

General Terms and Conditions

Person of the seller and the customer

The seller:

BG Automatika Kft.

2142 Nagytarcsa, Külterület HRSZ 085/139 / A / 8.

Company registration number: Cg.13-09-206502

VAT number: HU25383302

Phone: +36 20 / 459-3471

E-mail: info@bgautomatika.hu

Dániel Balla Managing Director

M.Sc. in Mechatronics Engineering Msc .

(technical administration, chief engineer)

Tel: +36 70 / 773-3735

E-mail: b.daniel@bgautomatika.hu

Szabolcs Gerhát Managing Director

Management Engineer Bsc .

(economic administration, senior salesman)

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The Service Provider is hereinafter referred to as the Seller in these general terms and conditions.

The Customer:

Resellers or end users or individuals interested in a company, business or institution; who use the goods for their own purposes or in the course of their professional, business, official or official activities.

The Customer is hereinafter referred to as the Customer in these general terms and conditions.

Scope of the General Terms and Conditions

We inform you that you, as the customer (consumer), declare by using the website at aonline.hu that you know and accept the following, the Civil Code. (Act V of 2013) 6: 77-6: 81 of Hungary. If you wish to be a customer or an active user of the possibilities offered by our Webshop, please read our General Terms and Conditions carefully and use our services only if you agree with all its points and consider them binding on you.

From now on, all oral statements and agreements made between the customer and the seller, the contract are invalid without the written confirmation of the parties.

This document is concluded in electronic form only. The contract regulated by the following conditions is governed by Art. shall be deemed to be a contract concluded in absentia.

Ordering information

The displayed products are online through the Webshop or aonline operated by BG Automatika can be ordered on the basis of a written order sent in response to a price offer via e-mail system or directly from the web store, with delivery by courier.

The price shown next to the product is the net purchase price, which does NOT include VAT! The price of the products does not include the shipping cost. Until the invoice is settled, all products are the property of BG Automatika Kft.

The purchase price of the part can be paid by pre-payment.

In our webshop you can browse the Available Products by product categories. In addition to the listed products, you can view a short description, price and other features of each product, without claiming completeness. For more information about a product, scroll down to the bottom of the product list and find the product documentation and information provided by the manufacturer.

If the operator quotes an incorrect price for the product, despite the maximum care, and the price of the product differs from its generally accepted price, the operator is not obliged to provide the product at the incorrect price, but is obliged to offer the customer the actual the possibility of buying at a reasonable price. If the buyer does not wish to exercise this option, he has the right to withdraw from the contract unilaterally.

All technical information, data and sizes are based on the data of the respective manufacturer. We do not guarantee the accuracy of this information. We reserve the right to make minor changes, primarily for technical reasons

There is no extra packaging charge. The detailed delivery tariff is part of these terms and conditions, under the heading Delivery Terms and Conditions.

Orders are processed on business days from 8 a.m. to 4 p.m. It is also possible to place an order outside of the times marked as order processing, but if it is made after the end of business hours, it will only be processed on the following business day.

Order process:

1. Registration. If you want to make a purchase, you must also provide the information required for the first purchase, including your name, billing and shipping information, email address, tax number, and password to log in later. It is also necessary to accept the registration conditions before finalizing the registration. The registration will be confirmed by e-mail. The buyer is obliged to keep the password provided confidential. If, during the identification, the customer's data has become the property of an unauthorized third party after the correct entry of the customer's unique ID and password , the Data Controller shall not be liable for any resulting damages or inconveniences. By entering their e-mail address, users consent to the operator / service provider sending a technical message to them. The registered data is deleted from the system upon request by the customer. For security reasons, a deletion request will only be valid if the user confirms the deletion request by e-mail, so that someone cannot intentionally or mistakenly delete someone else from the registration database. Registration is identified by an email address, so an email address can only be registered once. *There are no obligations to register.*
2. You can add the product to the Cart by clicking on the Cart symbol.
3. However, you can add the products to the Cart without logging in. You must log in before ordering. You can only do this if you register. You can find the registration under the next menu item. If you are a registered customer but have forgotten your password, use the Password Login Reminder. If you enter your registered email address here, your password will be emailed to you. You can log in using the Login menu item. Enter your registered email address and password here, then press the enter button. If the login is successful, this window will display your registered email address and an exit button that will allow you to

leave the store.

4. You can check and edit the contents of the shopping cart using the Shopping Cart menu item. You can view and change the quantity of the product in your cart, choose the most suitable payment and delivery method for you, or delete the item. It is also possible to empty the basket completely. If everything is OK and you have decided on the order, you can finalize your order by pressing the Checkout button.
5. Once you have finalized your order, we will send you an automatic confirmation to your email address, which will include your order details. If you do not receive this letter, your order has not been accepted. In this case, please contact us, as indicated above, using the operator details. Sometimes these letters land on SPAM folder. Please check this folder as well.
6. Once your order has been processed, we will send you an Order Confirmation to the email address you provided. The product will only be delivered after this.
7. You can monitor the progress of your order until the order is closed using the Order Tracking menu item. Here you can also find all your previous orders that you have sent to our Webshop. Each order can be identified by a unique order number.

We would like to draw the attention of our partners to the fact that we charge 6000 HUF + VAT delivery cost for Siemens products per order which is not in our stock. From now on when ordering Omron products, for all orders where the total value of the ordered product does not reach net: 62,500 HUF, the our order for Omron will take place every Monday, which arrives at our site no later than Friday. Other purchases can be arranged on request, where we charge a net surcharge of HUF 3,125 in all cases. Orders over HUF 62,500 net will be processed as usual.

Terms and conditions of delivery

The delivery deadline for the products ordered in our store is always included in the order confirmation. When orders cannot be delivered until the deadline of the product (written on the product page), we will contact the contact person provided during registration by phone or e-mail to clarify the order. If the customer does not answer we consider the order is in pending state for 2 weeks then we delete the order.

Shipping costs are calculated as follows for a delivery address in Hungary:

The cost of delivery is free of charge for all purchases exceeding HUF 30,000 + VAT!

We cannot undertake the delivery of products larger than 2 meters and 40 kg.

0 - 40.0 kg: net: HUF 2,000 + VAT (HUF 2,540)

Delivery time: ~ 2 working days

Shipping costs are calculated as follows for a delivery address in EU:

We cannot undertake the delivery of products larger than 2 meters and 40 kg.

0 - 40.0 kg: net: 30EUR

Delivery time: ~ 1 working week

We cannot send products outside the EU

If the products is unable to deliver because of the buyers fault we are not willing to resend it again

Replacement of ordered products

45/2014 on contracts concluded in absentia. In accordance with the regulations of the Government Decree, the provisions of this section shall apply only in the case of a consumer who qualifies as a consumer and not a company. Within 14 working days from the receipt of the ordered product, the consumer may withdraw from the contract without giving reasons and return the ordered, unopened packaging product. If the consumer exercises his right of withdrawal, he is obliged to inform the operator in a clear written statement (by registered return receipt or by e-mail). The operator shall confirm the withdrawal to the consumer immediately upon receipt. In the event of a consumer's withdrawal, the ordered product must be returned to the operator within 14 days of notification of the withdrawal. The cost of return is on the consumer.

If the consumer exercises his right of withdrawal, the operator shall reimburse the consumer for the payments made, including delivery charges, within 14 days of receipt of the declaration to that effect. An exception to this is if the consumer has chosen a mode of transport which involves additional costs and which is different from normal transport. The service provider does not have to fulfill his obligation to repay until he has received the returned product or received a creditworthy certificate from the consumer about the return of the product. In the event of a discrepancy between the two dates, the operator must take the earlier date into account.

The operator may demand compensation from the consumer for material damage resulting from improper use. Therefore, pay special attention to the intended use of the product, as the consumer will be liable for damages resulting from improper use. The installation of the products we sell must always be done by a professional!

The consumer does not have the right of withdrawal:

- in the case of a product, the price of which depends on the movements and fluctuations of the money market that cannot be controlled by the company.
- in the case of a non-prefabricated product which has been manufactured specifically at the request of the consumer in accordance with his specific requirements,
- in the case of a product for which the operator responds to an express request from the operator for urgent repair or maintenance work
- Non-stock items imported on request (Omron, Siemens, barcode scanner spare parts)

If the ordered product is demonstrably defective, does not function properly and is NOT damaged during delivery, the seller will replace the ordered product free of charge against an invoice or delivery note after prior consultation.

If the product has been returned by the customer and is not demonstrably defective, the seller may pass on any costs incurred by the buyer, be it testing or shipping. The seller must be informed of the expected testing and delivery costs in all cases.

If the product is damaged during transport, the buyer must report the detected damage event to the courier at the courier service and record a damage report with the courier of the courier service. Otherwise, the seller is not obliged to take back.

In all other cases, the Products may not be returned unless expressly agreed to by Seller.

The installation of the products we sell must always be connected by a specialist on the basis of the documentation on the manufacturer's website.

From now on, the following principles must apply:

- In the case of PLCs, a current limit must be applied to the inputs and outputs per group and to the supply voltage!
- In the case of HMIs, protect the supply voltage with a circuit breaker!
- frequency converter, the input must be protected by a circuit breaker, from now on an input filter must be used. The parameterization of the frequency inverters by a specialist is mandatory in all cases!

- The use of motor protection is mandatory for electric motors!

If the failure is due to non-compliance with the above reasons, we will not undertake to return the assets.

Warranty

The warranty period is 12 months from the transfer of the risk of damage. Where a statutory provision provides for the application of a longer limitation period, the limitation period shall be increased accordingly to the mandatory minimum period. Moreover, the statute of limitations laid down by law shall apply to the enforcement of a claim for damages in the event of a breach of obligations. In addition, the rules on limitation of claims under the Product Liability Act continue to apply to product liability.

Limitation of Liability

- The seller is not liable for any damage caused by the courier service
- The seller is not responsible for any deficiencies in the information and catalogs provided by the manufacturers

Terms of use

The products supplied by the seller are not suitable for the following tasks:

- In a life-sustaining treatment, equipment or system
- in a human implant
- nuclear and nuclear installations
- For use in air or space travel
- In other applications or for use in systems where failure of the product could result in a life-threatening situation or serious injury to persons or damage to property.

The Customer shall indemnify the Seller against all claims by third parties arising from the violation of the restrictions on the use of the Products set forth above.

All claims for damages are excluded unless the damage was caused intentionally or through gross negligence. In no event shall we indemnify you for secondary or consequential damages. The Customer is obliged to transfer the warranty limitation to its customers with the obligation of further transfer, and if it fails to do so, it will release us from litigation and encumbrances in connection with all claims of third parties.

Other provisions

In matters not regulated in these general terms and conditions, the Civil Code (Act V of 2013), Decree 45/2014 on distance contracts in consumer contracts. the provisions of a government decree shall apply.

Complaint handling process

If you want to make a complaint about the condition and quality of the received product, please feel free to contact our web store staff, which you can do at any of the following contacts:

You can indicate your notice in the following ways: by e-mail or by post

Mailing address: 2142 Nagytarcsa, Neumann János út 1 / A / 8

E-mail: info@bgautomatika.hu

If you wish to comment on shipping (eg damage to the product during shipping, please notify us immediately at the notification addresses listed above). If you object the damage of the product and the objection is visible, please take photos, which should be sent to any e-mail address of the Web Store (even in case of breakage damage!). Our staff will contact you within 1-2 working days to discuss further actions and record the minutes.

We will respond to a complaint received in writing within 3 working days of receiving it, and we will contact you. If the substantive answer requires further investigation, we will try to provide it to you immediately, within a maximum of 14 working days. If your complaint is denied, we will inform you of the reason for the denial.

Settlement of disputes

If any consumer dispute is not settled during the negotiations between the Buyer and the Seller, the following enforcement options are open to the Buyer:

- Complaint to the Consumer Protection Authority Pest County Consumer Protection Authority Department Postal address: 1088 Budapest, József körút 6. Telephone number: +36 1 459-4843 E-mail: fogyved@pest.gov.hu
- Initiation of the proceedings of the Conciliation Board Pest County Conciliation Board Address: 1055 Budapest, Balassi Bálint u. 25. IV / 2. Mailing address: Pest County Conciliation Board, 1364 Budapest, Pf. : 81E-mail address: pmbekelteto@pmkik.hu
- Initiation of legal proceedings.