Terms and Conditions

Last updated: 24 November 2026

These Terms and Conditions apply to all purchases made in the online shop at purpurpannonia.com. Please read them before you order. By placing an order you accept them.

1. Who we are

The seller is PurPur Pannónia Gyártó és Kereskedelmi Kft. (short name: PurPur Pannónia Kft.; seat: 8220 Balatonalmádi, Arany János u. 1., Hungary; company registration number: Cg. 19-09-513287; tax number: 23002797-2-19; EU VAT number: HU23002797).

- Office and returns address: 8220 Balatonalmádi, Baross Gábor út 16., Hungary
- Email: purpur@purpurpannonia.com
- Phone: +36 30 593 4031

Further company details are in our Legal notice.

2. Who these terms are for

The online shop is meant for consumers, meaning people buying for purposes outside their trade, business or profession. Businesses can also buy in the shop, but the rules written specifically for consumers (the right of withdrawal in section 7, the consumer warranty rules in section 8 and the conciliation board in section 11) do not apply to them.

For wholesale and larger business orders, please contact us through the form on our About page. Wholesale orders are covered by separate terms.

3. The contract

- The contract is concluded in English or Hungarian, as chosen by you on the website.
- The contract is concluded electronically. It is not a written contract in the legal sense, but we keep your order data and you can see your orders in your customer account and in our confirmation emails.
- We do not follow any code of conduct.
- These Terms and Conditions are sent to you as a PDF with the order confirmation, so you can keep them.

4. Products and prices

- Product pages describe the main features of each product. Our soaps are cosmetic products for external use: the ingredients (INCI list) are on the product page and on the packaging. If you have sensitive skin or known allergies, please check the ingredients before use.
- Our ceramic soap holders are made and painted by hand, so each piece can differ slightly in shape, colour and glaze from the photos. This is part of the product and is not a defect.

- Prices are shown in euro (EUR) on the English site and in Hungarian forint (HUF) on the Hungarian site. Forint prices are fixed and do not follow the exchange rate. The currency and amount shown at checkout when you place the order apply.
  - For deliveries within the European Union, prices include VAT.
  - For deliveries outside the European Union, you pay the same gross price as everyone else, but it contains no Hungarian VAT (VAT-free export). Import VAT, duties and customs fees of the destination country are paid by you to the carrier or the customs authority.
- Shipping costs are shown in the cart and at checkout before you place the order (see section 6).
- If a price is clearly wrong because of a technical or typing error (for example 0 EUR, or a price far below the usual market price), we are not obliged to sell at that price. We will contact you and offer the product at the correct price, and you may cancel the order without any cost.

5. How to order

1. Choose the product and, where relevant, the scent, then click "Add to cart".
2. Open the cart. Here you can change quantities or remove items.
3. Go to checkout and enter your billing and delivery details. You can order as a guest or with a customer account.
4. Choose the delivery and payment method.
5. Check the order summary. Until you click the order button you can go back and correct any data.
6. Accept these Terms and Conditions and click **"Purchase"**. With this, you make a binding offer to buy, with an obligation to pay.

Confirmation. Right after you place and pay for your order, we send you an order confirmation email. With this email, the contract between us is concluded. If you do not receive the confirmation within 48 hours, you are no longer bound by your order. If the email does not arrive, please check your spam folder, and contact us if it is not there.

Customer account. You can create an account to see your orders and save your addresses. Keep your password safe. You can delete your account at any time in the account settings or by writing to us.

6. Payment, invoicing and delivery

Payment. We accept payment by bank card and the other methods offered at checkout, processed by Stripe. Your card details go directly to Stripe, we never see or store them. The amount is charged when you place the order.

Invoice. We issue an electronic invoice and send it by email.

Delivery in Hungary.

- Home delivery: 5 € per order (1 900 Ft on the Hungarian site).
- Home delivery is free for orders above 50 € (above 20 000 Ft on the Hungarian site).
- Shipping prices are gross amounts and include VAT.

Delivery abroad. We ship abroad with FedEx to the countries listed at checkout. The shipping cost is calculated at checkout from FedEx's current rates and shown before you order. The list of countries can change, for example because of packaging rules in some countries.

Delivery time and receipt.

- The estimated delivery time is shown at checkout. We usually hand orders to the carrier within 5 working days after the order confirmation. If we cannot deliver within 30 days, we will let you know and you can cancel the order, in which case we refund you without delay.
- Please check the parcel when it arrives. If it is visibly damaged, ask the courier to record the damage, or take photos and let us know as soon as possible. This helps us settle the claim with the carrier. It does not affect your rights under sections 7 and 8.
- The risk of loss or damage passes to you when you, or someone you name, receive the parcel.

7. Right of withdrawal (for consumers)

14 days, no reason needed. You can withdraw from the contract within 14 days without giving any reason. The 14 days start on the day you (or someone you name, other than the carrier) receive the goods. If one order arrives in several parcels, they start when the last one arrives.

How to withdraw. Tell us clearly that you are withdrawing, before the 14 days are over. You can:

- use the **"Withdraw from contract"** button on our website: in your account under Orders, or, if you ordered without an account, through the "Withdraw from contract" link in the website footer and in your order confirmation email. Fill in the details and click **"Confirm withdrawal"**. We confirm receipt by email without delay, with the content, date and time of your withdrawal;
- or email us at purpur@purpurpannonia.com;
- or send a letter to our returns address;
- you may use the model withdrawal form in the Annex, but you do not have to.

Sending the goods back. Send the goods back to 8220 Balatonalmádi, Baross Gábor út 16., Hungary, within 14 days after telling us you are withdrawing. You pay the direct cost of returning the goods. We recommend a trackable service.

Refund. We refund everything you paid, including the standard delivery cost, within 14 days after we receive your withdrawal. If you chose a more expensive delivery method than our cheapest standard option, we do not refund the difference. We refund with the same payment method you used, at no extra cost to you. We may wait with the refund until we receive the goods back, or until you show proof that you have sent them, whichever is earlier.

Handling the goods. You may examine the goods as you would in a shop. You are only liable for any loss in value that results from handling beyond what is needed to check their nature, characteristics and functioning.

Exception: opened soaps. For hygiene and health protection reasons, the right of withdrawal does not apply to soaps whose sealed packaging you have opened after delivery. Soaps in unopened packaging can be returned.

8. Warranty for defects (legal guarantee)

We do not offer a voluntary guarantee (jótállás). Your rights under the law are set out below and cannot be limited by us.

Warranty against the seller (kellékszavatosság).

- If the product is defective, you can ask us to repair or replace it, unless that is impossible or would cost us disproportionately more than another remedy. If we do not, or cannot, repair or replace it, you can ask for a proportionate price reduction, or, as a last resort, withdraw from the contract. You cannot withdraw for a minor defect.
- You must tell us about the defect without delay after you discover it. Notice given within 2 months of discovery counts as timely.
- You can claim within 2 years from delivery.
- For 1 year from delivery, you do not have to prove that the defect already existed at delivery. After that, you do.

Product warranty against the manufacturer (termékszavatosság).

- Instead of the seller's warranty, you can claim directly against the manufacturer (for our own brand products, this is also us), but only for repair or replacement.
- This applies if the product did not meet the quality requirements when the manufacturer put it on the market. You must prove the defect.
- You can claim within 2 years from when the product was put on the market.
- You cannot claim under both warranties for the same defect at the same time.

Handling your claim. Contact us by email or post with your order number, a description of the defect and, if possible, photos. We record your claim, tell you within 3 working days whether we accept it, and aim to complete repair or replacement within 15 days. If we accept the claim, we cover the cost of returning the defective product.

Normal signs of handmade ceramics (small differences in shape, colour or glaze, see section 4) and wear from normal use are not defects.

9. Liability

Nothing in these Terms and Conditions limits our liability where the law does not allow it to be limited, in particular for damage caused intentionally or by gross negligence, or for harm to life, physical integrity or health. We are not responsible for delays caused by events outside our control (for example strikes or natural disasters) or by the carrier's failure to deliver, but your rights to a refund and under sections 7 and 8 remain.

10. Complaints

You can send complaints by email to purpur@purpurpannonia.com, by post to our office address, or by phone. We answer written complaints in writing within 30 days. If we reject a complaint, we explain why and tell you which authority or conciliation board you can turn to.

11. Disputes

Conciliation board (for consumers). If we cannot resolve your complaint together, you can turn to a conciliation board (békéltető testület), free of charge. The board competent for our seat is:

Fejér Vármegyei Békéltető Testület (it also covers Veszprém County)
8000 Székesfehérvár, Hosszúsétatér 4–6.; postal address: 8050 Székesfehérvár, Pf. 357.
Phone: +36 22 510 310, email: bekeltetes@fmkik.hu, web: bekeltetesfejer.hu

If you live in Hungary, you can also turn to the board of your place of residence. We cooperate in the procedure.

Consumers living in another EU country can get free help from the European Consumer Centre in their country.

Consumer protection authority. You can also turn to the consumer protection authority. Complaints are handled by the consumer protection department of the competent county government office (for our seat: Veszprém Vármegyei Kormányhivatal). The national authority is the Nemzeti Kereskedelmi és Fogyasztóvédelmi Hatóság (NKFH): 1122 Budapest, Városmajor utca 35., phone +36 80 310 020, ugyfelszolgalat@nkfh.gov.hu, nkfh.gov.hu.

Courts and law. Hungarian law applies. If you are a consumer living in another country, you keep the protection of the mandatory consumer law of your country, and you may bring a claim in the courts of your country. The UN Convention on Contracts for the International Sale of Goods (CISG) does not apply.

12. Personal data

We process your personal data as described in our Privacy Notice.

13. Changes to these terms

We may update these Terms and Conditions. Each order is governed by the version in force when you placed it, which is the version sent to you with the order confirmation.

Annex: Model withdrawal form

(Complete and return this form only if you wish to withdraw from the contract.)

To: PurPur Pannónia Kft., 8220 Balatonalmádi, Baross Gábor út 16., Hungary, purpur@purpurpannonia.com

I/We (*) hereby give notice that I/We (*) withdraw from my/our (*) contract of sale of the following goods:

- Ordered on (*) / received on (*):
- Order number:
- Name of consumer(s):
- Address of consumer(s):
- Signature of consumer(s) (only if this form is sent on paper):
- Date:

(*) Delete as appropriate.

PurPur Pannónia Gyártó és Kereskedelmi Kft. · 8220 Balatonalmádi, Arany János u. 1., Hungary · Cg. 19-09-513287 · purpur@purpurpannonia.com · +36 30 593 4031