These cookies essential for proper function, without them this shop unable to work properly. Disabling these cookies may cause various malfunctions. In case of user disables these cookies, user understands we are not responsible of any data loss, malfunctions, improper functions or any kind of loss.

Check out the Open Cart documentation also please for more information of cookies used by this technology. However, additional third party installed modules or extensions (examples: compulsory cookie consent popup may use itself temporary technical cookies for the proper functionality, or checkout module etc. may use their own temporary technical cookies also for the full functionality. We are not responsible for any malfunction, error, any kind of loss caused by the improper functions of any software here, if user decides to block these temporary technical cookies, necessary for basic functionality of these applications.

#### **Third party cookies and any other third party elements**

Third-party cookies are cookies that are set by a website other than this store. Some service provider sites may use these cookies to track your visits to the various sites. Currently we do not use any mail list, do not use advertising applications or any similar third party modules.

There may be links to other services outside this site. In this case you will be redirected in new browser window into third party service provider. Sebo Elektronik carefully selects what service provider can be accessed from this site. Despite, we do not have control on privacy policy of third party pages . Please read privacy policy of that service provider. . We are not responsible to any cookies and any related elements, tracking elements, web beacons, etc. outside of attilaseboshop - seboelektronik shop, or any kind of effect caused by any elements set up by third party service providers outside of this shop. We are also not responsible to any data collection, data handling methods, policies or cookies made by such third party sites outside this shop.

#### **Third-party service providers**

We may use services of third-party service providers to perform functions on our behalf. Information disclosed to them is to help in their service. For example, to ship your order, we are using services of Local Post or EMS or any carrier services. We must provide your shipping address, name, and may be the phone number if you entered it also, in order to guarantee delivery of your orders. Payment processing services require your address, order and billing details you entered at checkout to process the payment and some times phone number and email address(es). See below, how do we handle an how long these data are being stored by us. We do not handle highly sensible data such card details or bank account numbers currently. For complete the payment process you will be redirected into third party service provider(s).

## Collecting, handle and store information

We collect information for invoicing, bookkeeping and shipping products and for great customer service experience only and for statistics.

Only guest checkout is available, registration is not required. The guest checkout does not ask for highly sensible data such card or bank details, and you agree, will not share with us such sensible personal data as it is not required. If you share any further / not required data other than shipping / invoicing name, shipping / invoicing address, email address(es) or phone number(s) at checkout or any other way, example in order instruction message or emailing, such data will be deleted as soon as possible.

The checkout here may be stores the entered data just temporarily and only locally to improve the shopping experience for multiple item ordering. The temporarily checkout data will not be shared, or finalized. The checkout generates also general depersonalized visitor statistics, as spent time and number of clicks, in case of unfinished checkout process. These depersonalized data will not be stored and for statistics purposes only. To complete checkout, you need to agree this privacy policy and terms (all in one text) at checkout screen. After the successful order the following information is visible and is being stored by us: Shipping / invoicing address and shipping / invoicing name, email address(es) as you entered, phone number as you entered at checkout and IP address. If you use payment gateway, we can see and will store "confirmed" shipping address and name, email address(es), phone number as you entered for payment gateway for proper invoicing and shipping, as we always shipping into your "confirmed" payment gateway address. Such data will be stored for the following purposes: Shipping product, service related communication, tracking updates, instructions for successful delivery or customer service messages, bookkeeping, invoicing and further if required by the local law.

**How long such data is being stored:** we store only data can be seen above, and necessary for identifying and processing order, posting, included post receipts, bookkeeping, our tax return and invoicing. If wire transfer option is available at checkout, we may see your bank account number at bank statements as your bank shared with our bank. You agree the following: such data will be stored until the local law requires for administration, tax revision, requires by "money laundering acts" and bookkeeping. You agree, data stored for payment, successful order processing, posting, invoicing and bookkeeping can not be deleted or altered by local law, within 5 years, in some cases 8 years. Such information stored in secure way, the electronically available information is encrypted and stored outside the web shop. The end of data handling will be when the law allows us to delete these data.

We will delete order record from web store after the successful shipping, if tracking information not required, or after the successful delivery, if post tracking information required, or in case of cancellation, after the successful cancellation.

### Third party service provider order data and payment handling:

Password, sensible data such card details are not required here. For payment you may be redirected into payment gateway services or in case of card payment into third party card processing service provider. Card details or any information asked by third party provider, will not be shared with us and we does not get access or store such data. The privacy policy and terms of use of third party service provider is apply for you.

**Statistics data:** we may use search engine analytics only for statistic purposes. The technology may require us to place their small identification script into our site. The analytics data we can see is depersonalized, and we can see only general statistics such weekly visitor count, regions, browser and operating system diversity statistics, impressions and click count (daily, weekly, etc). We do not collect, record or store these statistics and exists only at search engine provider. We unable to see any personal data individually, but we can set up a time frame how long they keep it by search engine provider.

### **Log files, web page and activity tracking**

We may see IP addresses, URL from which visitors access this site and date/time stamp, and browser diversity, page visits, geographic statistics, all such statistic are depersonalized.. We may use third party applications for tracking activities for statistics, education purposes only, depersonalized, and does not store such data, except if legally required. If legally required , we must share such data with authorities by law.

### **Information generated for product and order process quality purposes**

Successfully placing order indicates you agree the following: for the excellent customer and shopping experience and improving product quality we may document product assembling, product quality check process related to your order and order packing process with photo or video. In case of opened quality, warranty or shipping disputes, we may use these photo or video if any exist, to prove the quality of product, quality check or our packing process. If you decide to open cases at payment processing services, or initiate chargeback, the payment processing service will ask us for documents, such invoice, post receipt, post invoice. Accepting this privacy policy and placing order, you agree we may share related invoice, post receipt, post invoice, product packing documents, quality check documentation (may include photo and packing process video documentation) to prove the quality of our product and packing / shipping process quality. You agree also, such quality check documentation (may include photo and quality check process and packing process video documentation) is being stored up until the time period is available for you at payment processing services to open a claim or disputes or up until the warranty period ends (if any is offered at item page) for any related product. Documents are stored, protected securely in electronic format. After the period mentioned above such quality documentation (may include photo and / or packing process video) will be deleted or the depersonalized part of such documentation might be kept for improving the quality of our product processing and statistical purposes only.

### **Rights**

Customer have a rights to ask for the information about handled data, and ask for the stored data in electronic format (PDF, doc )

Right to correct , limit or delete data. In case of request for correct or delete data, you can contact us with the request via email addresses can be seen below. See more at “ **How long such data is being stored:** ” section for further details of what data can be corrected or deleted.

Have also a right to prohibit data handling method, if formerly not accepted it.

We are going to respond for requests within 2 business days. Note, this small business (1 person) may be unable to respond due to the unpredicted reasons. You agree to accept reasonable delays caused by any unpredicted technical or any other reasons. The owner (1 person) may not be able to respond due to longer holiday period, health issues, business relocation or any unpredicted reasons. Please sent us messages into more than one our email address. You agree the following: we may not be able to access web shop administration or other features due to third party service provider`s technical problems. We are not responsible on any delays caused by third party provider.

### **Share of information**

We does not share any information entered or collected in this site for third party except the following:

We may share with you scan of post receipt and post invoice and tracking screen shots as tracking updates.

For successful order processing and shipping, the shipping / invoicing address as you entered ( here or third party payment gateway), and in some cases additionally phone number and email address must be shared with post / carrier service providers, according their terms for successful posting. In some cases, we may authorize 3<sup>rd</sup> person, employee or helping member, according all related rules and data protection regulation to help in process the packing and posting process. For successful shipping, we may need to check out the address validity with online map services. You agree the following: we may check address validity using online map services. We do not store result.

In case of undelivered / missing / damaged posted item, for handling your request we must share shipping / invoicing data as you entered, and tracking data with carrier / post services or with their contractual shipping processing services for the successful resolution. We also may need to share additionally item photo and packing process photo or video (if any exist), invoicing and shipping data in case of opened resolution case by you, at payment processing services, or / and via email address also with you and / or payment processing service provider, to prove the quality of our product, service and shipping process.

We also may have to share stored data with authorities, in electronic or printed format, example tax office, required by law upon their request. Where this shop is located currently, furthermore the local law may force us to share all invoicing data online or offline in electronic format with local authorities, using 3<sup>rd</sup> party applications and internet connection, or any other format forced also by law or by authorities.

In these cases, you agree, we are unable to be responsible on quality or reliability of such forced 3<sup>rd</sup> party applications data handling, and also does not have any control on the data handling process and purposes of any authorities in such cases.

We may have to share product and packing quality documentation to prove our product quality check and packing process quality, with payment processing service if you decide to open disputes or initialize chargeback. For details see “ **Information generated for product and order process quality purposes** ” section above.

You can file complain about data handling also at following local authority:

<https://naih.hu/> , [ugyfelszolgalat@naih.hu](mailto:ugyfelszolgalat@naih.hu) , the process of complain can be read here :  
<https://naih.hu/panaszuegyintezes-rendje.html>

### **Access and checkout in details**

There are no password login features and registration here, instead a guess checkout is only available. Due to this, there is no account authorization. Each time if anyone is using this site or the checkout option, will be deemed to be authorized to access and is using this site according the terms and conditions and privacy policy of this site, and Sebo Elektronik or Attila Sebo has no obligation to investigate the source of any such access or use of these options.

The guest checkout asks for invoicing / shipping address, e-mail and shipping / invoicing name, phone number (not compulsory) and contact email address need to be entered each time for the proper invoicing and order / shipping process and for customer service. Such data will be stored for the period of time described in “ **Collecting, handle and store information** ” section above.

Password and user name, or any sensible data such card details are not collected here. All payments are processed by third party service providers, except, if wire transfer option is also available, we share our business bank account details for successful transfer.

### **Phone Number**

To enter phone number is not mandatory. If the field is marked as required, and if you are not going to enter your phone number, fill in this field with 0000 please. Phone number will be used only in “emergency” situations, example if the contact via email(s) not accessible.

### **Communication**

Sebo Elektronik will use your invoicing / shipping information and email address you provided during checkout to communicate with you about your orders. Customers have to provide an email address to allow communication regarding orders is placed. We will send you a confirmation email after an order is placed. We may send you service-related announcements, tracking updates. Because we have to communicate with you about orders, the entered email address must be valid. We may send order confirmation and necessary mails into your payment gateway verified email address also, if the payment was made via such service provider. If the communications technically is not possible, the email address(es) are invalid, then we may cancel the order or the order processing will be delayed.

### **Information that is collected from offline, such phone calls.**

There is no customer service via phone for this shop. If you share phone number, or it is visible at payment gateway, the phone number is for "emergency" situations only. Due to the local law for customer services, the phone call may be recorded and stored for a period required by local law.

### **Alter or modify entered information**

How we store and delete collected data, you can read details at “ **Collecting, handle and store information** ” section above.

Additionally, if there is a separated shipping and billing address / name exist at checkout, you can ask to correct entered billing details, only before the item is shipped. After item shipped, we need to keep and store invoices. Details can be read at “ **Collecting, handle and store information** ” section above.

**Access to this site for children**

There are mostly electronic spare parts and accessories here for professionals except digital downloadable media if any. You are warranted that you are either 18 years of age or are using this site with the supervision of a parent or guardian.

Our contact information

[shop@attilasebo.net](mailto:shop@attilasebo.net)

alternative address

[shop@attilasebo.co.uk](mailto:shop@attilasebo.co.uk)

**Site owner**

This site is owned by Sebo Elektronik

[shop@attilasebo.net](mailto:shop@attilasebo.net)

Registered trade name is Sebo Elektronik, / translated Sebo Electronic / under Reg. Trade no . 38027880 with registered address H-2100 , Godollo, Semmelweis u. 2 – Hungary European Union.

Tax. No, 66715502-1-33

Data protection authority reg. No. 00003-0012

Web trading registration number 38027880

The web service is provided through / by Attila Sebo as individual.

H-2100 Godollo, Semmelweis u. 2 - Details may be available upon request if required by local regulations.

[attila@attilasebo.eu](mailto:attila@attilasebo.eu)