TERMS AND CONDITIONS

DESSERT BAR BUDAPEST | Online dessert and cake orders

Effective date: 16 November 2026 | Version: 2026.11

1. Trader and contact details

The online store is operated by WinFinity Kereskedelmi és Szolgáltató Kft. Registered office: 1055 Budapest, Szalay utca 2, 2nd floor, Door 1, Hungary. Company registration number: 01-09-718754. Tax number: 13101211-2-41. Website: https://dessertbar.hu. Customer service and complaints: hello@dessertbar.hu. Store and collection point: Dessert Bar, 1065 Budapest, Bajcsy-Zsilinszky köz 2, Hungary. Opening hours: Wednesday to Sunday, 11:00–19:00. Hosting provider: Rackhost Zrt., 6722 Szeged, Tisza Lajos körút 41, Hungary.

These Terms and Conditions apply to orders placed online. A consumer is a natural person who makes a purchase for purposes outside their trade, business or profession. Consumers retain all rights granted by mandatory law.

2. Products, prices and allergens

The online store sells fresh desserts, cakes available for pre-order and other goods listed on the relevant product pages. Each product page provides the essential product characteristics, mandatory information on ingredients and allergens, availability, and the gross price in Hungarian forints (HUF), including VAT. Any delivery or other charges are displayed before the order is finalised. Product photographs may be illustrative, but this does not relieve us of our obligation to provide the essential characteristics agreed upon.

Questions about allergens, ingredients or special requests should be sent to hello@dessertbar.hu before placing an order. Information on storing and consuming fresh food is provided on the product page, on the packaging or upon handover.

3. Placing orders and payment

Before submitting an order, customers can review and correct the information entered in the shopping cart. Placing an order entails an obligation to pay, which is clearly indicated on the final order button. We acknowledge receipt of orders electronically without undue delay and no later than within 48 hours. A contract is concluded when we expressly accept the order. An automated technical acknowledgement of receipt does not, by itself, constitute acceptance unless its wording clearly indicates otherwise.

The language of the contract is Hungarian. Order details are recorded by the system and in the electronic confirmation. Customers can review, save and print these Terms and Conditions before ordering. Orders can be placed either as a guest or through a registered account.

Online payments by bank card, Apple Pay and Google Pay are processed through Stripe. SimplePay is used for payments made on site. The payment options actually available are shown at checkout. The total amount payable is displayed before payment.

4. Collection in person and delivery

Collection in person: 1065 Budapest, Bajcsy-Zsilinszky köz 2, Hungary. Collection slots: 11:00–14:00 and 14:00–17:00. On the first opening day of each week, collection is available only from 14:00 to 17:00. The confirmed order specifies the collection date and time slot.

Delivery is available within the administrative boundaries of Budapest. Delivery slots: 11:00–14:00 and 14:00–17:00. On the first opening day of each week, delivery is available only from 14:00 to 17:00. The delivery charge is HUF 5,000; delivery is free for orders with a value exceeding HUF 50,000. The chosen delivery method and applicable charge are displayed before ordering.

If the recipient is unavailable during the confirmed delivery slot, or the customer fails to collect fresh goods on time, we will contact the customer and attempt to resolve the matter in compliance with food-safety requirements. Redelivery is arranged only by separate agreement between the parties, including any applicable charge agreed in advance. Customers will not be charged for failed performance attributable to the trader.

5. Amendments and cancellations

Customers may request an amendment or cancellation by emailing hello@dessertbar.hu. Once the contract has been concluded, it may not always be possible to amend or voluntarily cancel an order for fresh or customised products that have already been prepared or made. Each request is assessed individually in light of the production stage. The parties may agree on an amendment or refund. This does not affect the customer's statutory withdrawal rights or remedies for defective performance.

6. Right of withdrawal

As a general rule, consumers purchasing at a distance may withdraw from the contract without giving a reason within 14 days of receiving the goods. Under Hungarian Government Decree 45/2014 (II. 26.), exceptions include goods liable to deteriorate or expire rapidly and goods made to the consumer's specifications or clearly personalised. Whether an exception applies is determined by the actual characteristics of the product; it does not automatically apply to the entire product range.

Where the right of withdrawal applies, consumers may exercise it by sending an unequivocal statement to hello@dessertbar.hu or by post to the store address. The goods must be returned or handed over within 14 days of notifying us of withdrawal, unless we collect them ourselves. The consumer bears the direct cost of returning goods if duly informed of this in advance as required by law. As a general rule, we refund the relevant amount within 14 days, subject to any statutory right to withhold reimbursement. A model withdrawal form is included at the end of this document.

For online contracts covered by the right of withdrawal, consumers may also use the clearly visible "Withdraw from the contract" function on the website. They may enter their name, order reference and an electronic contact address for confirmation. After selecting "Confirm withdrawal", we will promptly acknowledge the statement on a durable medium. This option does not replace the ability to withdraw by email or post.

7. Defective performance and statutory rights

In the event of defective performance, consumers have the statutory rights relating to lack of conformity under the Hungarian Civil Code and the applicable consumer-sales legislation. Depending on the legal conditions, they may request repair, replacement, a price reduction or termination of the contract. As a general rule, statutory conformity claims by consumers become time-barred after two years. The presumption concerning defects identified within one year applies only insofar as it is compatible with the nature of the goods and the defect. The characteristics of fresh food may affect the appropriate remedy, but do not extinguish statutory consumer rights.

Quality complaints may be submitted to hello@dessertbar.hu or made in person. An order reference and photograph may help us investigate, but providing a photograph is not a condition for exercising statutory rights.

8. Complaints and dispute resolution

Complaints may be submitted in person or to hello@dessertbar.hu. We investigate verbal complaints immediately whenever possible and respond to written complaints in writing within 30 days of receipt. If a complaint is rejected, we provide reasons and information about available remedies. We retain complaint records required by law for three years.

In a consumer dispute, consumers may turn to a conciliation body, the consumer protection authority or a court. Budapest Conciliation Board (Budapesti Békéltető Testület): 1016 Budapest, Krisztina krt. 99, 1st floor, Room 111, Hungary. Postal address: 1253 Budapest, P.O. Box 10, Hungary. Telephone: +36 1 488 2131. Email: bekelteto.testulet@bkik.hu. Website: https://bekeltet.bkik.hu/. Consumers may contact the conciliation body with jurisdiction based on their place of residence or another body they are entitled to choose under the law. In

circumstances prescribed by law, a conciliation body may issue a binding decision even without a declaration of submission by the trader.

9. User accounts, data protection and other provisions

Registration is voluntary. Subscription to marketing newsletters is optional and is not required to purchase goods or create an account. The birthday-reminder feature can be managed separately. The processing of personal data is explained in the separately published Privacy and Cookie Notice.

Hungarian law applies, without prejudice to mandatory consumer protection provisions. Amendments to these Terms and Conditions apply to orders placed after the amendment. A contract already concluded cannot be unilaterally amended to the detriment of the consumer.

Appendix 1 – Model withdrawal form

To: WinFinity Kereskedelmi és Szolgáltató Kft.

Email: hello@dessertbar.hu

Postal address: 1065 Budapest, Bajcsy-Zsilinszky köz 2, Hungary.

I hereby give notice that I withdraw from my contract of sale for the following goods:

Product / order reference: .....

Date of order / receipt: .....

Consumer’s name and address: .....

Date: .....

Signature (only if submitted on paper): .....