

I. SCOPE OF THE GENERAL TERMS AND CONDITIONS

1. These General Terms and Conditions set forth the terms and conditions of the use of CRAFTUNIQUE Korlátolt Felelősségű Társaság's Webstore at <http://www.craftbot.com/>.
2. The Webstore has been created to enable Customers to purchase the Operator's products via the Internet.
3. Purchasing at the Webstore is made possible only by placing electronically submitted orders in the manner described in these GTC.
4. The appendices attached to these GTC shall form parts of GTC, and the provisions thereof shall be interpreted in conformance to the provisions of GTC.

II. DEFINITIONS AND ABBREVIATIONS

GTC: these General Terms and Conditions

Operator: CRAFTUNIQUE Kereskedelmi és Szolgáltató Korlátolt Felelősségű Társaság (registered seat: H-1143 Budapest, Ilka u. 50., company registration number: 01 09 909528, tax number: 14562372-2-42)

Product: Those goods and services that sold at the Operator's Webstore, and can be ordered by the Customer

Website: <https://craftunique.com/>, <https://craftbot.com/>

Webstore: An interface operated by the Operator at a website through which the Customer can place orders for purchasing the Product. The services of the Webstore are accessible to any Customer provided that they accept the terms of these GTC as binding.

Parties: the Operator and the Customer

Consumer: natural persons of full age who act beyond the scope of their professions, independent occupation or business, and purchase the Products via the Webstore.

Customer not qualifying as a Consumer: any such partner involved in the selling of Products acting within the scope of their professions, independent occupation or business, who buys from the Operator, and sells the Product to specific Customers.

Customer: the Consumer and Customer not qualifying as a Consumer.

Shopping cart: a virtual list of Products selected by the Customer.

Act on e-commerce (Eker. tv.): Act CVIII of 2001 on certain issues concerning electronic commerce and information society services

Act on the Civil Code (Ptk.): Act V of 2013 on the Civil Code

Government Decree: Government Decree 45/2014 (Feb 26) on the detailed rules for contracts made by and between the consumer and the business

III. TERMS OF USING THE SERVICE

1. The provisions of these GTC shall apply to contracts concluded by and between the Operator and Customers.
2. The Customer shall keep its identification data, in particular its password, as required for the purchasing of the Product in such a manner that they do not become accessible to unauthorized third parties. The Operator shall not perform the identification of the Customer during the purchasing of the Product, and therefore the Operator shall not assume liability for any damage or additional costs incurred by the Customer with the unauthorized use of the identification data by any third party as necessary for the purchasing of the Product.
3. If the Customer wishes to use the services of the Webstore, it shall accept these GTC by selecting the associated checkbox at the website.

If the Customer does not accept these GTC, it cannot use the services of the Webstore; it is not allowed to register or place orders.

III.1. Registration

1. Registration shall be executed by clicking on the "Create an Account" button of the "Login/Create an Account" menu, and entering the data on the registration interface. During the registration, the Customer shall provide the Operator with authentic, true data. Any damage caused to the Operator as a result of entering false data shall be indemnified by the Customer. Prior to registration, the Customer is required to become familiarized with the provisions of GTC. Registration may only be executed in case the Customer accepts the provisions of GTC as binding. After completing the data on the registration interface, the Customer shall confirm that it has consulted and accepted the provisions of GTC by checking the associated checkbox.
2. In the process of registration, after the personal data have been entered, the Consumer shall have two options for finalizing the registration. It can choose to enable the two-step verification by clicking on the associated checkbox. The

two-step verification ensures a higher level of security for the Consumer's Customer Account by linking a QR-code authentication to the account login in addition to the Customer's password. The two-step verification is an optional feature for Customers. After completing the two-step verification, Consumers can finalize the registration by clicking on the "Create" button. In conformance to their specific agreements with the Operator, for resellers not qualifying as Consumers the two-step verification process shall be deemed as a precondition of registration at all times. If the Consumer does not want to use the two-step verification after the personal data have been entered, it can finalize the registration by clicking on the "Create" button.

3. The Registered Customer can have access to the "Login/Create an Account" menu by entering the e-mail address and password used during the registration by clicking on the "Login" button to purchase the Product at any time.

4. If the registered Customer wishes to modify the data entered during the registration, it can make changes under the "My Account Settings" dropdown menu by clicking on the button containing its e-mail address. Changes for each data can be finalized by clicking on the "Save Changes" button.

IV. PROCESS OF ORDERING AND CONTRACTING, RIGHTS AND OBLIGATIONS OF THE PARTIES

1. The Customer may choose the Products it wishes to order from the Operator's Products, in view of the product categories presented at the Website.

2. In relation to any given Product, the product list shall specify

- description,
- parameters,
- article number,
- net price.

3. The Customer can select the number of items it wishes to order from the product list. After selecting the desired quantity, the Customer can place the Product in the Shopping Cart by clicking on the "Shopping Cart" button.

4. In the Shopping Cart, the Customer can accurately check the Product and quantity it wants to order. Similarly, the Customer can review the total value of the Products to be ordered in the Shopping Cart.

5. The Customer can remove items from the Shopping Cart it does not intend to order by changing the value of "Quantity" next to the Product to zero and deleting

the Product from the Shopping Cart by clicking on the “Update Shopping Cart” button.

6. The Customer can calculate the expected shipping fee under the “Shipping Fee Estimate” submenu of the “Shopping Cart” menu. For such calculation the country, region, city and zip code details need to be entered, and then the „Get Quotes” button has to be clicked in order to view the potential shipping options and related fees. After the shipping fee has been calculated, the Customer can choose a shipping option under the “Choose carrier” submenu of the “Shopping Cart” menu by selecting the checkbox next to the appropriate shipping option. The detailed shipping terms are shown in Section V of GTC, while the rules of payment are stipulated in Section VI of GTC.

7. If the Customer has a valid coupon code carrying discount entitlement, it can be validated by clicking on the “Apply” button after entering it under the “Discount” submenu of the “Shopping Cart” menu.

8. When the Customer has reviewed all the Products in the Shopping Cart, it has selected the appropriate shipping option and wishes to submit its order with the current contents of the Shipping Cart, it can continue to place the order by clicking on the “Payment” button.

9. The next step is to enter the billing address, which can be implemented under the “Billing Address” menu. The “Billing Address” menu becomes automatically accessible by clicking on the “Payment” button. After entering the billing address, the Customer can proceed to the next step by clicking on the “Continue” button.

10. By clicking on the “Continue” button, the “Shipping Address” menu is automatically displayed, and after the shipping data are entered, the Customer can click on the “Continue” button to proceed to the “Shipping option” menu. By selecting the checkbox next to the appropriate shipping option and clicking on the “Continue” button, the Customer reaches the “Overview and Payment” menu.

11. By clicking on the “Payment: PayPal” button under the “Overview and Payment” menu, the Customer will be redirected to payment interface of PayPal.

12. Upon payment via the PayPal payment interface, the Operator will send a confirmation e-mail to the Customer. The date of the conclusion of the contract shall be the day when the confirmation e-mail arrives to the Customer’s e-mail inbox.

13. The concluded contract does not qualify as a written agreement to be filed by the Operator, and therefore it will not be accessible thereafter.

14. The language of the contract is Hungarian.

V. SHIPPING TERMS, PERSONAL RECEIPT OF PRODUCTS

V.1. Forms of receipt

1. With respect to the ordered Products, the Customer may choose from • home delivery and • in case it is possible, and the Customer can choose this option from the drop-down menu, takeover in person.
2. The Customer may only apply for one form of receipt for the entire contents of the Shopping Cart.
3. The Customer is required to pay a shipping fee based on each shipping option, as well as and the size and weight of the ordered Products. The Customer may review the shipping fees to be paid in the “Shipping Fee Estimate” submenu of the “Shopping Cart” menu.

V.2. Home delivery

1. The Operator performs home delivery by using courier services.
2. Orders are processed and Products are shipped on business days.
3. The ordered Products shall be handed over to the courier services within 10 business days following the payment of the purchase price, and the courier services shall deliver the Product within 2 business days in the territory of Hungary. The purchase price shall be deemed to have been paid when the total amount has been credited to the Operator’s bank account.
4. If the delivery of the Products cannot be executed for reasons attributable to the Customer, including, in particular, if the Customer cannot be found at the specified address at the time of delivery, the given time period shall be excluded from the lead time of delivery. If the Customer refuses to take over any Product without a well-grounded reason, the courier service shall return the ordered Product to the Operator’s warehouse. The Consumer may collect the Product at the Operator’s warehouse for an additional term of 45 days, for which period a storage fee shall be charged by the Operator. If it remains uncollected for 45 days after returning the Product to the warehouse, the Operator may withdraw from the contract. In the event of Operator’s withdrawal, the Operator shall return the amount reduced by the storage fee to the Customer.
5. The courier services shall perform delivery in conformance to the provisions of their own respective terms and conditions of contracting.
6. Operator's courier services:
 - DPD Hungária Kft.

Delivery terms of the courier service can be found at the following address: [ÁSZF | Általános szerződési feltételek » DPD](#)

- DHL Express Hungary Ltd.

Delivery terms of the courier service can be found at the following address: [Legal](#)

V.3. Takeover in person

1. The ordered Products may be picked up by the Customer at H-1134 Budapest, Tüzér utca 39. The Operator shall notify the Customer via e-mail of the date from which such collection may be exercised, after transfer of payment has arrived to Operator's bank account. Please call the Operator to get to know whether possibility of paying by cash is available. Takeover shall be possible during the opening hours of the Headquarters Office.

2. The Product ordered with takeover in person may be collected without a storage fee being charged within 15 days following the date of collection notification. After the expiry of the 15th day, the Customer may collect the Product for an additional period of 45 days, for which period a storage fee shall be charged by the Operator. If the Product is not collected within this total period of 60 days, the Operator may withdraw from the contract. In the event of Operator's withdrawal, the Operator shall return the amount reduced by the storage fee to the Customer.

3. Products for repairs are requested to be taken to the Operator's production premises during Customer Service office hours. The Customer shall notify the Operator via e-mail prior to bringing the Products in for repair. The Products may only be delivered to the address of the production premises provided by the Operator after the Customer has received a confirmation e-mail from the Operator. Post-guarantee repair fees can be paid via bank transfer or in cash. Cash payment is only available at the Operator's customer service offices. The Operator shall notify the Customer via e-mail of the date from which such collection may be exercised, after payment in cash was made or wire transfer payment has arrived at Operator's bank account. Product can be collected at the Operator's production premises at during Customer Service office hours.

VI. Terms of payment

1. When purchasing Products, the form of payment available to the Customer shall be payment via PayPal.

2. By clicking on the "Payment: PayPal" button in the "Overview and Payment" menu, the Customer will be redirected to payment interface of PayPal. By entering its e-mail address and password on the payment interface, the Customer will be able to make the payment of the approved purchase price and shipping fee.

3. Cash payment is only available at the Operator's Headquarters Office, for contact details see XII.2. Contact details of the Operator's Headquarters Office. Cash payment is not available at the Operator's production premises.

VII. COMPLAINT HANDLING AND OPTIONS FOR THE ENFORCEMENT OF RIGHTS

1. Customer complaints may be filed at any of the following Customer Services addresses: In person: H-1134 Budapest, Tüzér utca 39. or by post: H-1143 Budapest, Ilka u. 50.

Via e-mail: info@craftbot.com

2. Customer complaints may be sent in writing by post, fax or e-mail. Minutes shall be taken in relation to complaints presented in person, verbally at the Operator's Customer Services, one copy of which shall be handed over to the Customer.

3. The Operator shall investigate the Customer's complaint without fail, no later than 30 days, and inform the Customer in writing by mail, fax or e-mail of its opinion regarding the complaint.

4. Should there be a dispute between the Operator and Consumer concerning the conclusion and performance of the contract, the quality of the Product, product safety and the application of the rules of product liability, it is possible to settle the dispute by way of extrajudicial dispute resolution. Such matters shall fall within the competence of the reconciliation bodies. The reconciliation body is responsible for trying to make a settlement between the Parties in order to resolve the consumer dispute, or otherwise – when such efforts remain ineffective – this body shall decide on the matter in question, in order to ensure a simple, quick, efficient and cost-effective enforcement of consumer rights. The reconciliation bodies are independent bodies standing for the county-based (Budapest) chambers of commerce and industry. The reconciliation body that is competent at the consumer's address or place of residence shall be deemed as the competent authority. In the absence of the Consumer's address or place of residence, the competence of the reconciliation body is to be determined with respect to the seat of the enterprise concerned in the consumer dispute. Based on the Consumer's related request, instead of the above-mentioned competent body the reconciliation body indicated in the Consumer's request shall be accepted as the competent organization of reconciliation. The list of the reconciliation bodies is available from this website: <https://bekeltetes.hu/udvozlo>

5. In the event of any breach of consumer's rights under Act CLV of 1997 on consumer protection and Act XLVII of 2008 on the prohibition of unfair commercial practices against consumers, the Customer may contact the Consumer Protection Authority. The consumer protection supervisory authority of the county government office shall act as the consumer protection authority of first instance. The Consumer may contact the government office competent based on their place of residence using the contact details available at the following link:

<http://www.kormanyhivatalok.hu/>.

In order to settle the dispute between the Parties at court, in the form of litigation, the Parties may appeal to the court having jurisdiction in conformance to the provisions of Act CXXX of 2016 on the code of civil procedures.

VIII. WITHDRAWAL BY THE CUSTOMER QUALIFYING AS A CONSUMER

1. The Customer qualifying as a Consumer has the right of withdrawal without cause within 14 days following the takeover

- of the Product,
- of the last Product delivered when ordering several products, and the products are delivered at a different time,
- of the last item or unit in the case of a single product consisting of several items or units,
- of the first service if the product has to be delivered regularly over a specific period of time

by the Consumer or a third party appointed by the Consumer, other than the Operator. In addition, the Consumer has the right to exercise its right of withdrawal during the period between the date of conclusion of the contract and the date of the receipt of the product.

2. The Consumer may exercise its right to withdraw

- by using the form of declaration provided at the website; or
- by way of its unambiguous statement relating to the exercise of such right.

3. The Operator shall provide a technical facility for the exercise of the right of withdrawal at its Website.

4. The right of withdrawal shall be deemed to have been enforced in due time when the Consumer's declaration of withdrawal has been sent before the expiry of the time limit for withdrawal.

5. The Customer is required to demonstrate that it has exercised the right of withdrawal as defined in this Section.

6. If the Customer qualifying as a Consumer has withdrawn from the contract, the Operator is required to reimburse the total amount paid as valuable consideration by the Customer within 14 days following the date of the withdrawal.

7. In the case of withdrawal, the Operator shall reimburse the amount due to the Consumer with the application of the form of payment that is identical to the one used by the Customer unless the Parties agree on a different form of reimbursement. If the Consumer specifically chooses a form of transportations other than the least inexpensive form of shipping, the Operator is not obliged to refund the resulting additional costs.

8. The Operator shall withhold the amount due to the Consumer until the Consumer has returned the Product or has proved beyond a reasonable doubt that it has sent the Product back.

9. If the Consumer withdraws from the contract, it shall be required to return the Product without fail, but no later than 14 days after notice of withdrawal, or hand over the same to the Operator at its Customer Services unless the Parties agree on a different form of product return. The Consumer shall bear the direct cost arising from the return the Product. In order not to harm the Product, the Customer shall send the Product back to the Operator in the original package or in the same package as the original.

10. The Consumer shall be liable for any value impairment as a result of use in excess of the extent of use that is needed for the determination of the nature, properties and operation of the product. The Operator is entitled to examine the Product, which was sent back by the Consumer immediately, and entitled to decrease the amount of purchase price to be reimbursed with the net of depreciation caused by as a result of use in excess of the extent of use that is needed for the determination.

- The Consumer may not exercise its right of withdrawal as per the provisions of this Section with respect to:
- perishable products or products preserving their quality for a short period;
- products in sealed packaging that cannot be returned after being opened following delivery for sanitary or hygienic purposes;
- products that – by their very nature – are inseparably mixed or blended with another product following delivery;
- the selling of audio and video recordings in sealed packaging, or copies of computer software in case – following delivery – the Consumer has opened the packaging;
- newspapers, magazines and periodicals.

X. CONSUMER'S WARRANTY RIGHTS

1. On the basis of Government Decree, Operator informs Consumers of their rights to implied warranty (in Hungarian: *kellékszavatosság*) and product warranty (in Hungarian: *termékszavatosság*) in relation to the Product in the Sections X.1. and X.2. of this GTC.

2. During enforcement of rights relating to implied warranty, the transportation of Product to the Operator shall be the following. Consumer shall on one hand transport the Product to the service partner of the Operator, which is the nearest to the Consumer (you can find our service partner list here: <https://craftbot.com/partners>). The official service partner repairs the Product for a fee or for free – depending if the claim is reasonable or not. In case the Product can not be repaired, the service partner changes the Product for a fee or for free – depending if the claim is reasonable or not. The Consumer has the choice on the other hand to transport the Product directly to the Operator by the courier detailed in V.6. point, at the Operator's cost.

The Consumer shall bear the direct cost arising from the return the Product. In order not to harm the Product, the Customer shall send the Product back to the Operator in the original package or in the same package as the original.

X.1. Consumer's rights relating to implied warranty

1. If you are a Consumer, in which cases can you exercise your right to an implied warranty?

In the event of a defective performance by the Operator, you can claim a right of compensation from the Operator under the rules of the Hungarian Civil Code.

2. As a Consumer, what rights do you have under a warranty claim?

You may, at your choice, make the following claims:

You can ask for repair or replacement, unless the claim you have chosen is impossible or would involve disproportionate additional costs for the Operator compared with other claims. If you did not or could not ask for the repair or replacement, you can ask for a proportionate reduction in the price, or you can have the defect repaired or replaced at the expense of the undertaking, or, as a last resort, you can withdraw from the contract. In the case of a contract between a consumer and a business for the sale of goods which are movable, the supply of digital content or the provision of digital services, you cannot, in exercising your rights under the implied warranty, repair the defect yourself or have it repaired by another person at the expense of the Operator. You can switch from one warranty

right to another, but you will bear the cost of the switch, unless it was justified or the business gave a reason for it.

3. What is the time limit for you to claim your rights under the implied warranty?

You must give notice of the defect as soon as it is discovered, but no later than two months after the defect is discovered. However, you should note that you cannot claim for a defect after the two-year limitation period from the date of performance of the contract. In the case of second-hand goods, this period is one year.

4. Against whom can you enforce your rights?

You can enforce your rights against the Operator.

5. What are the other conditions for claiming your rights?

Within one year from the date of delivery, you can enforce your rights under the implied warranty on condition that you prove that the product or service was provided by the Operator. However, after one year from the date of performance, you will have the burden of proving that the defect which you have discovered existed at the time of performance.

X.2. Consumer's rights relating to product warranty

1. In which cases can you exercise your right to a product warranty as a Consumer?

In the event of a defect in the Product, you may, at your option, exercise your right under point 1 or claim under the product warranty in accordance with the rules of the Hungarian Civil Code.

2. What rights do you have under your product warranty claim?

As a product warranty claim, you can ask for the defective Product to be repaired or replaced.

3. Who can you claim against?

You can exercise your product warranty rights against the manufacturer or distributor of the Product (together referred to as the "manufacturer").

4. In what circumstances is the Product considered defective?

A Product is defective if it does not meet the quality requirements in force when it was placed on the market or if it does not have the characteristics described by the manufacturer.

5. What is the deadline for you to claim under the product warranty?

You have two years from the date on which the Product was put on the market by the manufacturer to make a product warranty claim. After this period, you lose this right.

6. What is the rule of evidence for a product warranty claim?

In a product warranty claim, you must prove that the Product was defective when it was put on the market by the manufacturer.

7. In which cases is the manufacturer exempted from its product warranty obligation?

The manufacturer is exempted from its product warranty obligation if it can prove that

- he has not manufactured or put the Product into circulation in the course of his business, or
- the defect was not detectable according to the state of science and technology at the time when the Product was placed on the market, or
- the defect in the Product is due to the application of a law or a compulsory standard laid down by a public authority.

The manufacturer need only prove one ground for exemption.

Please note that you can bring both claims against the Operator for an implied warranty and a product warranty claim against the manufacturer for the same defect. If your product warranty claim is successful, you can now only claim against the manufacturer for the replaced Product or the part of the Product that has been repaired.

XI. Statutory Guarantee and Voluntary Gurantee (in Hungarian: *jótállás*)

XI.1. Statutory guarantee

1. Operator provides this statutory guarantee to the Consumer of the Product.

2. This guarantee will be valid only in the country in which the sale of the Products has been made. Operator hereby guarantee that, within the statutory guarantee period, Operator or an authorized service company will correct, within a reasonable period of time, the defects of materials or manufacturing detected in the Products, according to the clauses set out below.

XI.2. Statutory Guarantee right of the Consumers

1. In what cases may you exercise your statutory guarantee rights as Consumer?

In the event of defective performance, you may assert a warranty claim based on the provisions of law and/or a warranty statement (underline as appropriate) in accordance with the rules of the Civil Code.

2. What rights do you have as a Consumer if the statutory guarantee is based on law?

In the case of a new, durable consumer good (hereinafter: "consumer good") specified in the ministerial decree on the mandatory warranty applicable to certain categories of durable consumer goods, you may exercise the rights set out in Section 1 due to a defect in performance, under the conditions set forth in the government decree on mandatory warranties for specific durable consumer goods.

3. What additional rights do you have under a statutory guarantee?

For consumer goods, during the warranty period, you may primarily request repair. Replacement shall be available even after the first repair attempt if it is determined that the consumer good is not repairable and you do not request the fulfillment of another claim. You may also request replacement if the product is not repaired within thirty days after the repair request has been communicated. The right to replacement is also established if the product fails again after three repairs during the warranty period, provided you do not request the fulfillment of another claim. If replacement is not possible in the above cases, you may be entitled to a refund of the purchase price.

4. Within what time limit can you exercise your rights under the statutory guarantee?

The duration of the statutory guarantee for consumer goods is:

- a) two years for a sales price between HUF 10,000 and HUF 250,000,
- b) three years for a sales price exceeding HUF 250,000 (starting from HUF 250,001).

5. What rights and within what time frame do you have if the warranty is based on a voluntary commitment?

In the event of defective performance by the Operator, you are entitled to warranty rights under the conditions and within the time limit set forth in the guarantee statement that created the warranty.

6. Under what condition can statutory guarantee claims be enforced?

You may exercise your rights under the warranty with the warranty certificate provided to you. Improper issuance of the warranty certificate or failure to provide one does not affect the validity of the warranty. If the warranty certificate is not provided, the contract shall be deemed proven if you present proof of payment. The fulfillment of the warranty claim is not conditional upon returning the original packaging of the product.

7. What additional requirements may apply for exercising warranty rights?

Special requirements (e.g., periodic inspections) may be imposed on the Consumer to ensure proper commissioning or maintenance of the consumer good, provided such requirements cannot be met otherwise and do not impose a disproportionate burden on the Consumer.

8. When is the Operator exempt from its statutory guarantee obligation?

Operator is exempt from the statutory guarantee obligation if it proves that the defect occurred after the time of performance.

9. The Consumer may enforce both a statutory guarantee claim and an implied warranty or product warranty claim simultaneously and in parallel for the same defect. However, if you have already successfully enforced a claim for a given defect (e.g., the product was replaced by the business), you may not assert another claim based on a different legal ground for the same defect.

10. The Operator shall undertake statutory guarantee obligation for 3 years, in case of Customers qualifying as a Consumer with the following limitations and conditions:

- The original purchase invoice must accompany all guarantee claims. The name of the Operator and date of purchase must clear and legible.
- The Operator guarantees that within the guarantee period, the Operator will provide the Consumer with the necessary component free of charge subject

to the request of the Consumer, however, the courier or postal charges and the taxes and custom duties will be paid by the Consumer, if the component is sent to the Consumer. The Operator shall not be liable for the defects resulting from the installation of the component into the Product by the Consumer.

- The guarantee is valid if the Product was used properly as intended.
- The Operator is not obliged to provide a replacement Product to a Consumer, however the Operator will analyse each request for a replacement Product and make a discretionary decision as to whether to accept the Consumer's request. If the Operator accepts the Consumer's replacement request, the Consumer must return the following Product accessories on Consumer's own cost within 2 weeks, otherwise the Operator will invoice the Consumer for the price of these accessories: Extruder, HMI, Pr3Dator, PSU.
- The guarantee does not cover damage caused by improper use.
- This guarantee is void if any unauthorized repair, change or modifications has been made to any part of the equipment.
- There are no guarantees that extend beyond the guarantee specified.
- Products are designed in accordance with standards for a specific use. Any modifications to the Products will void the guarantee and could result in serious risks for the user.
- Acquire the Product through Operator or one of its authorized resellers.
- The Product must be packed in its original packaging. Otherwise, Operator reserves the right to accept or reject the return, or if it is estimated, a depreciation of the Product.
- The Product has been sold as new, not as reconditioned or used.
- The serial number of the Product to be returned will have to correspond to the one in the Operator records.
- Unless specifically requested by Operator, nothing else should be sent apart from the Product. All accessories and removable storage devices must be removed from the Product. Operator is not responsible for the loss, damage or destruction of accessories or removable storage devices, unless caused intentionally or negligently by Operator.
- If a part of the Product is repaired or replaced during the guarantee period, the remaining guarantee period for the entire Product will apply to this part. However, repairing and / or replacing a part will not extend the guarantee period.
- Operator's official distributors are responsible for the guarantee on behalf of Operator. Therefore, any warranty notification must be made directly to the Operator's official distributor where the Product was originally purchased. Any guarantee claim must first be acknowledged and accepted, either by Operator or by a distributor of Operator. The distributor is obliged to rectify any damage for free according to this guarantee.

XI.3. Voluntary guarantee for Customers not qualifying as Consumers

1. Operator provides this voluntary guarantee to the Customers not qualifying as Consumers.

2. This voluntary guarantee will be valid only in the country in which the sale of the Products has been made. Operator hereby guarantee that, within the statutory guarantee period, Operator or an authorized service company will correct, within a reasonable period of time, the defects of materials or manufacturing detected in the Products, according to the clauses set out below.

3. The Operator undertakes voluntary guarantee obligation for 2 year in case of Customers not qualifying as a Consumer with the following limitations and conditions:

- The 2 years guarantee obligation period shall start from the day of purchase for the following Products: CraftBot Plus Pro, CraftBot Flow, CraftBot Flow XL, a CraftBot Flow Idex, CraftBot Flow Idex XL, Craftbot Flow Wide XL printers, and beside that for those CraftBot plus printers, which were produces by the Operator after 1st December 2019.
- Voluntary guarantee obligation for belt, gear, fan, kapton, hotend shall cover a maximum of 3 months of use.
- The Operator guarantees that within the guarantee period, the Operator will provide the Costumer not qualifying as a Consumer with the necessary component free of charge subject to the request of the Customer, however, the courier or postal charges and the custom duties and taxes will be paid by the Costumer, if the component is sent to the Customer. The Operator shall not be liable for the defects resulting from the installation of the component into the Product by the Customer.
- The Operator is not obliged to refund the purchase price of the Product to the Customer.
- The Customer not qualifying as a Consumer shall bear the cost arising from sending the Product to the service partner and the return of the Product from the service partner.
- The Customer not qualifying as a Consumer will immediately loose the guarantee rights provided by the Operator if the Customer has repaired the Product in an unprofessional manner.
- The Operator is not obliged to provide a replacement Product to a Customer not qualifying as a Consumer, however the Operator will analyse each request for a replacement Product and make a discretionary decision as to whether to accept the Customer's request. If the Operator accepts the Customer's replacement request, the Customer must return on Customer's

own cost the following Product accessories within 2 weeks, otherwise the Operator will invoice the Customer for the price of these accessories: Extruder, HMI, Pr3Dator, PSU.

- The guarantee is valid if the Product was used properly as intended.
- The guarantee does not cover damage caused by improper use.
- This guarantee is void if any unauthorized repair, change or modifications has been made to any part of the equipment.
- The original purchase invoice must accompany all guarantee claims. The name of the Operator and date of purchase must clear and legible.
- There are no guarantees that extend beyond the guarantee specified.
- Products are designed in accordance with standards for a specific use. Any modifications to the Products will void the guarantee and could result in serious risks for the user.
- Acquire the Product through Operator or one of its authorized resellers.
- The Product must be packed in its original packaging. Otherwise, Operator reserves the right to accept or reject the return, or if it is estimated, a depreciation of the Product.
- The Product has been sold as new, not as reconditioned or used.
- The serial number of the Product to be returned will have to correspond to the one in the Operator records.
- Unless specifically requested by Operator, nothing else should be sent apart from the Product. All accessories and removable storage devices must be removed from the Product. Operator is not responsible for the loss, damage or destruction of accessories or removable storage devices, unless caused intentionally or negligently by Operator.
- If a part of the Product is repaired or replaced during the guarantee period, the remaining guarantee period for the entire Product will apply to this part. However, repairing and / or replacing a part will not extend the guarantee period.
- Operator's official distributors are responsible for the guarantee on behalf of Operator. Therefore, any warranty notification must be made directly to the Operator's official distributor where the Product was originally purchased. Any guarantee claim must first be acknowledged and accepted, either by Operator or by a distributor of Operator. The distributor is obliged to rectify any damage for free according to this guarantee.

XI.4. Common rules of the statutory guarantee and voluntary guarantee

1. The Operator is released from its guarantee obligation if it can prove that the cause of the defect occurred after performance.

2. In order to exercise the statutory guarantee and voluntary guarantee, you will have to contact us to info@craftbot.com.

3. The voluntary guarantee of the Customer not qualifying as a Consumer and the statutory guarantee of the Consumer does not cover:

- Defects caused by inappropriate transportation (without original packaging) or handling of the Product (including without limitation, defects caused by sharp elements, cutting, bending, compression or fall).
- The wear and tear caused by the use of the Product, including, but not limited to, the wear of moving parts, control panels or elements that interact with the operation of the Product.
- The damages caused by the non-compliance of the maintenance plan exposed in the User's Manual of the Product.
- The malfunctions or damages caused by modifications, alterations or repairs carried out by any individual or company not authorized by Operator, being excluded from this assumption the replacements of consumables.
- Damages caused by unusual failures in the electrical network.
- Damage caused by abuse, misuse, accident or negligence when using the Product.
- Effects derived from the Product's exposure to floods, fire, humidity, spillage of food or chemical compounds, corrosion, oxidation, extreme atmospheric conditions or any other agent external to the Product.
- If the Customer does not accept the reparation, Operator will return the product by the agreed method. If the Customer does not collect the Product, or if it can not be sent to the address provided by the Customer, Operator will contact the Customer by the means that he considers convenient and previously provided. If the Customer does not collect the Product during the 90 days following the moment of sending the information, Operator reserves the right to invoice the cost of storage, disposal of the product according to the applicable laws and regulations, and any law for non-payment.
- Damages derived from the use of Software other than that recommended by Operator.
- Damages caused by not using materials recommended by Operator.
- The components considered as consumables, listed in the attached document.
- Any product in which the serial number is not visible.

4. The voluntary guarantee and statutory guarantee are the sole and exclusive guarantee of Operator and the sole and exclusive responsibility of Operator for the defects present in its Products. Therefore, the voluntary guarantee and statutory guarantee replace any other guarantee issued by Operator, whether oral or written on any method. However, the voluntary guarantee and statutory guarantee does not

limit either the consumer's rights specified in current legislation, or the rights against the seller, also set out in the legislation. Operator is not responsible in any case for the loss of business, loss of contracts, loss of profits, loss of savings, increase of costs or expenses for the use of its Products. In the same way, Operator rejects the responsibility of any indirect, accidental or collateral damage caused by the use of its Products.

XII. General data, contact information

XII.1. Data of the Operator

The Operator operates and maintains the Internet-based webstore under the www.craftbot.com URL.

Company name: CRAFTUNIQUE Korlátolt Felelősségű Társaság

Registered address: H-1143 Budapest, Ilka u. 50.

Company registration number: 01 09 909528

Court of registration: Company Registry Court of the Tribunal Court of Budapest

Statistical code: 14562372-2620-113-01

Tax number: 14562372-2-42

Bank account number: 10800007-30000000-14324054

XII.2. Contact details of the Operator's customer services

Address of the customer services: H-1134 Budapest, Tüzér utca 39.

Telephone: +36 30 339 5000

Customer service hours: 8:30–15:00 from Monday to Friday

E-mail address: info@craftbot.com

XII.3. Accessibility of GTC

This GTC is accessible in a downloadable format at the www.craftbot.com website.

XII.4. Scope of GTC

This GTC shall be valid for an indefinite term starting on its effective date.

This GTC shall be applicable to all such product sales within the territory of and beyond the borders of Hungary that are transacted via the electronic purchasing interface that can be found at the Website.

This GTC, as well as the contractual relationship between the Operator and Customer shall be subject to the laws of Hungary, in particular the Civil Code and the Act on electronic commerce. If Hungarian law cannot be applied to the any element of the contractual relationship of the Parties based on the provisions of any international legal norm, international contract or convention, the given issue shall be governed by the requirements of the associated international legal norm,

international contract or convention, with the additional condition in connection with those aspects of the relationship of Parties that are not affected by the associated international legal norm, international contract or convention Hungarian law shall prevail.

XIII. Miscellaneous Provisions

1. The unique IT and technological solutions, as well as certain image elements of the Website shall qualify to be the Operator's creations protected by copyrights, and therefore be subject to the Operator's exclusive right of disposal; their use or adaptation to any extent shall be lawful solely with the Operator's prior consent.

2. The Customer is obliged to use the technical functions of the Website solely for the intended purposes. The Operator warrants that the IT system running at the Website operates safely, and its use does not pose any threat on or cause damage to the Customer's computerized equipment, installed software. The Operator cannot assume any liability for damage that the Customer suffers from the fault or malfunctioning of its computerized equipment or software, or because the Customer's IT system has been attacked by any malicious software (viruses, spyware). The Customer is required to take all measures that is reasonably expected in the given situation to make its own IT system suitable for the intended use of the service for shopping via the Website, and in particular execute the due updates of its software, operating system, as well as the application of proper protection against malware.

3. The Operator has the right to modify the provisions of this GTC by way of its declaration at its own discretion. Such modification of GTC shall not affect the orders that are in progress at the time of the modification. The Operator shall notify the Customer of all modifications of GTC in the form of e-mail. Before its first order following any modification of GTC, the Customer is obliged to become familiarized with the provisions of the modified GTC. Orders may be placed only if the Customer has accepted the effective provisions of GTC as appropriate for the effectuated modifications as binding. The Customer has the option accept the provisions of GTC as appropriate for the effectuated modifications by placing the first order after modification.

Budapest, April 2025

Appendix 1

INFORMATION RELATING TO WITHDRAWAL / CANCELLATION

Right of withdrawal / cancellation

The Consumer has the right to withdraw from the contract within 14 days, without cause.

Time limit for withdrawal/cancellation

a) in the case of contracts relating to selling and purchasing of products: the time limit shall expire in 14 days following the day when the product is taken over by the Consumer or a third person appointed by the Consumer from the transportation agent;

b) when more products are supplied: the time limit shall expire in 14 days following the day when the last product is taken over by the Consumer or a third person appointed by the Consumer from the transportation agent;

c) when a product consisting of several items or units are supplied: the time limit shall expire in 14 days following the day when the last item or unit is taken over by the Consumer or a third person appointed by the Consumer from the transportation agent;

d) in the case of contracts relating to regular supply of the product within a specific period of time: the time limit shall expire in 14 days following the day when the first product is taken over by the Consumer or a third person appointed by the Consumer from the transportation agent;

If the Consumer intends to exercise its right of withdrawal/cancellation, the Consumer is obliged to send its unambiguous declaration indicating its intent of withdrawal/cancellation to the Operator in the manner defined in Section V of GTC.

For this purpose, the form of declaration of withdrawal/cancellation provided in Appendix 2 hereto may be used.

The Consumer shall be deemed to have exercised its right of withdrawal/cancellation in a timely manner in case its declaration of withdrawal/cancellation is sent before the expiry of the time limit.

Legal consequences of withdrawal / cancellation

If the Consumer withdraws from the contract, the Operator shall promptly, but no later than 14 days following the receipt of the declaration of withdrawal is obliged to reimburse all the valuable considerations having been provided by the Consumer, including the costs of transportation, with the exception of extra costs that have been incurred with the Consumer's choice of any form of transportation in deviation

from the most inexpensive, usual form of transportation offered by the Operator. During such reimbursement, the Operator shall apply a form of payment that is identical to the form of payment used for the original transaction unless the Consumer has given its express consent to the use of any other form of payment. As a result of the use of such a form of reimbursement, the Consumer may not cover any extra cost.

The Operator may withhold the reimbursement until the product returned by the Consumer arrives, or the Consumer confirms that the product has indeed been returned, whatever is earlier.

If the Consumer has taken over any product based on the contract, the Consumer shall return or hand over the product without any unjustified delay, but no later than 14 days following the communication of its declaration of withdrawal. This deadline shall be deemed to have been observed in case the Consumer returns the product before the expiry of the 14-day time limit.

The direct costs of returning the product shall be borne by the Consumer.

The Consumer may be made liable for any value impairment of the product only if it has occurred as a result of use in excess of the extent of use that is needed for the determination of the nature, properties and operation of the product. The Operator is entitled to examine the Product, which was sent back by the Consumer immediately, and entitled to decrease the amount of purchase price to be reimbursed with the net of depreciation caused by as a result of use in excess of the extent of use that is needed for the determination.

The Consumer may also complete the form of the declaration of withdrawal/cancellation at our Website [[www. craftbot.com](http://www.craftbot.com)], or submit any other declaration clearly expressing its intent of withdrawal/cancellation. If the Consumer decides on this latter form, the Operator shall promptly confirm the receipt of the declaration of withdrawal/cancellation via electronic mail.

Appendix 2

FORM OF THE DECLARATION OF WITHDRAWAL/CANCELLATION

In the case of any intent of withdrawal/cancellation, you are kindly requested to complete and return this Form to the address of Customer Services defined in Section VII/1 of this GTC.

I, the undersigned hereby represent that I wish to exercise my right of withdrawal/cancellation with respect to the selling and purchasing of the following product(s): *(Please name the product or service contemplated in your contract here)*

Date of contracting/receipt: *(Please enter the appropriate details here)*

Name of the consumer:

Address of the consumer:

Signature of consumer: *(only for hardcopy declarations)*

Date: