TERMS AND CONDITIONS FOR THE SUPPLY OF GOODS AND SERVICES

Effective Date: 05.04.2024

Introduction to Our Terms & Conditions

Welcome to Angolcsomag Ltd. We're committed to providing you with top-notch international transportation services. This document outlines the terms under which we offer our services, designed to ensure a clear, fair, and mutually beneficial relationship with our clients. Here's a quick overview:

- Services Offered: International transport of personal and commercial goods between Hungary, the UK and selected EU countries, with an emphasis on safety, security, and regulatory compliance.
- Order Process: Details on how to place an order, what it should include, and how we handle changes or cancellations.
- Pricing and Payment: Information on our fees, payment methods, and terms.
- Client Responsibilities: What we expect from you, including details on goods preparation and legal compliance.
- Liability and Insurance: Our approach to handling liability and suggestions for additional insurance coverage.
- Dispute Resolution: How we address and resolve any issues that might arise.
- Data Protection: Our commitment to protecting your personal information in accordance with UK GDPR.

For detailed terms and conditions, please continue reading the document. Your continued use of our services constitutes agreement to these terms.

1. Interpretation and Definitions

1.1. **"Agreement"** encompasses the binding legal relationship between the Company and the Client, constituted by these Terms and Conditions, any Orders placed by the Client that are accepted by the Company, and all annexes, schedules, and appendices attached hereto. It represents the entirety of the understanding and commitments between the parties concerning the subject matter hereof, superseding all prior negotiations, agreements, and understandings, whether written or oral.

1.2. **"Business Day"** is defined as any day from Monday to Friday, excluding any public holiday recognized by the government of England and Wales, during which banking institutions in the City of London are open to the public for conducting all forms of financial transactions from 9:00 AM to 5:00 PM GMT.

1.3. **"Client"** refers to the individual, corporation, partnership, joint venture, trust, government agency, or any entity that enters into this Agreement with the Company for the procurement of Goods and/or Services, whose details are specified in the relevant Order form or as identified through the Agreement's execution process.

1.4. **"Company"** designates Angolcsomag Ltd., a duly incorporated entity under the laws of England and Wales, which specializes in providing international transportation services for personal and commercial goods, and which is identified by Company Number 08357401 with a registered office at 19 Redbrook Avenue, Stockton-On-Tees, TS19 9 HJ, United Kingdom.

1.5. **"Contract"** embodies the formal arrangement between the Company and the Client, encompassing the supply and procurement of Goods and Services as stipulated by the Order(s), these Terms and Conditions, and any other document expressly incorporated by reference, including but not limited to Service Specifications, Fee Schedules, and any amendments or modifications agreed upon in writing by both parties.

1.6. **"Goods"** encompasses all items, including personal and commercial items, which the Company agrees to transport from one specified location to another under the terms set forth in the Service Specification, excluding any items prohibited by law or specified as excluded under the provisions of this Agreement.

1.7. **"Order"** represents a formal request made by the Client to the Company for the provision of specified Goods and/or Services, submitted via the Company's designated ordering channels, which becomes binding upon acceptance by the Company. Each Order shall specify the nature and quantity of Goods to be transported, the Services required, the delivery timeframe, and the locations for collection and delivery, among other pertinent details as required. Clients must notify us of any changes to the service requirements between 96-144 hours in advance. Failure to comply will release the company from any responsibility for timely execution.

1.8. **"Services"** refers to the comprehensive range of international transport services provided by the Company, including but not limited to the collection, secure transportation, and delivery of the Goods, in accordance with the Service Specification. These services are tailored to meet the specific needs of the Client as detailed in each accepted Order.

1.9. **"Service Specification"** provides a detailed description of the Services to be rendered by the Company, including, without limitation, the scope of service, performance standards, delivery timelines, and any specific requirements or constraints. It forms an integral part of the Agreement and outlines the technical and operational parameters within which the Services are to be performed.

1.10. Interpretation Clauses:

1.10.1. References to "person" include natural persons, partnerships, corporations, unincorporated associations, governments, and all other legal entities.

1.10.2. Any reference to gender includes all genders, and references to the singular include the plural and vice versa, unless the context requires otherwise.

1.10.3. References to statutory provisions shall be construed as references to those provisions as amended, consolidated, extended, or re-enacted from time to time.

1.10.4. The headings used in this Agreement are for convenience only and shall not affect the interpretation of its provisions.

1.10.5. Any reference to writing or written includes digital or electronic forms of communication but excludes facsimile transmissions.

2. Basis of Contract

2.1. Offer and Acceptance: The submission of an Order by the Client to Angolcsomag Ltd. constitutes an offer to purchase Services in accordance with these Terms and Conditions. Acceptance of any such Order by Angolcsomag Ltd. occurs when the Company explicitly accepts the Order in writing (including electronic communication) or implicitly through the commencement of the Services, thereby forming a legally binding Contract between the Client and the Company.

2.2. Precedence: These Terms and Conditions prevail over any terms and conditions contained or referred to in the Order, confirmation of order, or any inconsistency found in documentation provided by the Client. In the event of a conflict between these Terms and Conditions and any other document expressly incorporated into the Contract, the provisions of these Terms and Conditions will take precedence unless otherwise expressly stated.

2.3. Entire Agreement: This Contract constitutes the entire agreement between the parties relating to its subject matter. It supersedes and extinguishes all previous agreements, promises, assurances, warranties, representations, and understandings between them, whether written or oral. Any modifications to this Contract must be explicitly agreed upon in writing by both parties.

2.4. Specification of Services and Goods: The specifics of the Services, including any applicable Service Specifications will be determined in the Order. The Client is responsible for

ensuring that the terms of the Order and any applicable specifications are complete and accurate.

2.5. Changes to Services: The Client may request changes to the Services specified in the Order. Angolcsomag Ltd. has the discretion to accept or reject any changes requested by the Client. Any changes agreed upon between the parties will be incorporated into the Contract through an amendment to the Order or a separate written agreement, potentially subject to additional charges.

2.6. Cancellation: Cancellation or alteration of any Order by the Client after acceptance by Angolcsomag Ltd. may only occur with the Company's written consent and on terms that indemnify Angolcsomag Ltd. against all losses resulting from such cancellation or alteration, including but not limited to loss of profit and costs incurred up to the point of cancellation or alteration.

2.7. Regulatory Compliance and Permits: The provision of Services under this Contract will be subject to all applicable laws, regulations, and any permits or licenses required for such Services. The Client is responsible for ensuring that the Goods comply with all laws and regulations pertaining to their transport and delivery, and the Client will provide Angolcsomag Ltd. with all assistance required to comply with such laws and regulations.

2.8. Limitation of Liability: The liability of Angolcsomag Ltd. in connection with the Contract (whether arising in contract, tort, negligence, breach of statutory duty, or otherwise) will not exceed the total charges paid by the Client for the Services under the Contract, except as expressly provided in these Terms and Conditions.

3. Supply of Services

3.1. Provision of Services: Angolcsomag Ltd. (the "Company") agrees to provide international transport services ("Services") which shall include, but not be limited to, the collection, secure transport, and delivery of personal and commercial goods ("Goods") from specified collection points across Europe. The Services are executed in full compliance with the terms

outlined herein and adhere to the highest standards of operational excellence and regulatory compliance.

3.2. Goods Specification: The Goods eligible for transport under this Agreement include personal and commercial items, excluding prohibited items as defined by law or the Company's policy. The specific nature, volume, and weight of the Goods shall be declared by the Client at the time of service booking. The Company reserves the right to inspect the Goods to ensure compliance with the stated specifications and applicable regulations.

3.3. Order of the service

3.3.1. All orders must be made online through the Company's website (www.angolcsomag.hu). The client's electronically submitted order is deemed an offer to purchase, to which the Company is not yet obligated to fulfill. The initial, automatically sent confirmation serves solely to acknowledge receipt of the order. Acceptance of the order occurs exclusively in the subsequent, non-automated confirmation, thereby concluding the contract. In the event of an erroneous price listing, the correct price will be agreed upon prior to dispatching the second confirmation and accepting the order.

3.3.2. The Company will only accept the order if the client completes all requisite fields accurately. The Company disclaims liability for any delivery delays or other issues arising from inaccurate or incomplete order data provided by the client.

3.3.3. By completing registration or submitting the order, the client affirms having read and accepted the current terms and conditions, as well as the regulations detailed in the information, statements, and policies on the website.

3.3.4. The Company is obligated to promptly confirm receipt of the client's order electronically (via email) upon receipt. Failure to receive this confirmation within 48 hours of order submission relieves the client of their offer or contractual obligation, automatically

terminating the Company's contractual obligations without further conditions. The order and its confirmation are deemed received by the Company or the client upon their accessibility.

3.3.5. Orders are processed on weekdays and Saturdays between 9:00 a.m. and 5:00 p.m. Central European Time (UTC+1=CET) and between 8:00 a.m. and 4:00 p.m. London Time (UTC). Orders may also be placed outside these specified hours. Orders received by the Company outside the aforementioned timeframe will be processed on the subsequent working day within the specified timeframe, but no later than within 5 working days.

3.3.6. Steps for placing an order:

3.3.6.1. Selecting the appropriate service (parcel delivery, moving, storage, packaging)

3.3.6.2. Entering detailed service parameters - size and weight category, selecting special shipment options, any additional comments; in the case of moving, specifying items, furniture, and other instructions for complete service fulfillment

3.3.6.3. Selecting the delivery date

3.3.6.4. Entering the client's details

3.3.6.5. Providing the pickup address and sender's details for the shipment

3.3.6.6. Providing the delivery address and recipient's details for the shipment

3.3.6.7. Accepting the terms and conditions, information, and data handling statement

3.3.6.8. Reviewing the summarized order details

3.3.6.9. Submitting the order. By placing the order, the client acknowledges its payment obligation.

3.4. Collection of Goods: The Company shall collect the Goods at the time and from locations specified by the Client. Collection points are across Europe including Hungary and United Kingdom. The Client is responsible for ensuring that the Goods are ready for collection at the chosen times. The Company shall provide all necessary documentation, including transport documents and customs declarations, as required for the international transport of the Goods.

3.5. Client shall pack the shipment securely to ensure its protection and to prevent harm to persons or property. The Company accepts shipments for parcel delivery and packaging solely in closed boxes, suitcases, or sturdy bags bearing identification. The Company shall not be liable for damages to items in packages packed by the Client or sender, unless the damage results from improper or incomplete packaging by a Company employee. Televisions and electronic devices are only accepted for delivery in their original packaging, with insurance coverage provided only for such devices when transported in their original packaging. No complaints will be entertained in the absence of visible external damage to the packaging. For high-value shipments, separate insurance is recommended, which the Client must arrange independently as the Company assumes no liability in this regard. The Client acknowledges and accepts the foregoing terms and conditions upon acceptance of these terms and conditions and the sender upon signing the consignment note.

3.6. Delivery of Goods: Delivery of the Goods shall be made to the addresses specified by the Client in the United Kingdom and Hungary. The Company commits to delivering the Goods within 14 days from the collection of the goods, subject to conditions that may affect transport times. The Company shall notify the Client of any delays or issues that may arise during the transport process.

3.7. Failed Delivery Attempts: If the Company is unable to deliver the Goods due to the Client's failure to provide appropriate instructions, documents, licenses, or authorizations, the risk associated with the Goods shall pass to the Client at the time of such failure. The Company may store the Goods until delivery can be re-attempted, and the Client will be liable for all related costs and expenses, including storage and re-delivery.

3.8. Customs and Regulatory Compliance: The Company shall manage all customs clearance procedures for the Goods, acting in compliance with all relevant customs, tax, and import/export regulations applicable in Hungary, the United Kingdom, and transit countries. The Client is responsible for providing all necessary information and documentation required for customs clearance.

3.9. Inspection and Acceptance of Goods: Upon collection and again at delivery, the Goods shall be subject to inspection by the Company or its agents to verify condition and compliance with transport regulations. The Client or designated recipient is required to inspect the Goods upon delivery and sign a delivery receipt to confirm acceptance. Any disputes regarding the condition of Goods must be reported to the Company within a specified period following delivery.

3.10. Service Limitations and Exclusions

3.10.1. The Company reserves the right to refuse transport for Goods that do not meet the specified requirements or are deemed unsafe, illegal, or unsuitable for transport.

3.10.2. If it is evident that the packaging or the necessary information for handling the Goods is inadequate, or if the Client fails to provide the required documents for forwarding and handling the Goods, the Company may refuse to accept the goods. If the Client does not promptly rectify the deficiency, the Company may:

3.10.2.1. Terminate the contract;

3.10.2.2. Request reimbursement from the Client for any costs incurred up to that point; or

3.10.2.3. Offset these costs against the prepaid service fee.

3.10.3. Should inadequacies in packaging or necessary goods handling information become apparent after the acceptance of the goods, the Company must promptly inform the Client of such circumstances. In the absence of express instructions from the Client for onward carriage, the Company is not obliged to forward the Goods. If the Client provides instructions for onward carriage, the Company may request appropriate security if deficiencies in packaging or necessary goods handling information could potentially harm the Company or result in liability to third parties. If the Client fails to provide instructions or adequate security, the Company may:

3.10.3.1. Terminate the contract;

3.10.3.2. Request reimbursement from the Client for any costs incurred up to that point, or for the portion of the service fee corresponding to the services already rendered; or

3.10.3.3. Offset these costs against the prepaid service fee.

3.11. Prohibited Items: The Company does not undertake the carriage of:

3.11.1. Dangerous goods;

3.11.2. Goods requiring refrigeration;

3.11.3. Repulsive objects;

3.11.4. The remains of deceased persons or animals.

3.11.5. The Company does not transport illegal or excise goods (e.g., cigarettes, alcohol) and infectious substances. The Client is criminally and otherwise legally liable for the contents of the goods.

3.11.6. The Company shall not undertake the delivery of any equipment for which the location of the delivery vehicle / driver can be tracked in real time.

3.12. The Client is liable for any damages resulting from a breach of these provisions. The Client shall also bear all sanctions imposed in the resulting official procedure, as well as all costs incurred due to the procedure (regardless of who incurred them directly), and any loss of revenue, including lost profits. The Company shall pass on these costs to the Client, if necessary by legal means. The Client accepts these conditions by signing the consignment note.

3.13. The Company is not responsible for delays or failures to provide Services due to circumstances beyond its reasonable control, including but not limited to customs delays, natural disasters, and regulatory restrictions.

3.14. Pricing and Payment:

3.14.1. The cost of Services shall be determined based on the nature and volume of Goods, collection and delivery locations, and any additional services requested by the Client. A

detailed fee schedule will be provided to the Client for confirmation prior to service commencement. Payment terms shall be as agreed between the Company and the Client.

3.14.2. The Company reserves the right to amend the prices of the services available for ordering on the Website, with such amendments taking effect upon publication on the Website. These changes do not affect the price of services already ordered.

3.14.3. If an incorrect price is displayed on the Website, the Company is not obliged to sell the service at the incorrect price. In such cases, no contract is formed for the service affected by the incorrect price. The Company may propose selling the service at the correct price, allowing the Client involved in the transaction to place a new order at the correct price.

3.14.4. An electronically submitted order by the Client constitutes an offer to purchase, which the Company is not obliged to fulfill immediately. The initial confirmation, automatically sent, merely acknowledges receipt of the order. The acceptance of the order always occurs in the subsequent confirmation, not automatically sent, which concludes the contract. In the event of an incorrect price, the correct price will be agreed upon before the second confirmation is dispatched and the order is accepted.

3.14.5. For removal services, the Company reserves the right to adjust the price stated in the order due to any differences found during packing.

3.14.6. The Company will not refund the prepaid shipping fee if the service is not completed due to the Client's fault after the Company has commenced performing the service.

3.14.7. If the quantity received at the time of accepting the Goods is less than the quantity specified in the order, the Client is still obligated to pay the fee specified by the Company at the time of the order, regardless of any price difference. In the case of an excess shipment, the additional quantity will be invoiced to the Client proportionately.

3.14.8. For shipping fees exceeding 300 GBP, the Company may request a deposit, which the Client can only pay in advance by cash or via bank transfer. Except in cases of legitimate exercise

of the right of withdrawal, the Company is not obligated to refund the deposit in the event of order cancellation.

3.14.9. For removal services, the service fee is payable in two installments. The first installment is due after the order is placed and before the Company commences the service, as a deposit, payable in advance by bank transfer payment. The second installment—the remaining portion of the service fee after payment of the deposit—must be paid in advance by bank transfer or in cash before shipment delivery. For higher value services, the Company will only accept payment by bank transfer.

3.14.10. Payment of the parcel delivery fee is only possible in cash (in GBP or HUF) at the time of dispatch. In exceptional cases, payment may be made in cash upon receipt of the shipment, subject to a separate agreement, or via bank transfer. For bank transfers, the delivery fee must be received in the Company's bank account before the shipment is delivered; failure to do so will result in cancellation of the delivery. Once payment is received, the Company will reschedule the delivery of the goods. An additional reasonable fee will be added to the delivery cost to cover the expenses associated with the redelivery. The Company assumes no responsibility for the integrity and content of parcels received at its collection warehouse, regardless of their value. This is because parcels arriving at the collection warehouse have typically already been in the possession of at least two different shipping companies before arriving at the warehouse. Consequently, proving any shortages or damage is difficult. The Company does not inspect the condition of parcels received at the collection warehouse upon arrival. The Client orders this service at their own risk, acknowledging this by reading the GTC sent to them by email when contacting the Company. The company always issues a receipt for cash payments. If the client requires a VAT invoice, the company must be informed before the commencement of the delivery. Upon notification, the company will issue an electronic invoice.

3.15. Loss and Destruction of Goods

3.15.1. In the event of total or partial loss or destruction of the Goods, the Company is not entitled to claim the service fee or its pro rata part unless it proves that the loss or destruction of the

Goods was caused by a circumstance beyond its control and unforeseeable at the time of the contract's conclusion, and it was not to be expected that the Company could avoid the circumstance or mitigate the damage.

3.15.2. Goods are considered lost if the Company does not deliver them within thirty days from the expiration of the performance deadline. If the Goods are found after compensation has been paid, the Company must notify the Client promptly under the circumstances, and the Client is entitled to dispose of the Goods.

3.15.3. The amount of compensation payable by the Company shall not exceed the maximum amount of compensation payable under the law If the Company transports the Goods using multiple modes of transport, the rules of the respective transport sector shall apply to its activities in relation to each mode of transport.

3.16. Acceptance of Goods

3.16.1. The following individuals are authorized to accept Goods: the person designated as the recipient at the time of the order, their authorized representatives, or a person reasonably presumed to be entitled to accept the Goods based on the circumstances and the nature of the delivery. This applies to parcels, other deliveries, or items transported during a move. If the designated recipient is absent at the delivery location, a person authorized in advance with the Company may accept the Goods. The Company does not verify the identity of individuals with the same name residing at the same address. Acceptance is confirmed by signature, which also confirms the intact delivery of the Goods.

3.16.2. The Company always ensures the accurate delivery of the recorded item number or quantity at the time of acceptance for transport.

3.16.3. The Client/recipient must inspect the integrity and quantity of the received Goods on-site at the time of acceptance, and any damages must be reported to the Company at that time. Acceptance is confirmed by signature, which also confirms the intact delivery of the Goods. If the Client/recipient notices any damage or discrepancy upon delivery, the delivery

personnel are obligated to provide item-by-item delivery and, upon the User's request, create a record on-site. The Company is liable for damages during transport, but it will not entertain any complaints after the Goods have been delivered and accepted by the Client/recipient, nor does it assume responsibility for damages reported thereafter, and its insurance does not cover such claims.

3.16.4. The recipient accepts the above conditions by signing the consignment note.

3.16.5. If delivery cannot be made in the absence of the recipient, the Company will transport the Goods to its collection warehouse, where they will be stored free of charge for an additional 2 weeks. In such cases, the Company will provide an individual offer for the redelivery of the Goods, based on the address, size, and quantity. The Company will only accept payment of the difference in advance by bank transfer.

3.17. Delivery Time

3.17.1. The Company will deliver the Goods to the address specified in the order within a maximum of 14 days from the day selected by the Client in the order from among the pre-determined delivery dates on the Website.

3.17.2. The Parties may deviate from the date in section 3.17 at the Client's request, by mutual agreement. A different pickup and delivery time can also be agreed upon according to the Client's preferences, even exceeding the seven-day delivery time. The Company will agree to the delivery time in advance with the addressee indicated in the order.

4. Client's Obligations

The Client is integral to the successful provision of services and shall adhere to the following obligations:

4.1. Information Provision: The Client must provide complete, accurate, and timely information as required for the Company to effectively perform the Services. This includes but is not limited to personal details, collection and delivery addresses, descriptions of Goods, and any specific handling instructions.

4.2. Goods Preparation: The Client is responsible for ensuring that all Goods are properly packed, labelled, and prepared for transport in compliance with applicable laws and regulations, including those pertaining to customs and export controls. Packaging must be secure enough to protect the Goods during transit and comply with the Company's guidelines.

4.3. Legal Compliance: The Client shall ensure that all Goods comply with all laws, regulations, and standards applicable in the country of origin, transit, and destination, including but not limited to restrictions on prohibited items. The Client must not attempt to transport illegal, hazardous, or dangerous goods.

4.4. Customs and Duties: Where applicable, the Client is responsible for the payment of all customs duties, taxes, and any other charges incurred during the transport of Goods. The Client must provide all necessary documentation required for customs clearance.

4.5. Access and Cooperation: The Client must provide reasonable access to premises for collection and delivery of Goods as scheduled. This includes ensuring that suitable conditions and facilities are available for the safe loading and unloading of Goods.

4.6. Notification of Changes: The Client must notify the Company of any changes to the information provided or any circumstances that may affect the collection, transportation, or delivery of Goods at least 96-144 hours before transport begins. This includes changes in addresses, contact details, or specific requirements for the Goods.

4.7. Insurance: While the Company maintains liability insurance as required by law, the Client is encouraged to arrange additional insurance coverage for the Goods, especially for high-value or fragile items, to cover any potential loss or damage beyond the Company's liability.

4.8. Payment Obligations: The Client agrees to timely payment for the Services as agreed upon in the Contract, including any additional charges incurred due to changes in the scope of Services, unforeseen expenses, or as a result of the Client's failure to comply with these obligations.

4.9. Dispute Resolution: In case of any disputes arising from the provision of Services, the Client agrees to engage in good faith negotiations to resolve such disputes amicably before resorting to formal dispute resolution mechanisms.

4.10. Confidentiality and Data Protection: The Client must respect the confidentiality of all information shared as part of the Services and comply with all applicable data protection laws in relation to any personal data provided to or processed by the Company.

5. Charges and Payment

5.1. The Client agrees to compensate the Company for the transportation of Goods as per the attached fee schedule. The fees are derived from the volume or weight of the Goods, the travel distance, any special handling that may be required, and the urgency of delivery.

5.2. We accommodate various payment options tailored to the specifics of each shipment. Clients may pay in cash in GBP, HUF, or EUR directly to the driver either at the time of package dispatch or upon delivery. For non-cash transactions, it is essential that bank transfers be completed at least one day prior to the scheduled delivery date to ensure timely processing. For orders exceeding 300 kg, a 30% deposit of the total delivery fee is required in advance via bank transfer. This deposit is fully refundable if the client cancels the shipment at least 96-144 hours before the scheduled pick-up or if the cancellation is due to our fault. Similarly, full vehicle relocations require a deposit of 20-40% of the shipping fee, the percentage of which depends on the value of the transaction. Please note, we do not accept payments via credit card, terminal transactions, online methods, or paypass, reinforcing our commitment to secure and straightforward financial dealings.

6. Liability and Insurance

6.1. General Liability: The Company shall not be liable for any loss, damage, delay, non-delivery, misdelivery, unauthorized delivery, misinformation, or failure to provide information, except to the extent such is caused by its own negligence.

6.2. Limitation of Liability: The Company's liability in connection with the transportation of Goods shall not exceed the lesser of the declared value of the Goods or the actual loss suffered by the Client. The declared value of Goods shall not exceed the actual cash value of the Goods at the time of shipment.

6.3. Exclusions: The Company shall not be liable for any indirect, incidental, special, or consequential damages, including but not limited to loss of profits, income, interest, utility, or loss of market, even if advised of the possibility of such damages.

6.4. Force Majeure: Neither party shall be held liable for any failure or delay in performing its obligations under the contract due to events beyond its reasonable control, including but not limited to acts of God, governmental actions, terrorism, strikes, or natural disasters.

6.5. Claims: our policy stipulates that once the goods have been received and the corresponding documentation signed by the client, no claims for compensation can be made thereafter. Our driver or subcontracted partner will not leave the pick-up location until the goods have been thoroughly inspected and accepted by the client. If the client notices any damage during the inspection, it is imperative that they report this immediately on-site to our representative. A detailed report of the incident will be compiled on the spot to document the condition of the goods. This protocol ensures a transparent and secure process, safeguarding both the client and our company against discrepancies after delivery.

6.6. Carrier's Insurance: In the event that Goods are lost or damaged, the company's liability will be limited to a payment of HUF 35,000 to the client, in addition to a refund of the delivery fee. The client expressly acknowledges that these are the only compensations available, and no further payments will be made by the company under any circumstances.

6.7. Additional Insurance: At the client's request and expense, the company may attempt to arrange additional insurance coverage for the goods. This arrangement is contingent upon the client submitting a written request and receiving the company's written acceptance prior to shipment. Please note that the availability of additional insurance is subject to market conditions and may not always be possible.

6.8. Insurance Proceeds: In the event of a claim, the Company shall facilitate the processing of such claim with the insurance company. Any insurance proceeds received by the Company under such claim shall be promptly forwarded to the Client after deducting any outstanding charges owed to the Company.

6.9. Subrogation Rights: The Client shall ensure that any insurance policy obtained for the Goods waives any and all rights of subrogation against the Company. The Company's right to limit liability as stipulated in this contract shall remain in effect irrespective of the Client's insurance coverage.

6.10. Failure to Insure: The Company shall not be under any obligation to effect insurance on behalf of the Client except upon express instructions given in writing by the Client and accepted by the Company. In the absence of such instructions or if the insurance coverage cannot be obtained, the Company shall be relieved of any liability to the Client for loss or damage to the Goods that could have been covered by such insurance.

7. Termination

7.1. By Either Party: Either party may terminate the Contract upon occurrence of material breaches not remedied within a specified period, as detailed in the original termination clause.

7.2. Termination for Convenience

7.2.1. If termination for convenience by the Client after payment is made but before service commencement will result in the refund of the paid amount minus any administrative fees incurred by the Company if the service is terminated minimum 144 hours before the commencement of the service.

7.2.2. The Company may terminate the Contract for convenience provided that it refunds any payments received from the Client in full if the services have not commenced.

7.3. Termination by Force Majeure

7.3.1. Either party may suspend performance of its obligations under this Contract upon the occurrence of a force majeure event. A force majeure event shall include any event beyond the reasonable control of the affected party, including but not limited to acts of God, governmental actions, terrorism, strikes, or natural disasters. The affected party shall promptly notify the other party of the occurrence of such an event and the expected duration of its inability to perform its obligations under this Contract.

7.3.2. If the force majeure event continues for a period exceeding thirty (30) days, either party may terminate this Contract by providing written notice to the other party. In such an event, neither party shall be liable to the other for any damages arising from the termination of this Contract due to force majeure.

7.4. Consequences of Termination

7.5. Any provision of the Contract intended to survive termination shall remain in effect, including but not limited to confidentiality, data protection, and governing law.

7.6. Notification of Termination

7.6.1. Notification of termination must be made in writing, specifying the grounds for termination and the effective date.

8. Confidentiality

8.1. Both the Company and the Client agree to maintain the confidentiality of all proprietary information exchanged during the term of their business relationship and for a period of five years thereafter. Confidential information includes, but is not limited to, business operations, client lists, pricing details, and any data marked as confidential.

8.2. Disclosure of confidential information is strictly limited to parties who need to know such information for the purpose of executing the Contract and is subject to the same confidentiality obligations. Breach of this clause will result in immediate legal action to seek remedies for any damages caused by the breach.

9. Compliance with Laws

9.1. The Company and the Client shall comply with all applicable local, national, and international laws, regulations, and codes of practice governing the execution of the Contract, including but not limited to those related to labor standards, health and safety, environmental protection, and anti-corruption. The Company further commits to conducting its business activities in an ethical manner, respecting human rights and avoiding any form of discrimination or exploitation.

10. Data Protection

10.1. In compliance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018, the Company and the Client agree to implement appropriate technical and organizational measures to ensure a level of security appropriate to the risk of processing personal data. Both parties will ensure that personal data is processed lawfully, fairly, and in a transparent manner.

10.2. The Company, acting as a Data Processor, will only process personal data on documented instructions from the Client, who acts as the Data Controller, unless required by law.

10.3. Both parties agree to assist each other in ensuring compliance with data protection laws, including handling data subject rights requests, data breaches, and impact assessments.

11. Dispute Resolution

11.1. In the event of a dispute arising from or related to the Contract, the parties agree to first seek resolution through amicable negotiation.

11.2. If the dispute cannot be resolved within 30 days of such negotiation, the parties will submit the dispute to mediation. Should mediation fail to resolve the dispute, it will be finally settled by arbitration in accordance with the Arbitration Act 1996.

11.3. The arbitration will take place in London, and the language of arbitration shall be English. The arbitral decision shall be final and binding on both parties.

12. Governing Law and Jurisdiction

12.1. The Contract, and any disputes arising out of or in connection with it, shall be governed by and construed in accordance with the laws of England and Wales. The parties irrevocably agree that the courts of England and Wales shall have exclusive jurisdiction to settle any dispute or claim that arises out of or in connection with the Contract or its subject matter or formation.

Fee Schedule

Hassle-free Shipping to Europe

At Angolcsomag Ltd., we make shipping simple. Our prices include all fees, even customs clearance!

How We Determine Shipping Costs

Your shipping cost depends on the combined weight and volume of your package(s). We don't simply measure the sides – it's the total space your shipment takes up in our delivery van that matters.

Shipping Costs (Hungary to UK)

Weight	Volume (m3)	Shipping Cost (HUF/GBP)
1-10 kg	0.08	23,900 / 58 GBP
10-25 kg	0.14	28,900 / 70 GBP
25-37 kg	0.21	37,900 / 92 GBP
37-50 kg	0.28	45,900 / 112 GBP
50-62 kg	0.35	54,900 / 135 GBP
62-75 kg	0.42	62,900 / 155 GBP
75-87 kg	0.56	68,900 / 170 GBP

87-100 kg	1	77,900 / 195 GBP
100kg-tól	1-től	779 / 1,95 GBP / kg

Customs and Import VAT

- We handle customs clearance for you – the fee is already in your shipping cost!
- You may need to pay customs duties and import VAT. Use the official UK government website to calculate these: https://www.gov.uk/goods-sent-from-abroad. For other EU countries, please refer to their relevant government websites

More Ways to Save and Ship Efficiently

- Multiple Package Discounts: Enjoy savings when you have more to send!
- Hungary-Wide Shipping: We collect packages throughout Hungary (collection fees may apply).
- Flexible Delivery Times: Get accurate delivery estimates – contact us!
- Insurance: See website for details (percentage-based fee)

Bicycle Shipping:

- 30,000 HUF: Handlebars parallel to the frame, pedals removed.
- 35,000 HUF: Handlebars not parallel to the frame, pedals not removed.

Remote Area Surcharge:

- An additional 4,000 HUF applies to deliveries in remote areas. See our shipping areas under the "Areas" menu item on our website.

Discount:

- 1,500 HUF discount for return packages shipped back from the same address.