**Information on the Right of Withdrawal**

Dear Customer,

Please note that pursuant to Government Decree 45/2014 of 26 February 2014 laying down detailed rules for contracts between consumers and undertakings, in particular pursuant to Section 20 thereof, you can withdraw from the contract without justification within 14 days from the date of confirmed receipt of the Product(s) ordered in the webshop, or if ordering several Products at the same time that are dispatched at different points in time, from the date of confirmed receipt of the last Product. Please note that in this case you are obliged to return the Product(s) in its/their original condition to BOTANIC Virágszalon Kft. immediately, but not later than within fourteen days from the date of the notification of withdrawal.

Please note that you as a consumer can not exercise the right of withdrawal in the following cases:

1. if you can not ensure that the obligation to return the Product(s) in its/their original state or to restore the Product(s) to its/their original state is met (e.g. the compositional unity of the Product(s) has/have been disrupted);
2. with respect to perishable Product(s) or Product(s) with short shelf-life, such as compositions containing live flowers, crops or dried flowers subject to deterioration;
3. in the case of a Product that is not pre-fabricated or is not in stock, but was produced based on your explicit instructions or at your specific request, or in the case of a Product that is clearly tailored to the consumer's identity (e.g. a compositional Product produced on the basis of a specific unique order of the consumer);
4. following the completion of the service as a whole, when the company started the fulfillment with the consumer's prior express consent and the consumer acknowledged that following the completion of the service as a whole, he/she loses the right of termination;

 Please, be informed regarding point 2, that flowers or other decorative products, unless specifically indicated in case of a Product, are not products that we keep on stock, but are compiled only after you submit your order. You declare by sending your order for flowers or other decorative products that the fulfillment of service (binding and compilation of the decorative product) begins with your prior express consent in the 24th hour before the scheduled time of delivery, failing that the scheduled working day of delivery, and acknowledge that you lose the right of termination after the fulfillment of service has begun.

If you wish to use your right of withdrawal, you are required to send a clear statement containing your intention of withdrawal (for example, by mail or by e-mail to the registered e-mail address). To help you do this, we provide you with a sample statement. You only bear the direct costs of returning the product, excluding the case where the company has agreed to bear the cost of this.

If you withdraw from the contract, we will refund immediately but not later than within 14 days from the date of receipt of the declaration of withdrawal any remuneration paid by you, except for the return fee, which you will have to bear. If as a result of your improper use the Product is damaged, but this damage does not reach the extent that would prevent the exercise of withdrawal, you must pay compensation and also entitle our company to exercise offsetting against the refundable amount. Please note that the refund may be withheld until the product is returned. You are required to return or transfer the product to us without undue delay, but not later than within 14 days form the date of notification of the declaration of withdrawal. The deadline is deemed to have been observed if the product is sent before the 14 day deadline.

The same method of payment will be used for the refund as for the original transaction, unless you explicitly agree to the use of other means of payment; you will not be charged any extra cost for the use of this other method of refund.

**Declaration of withdrawal (SAMPLE)**

(fill it out and return it to us only if you have final withdrawal intentions from the purchase)

Addressee: BOTANIC Virágszalon Kft. (2013 Pomáz, Mártírok útja 1-3.)

I/We the undersigned declare that I/we exercise my/our right of withdrawal in respect of the contract for the sale of goods or provision of services for the following Product/s:

Date of contract:

Date of receipt:

Name of consumer:

Address of consumer:

Signature of consumer (in case of a paper-based declaration):

Date