General Terms and Conditions

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Adequate consumer protection information is important to us, so when using the online store for the first time, please read the terms and conditions of grilldepot.eu online store.

These General Terms and Conditions (hereinafter: GTC) govern the rights and obligations of Signdepot Europe Limited Liability Company (hereinafter: Service Provider) and the Customer (hereinafter: Customer) using the electronic commercial services provided by the Service Provider via the website www.grilldepot.eu. (Service Provider and Customer together hereinafter: Parties). The GTC applies to all legal transactions and services that take place through the www. grilldepot.eu website, regardless of whether they are performed from Hungary or abroad, by the Service Provider or its collaborators.

The Webstore is developed and operated by Signdepot Europe Kft.

Service Provider Data:

- Name: Signdepot Europe Kft.
- Registered office and mailing address: Hungary 5100 Jászberény, Alkotás utca 4.
- Customer service: same as registered office
- Phone number: +36 (57) 506 510
- Fax: +36 (57) 506 510
- E-mail: sales@signdepot.eu
- CRN: Cg. 16-09-010080
- Name of the registering court: Szolnok Court as a registry court
- Tax number: 14313116-2-16
- Name of the bank holding the bank account: OTP Bank Nyrt.
- Bank account number: 11745035-21002090-00000000

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1. Information Regarding the use of the Online Store

1.1. In the Service Provider’s online store (www.grilldepot.eu), you can place an order or make a purchase only after registering and creating a Customer ID. The time of ordering the given goods is the time when the Customer sends their order to us via our online store.

1.2. You can find out about the properties of the purchased goods and the Gross/Net prices on their product page (the individual information page of the specific item). In some cases the images shown are only for reference. The Service Provider is not responsible for any damages resulting from possible typos or technical errors of the online store.

1.3 The Customer’s order becomes effective only if they receive an automatic confirmation e-mail of the online order from the Service Provider to the e-mail address registered by the Customer. If the Customer did not receive such an e-mail, he probably did not complete the order or some technical error occurred.

1.4 Some products have zero (0) HUF or EUR sales prices on their product pages, or no prices at all. These products cannot be ordered online. Instead the Service Provider will send an official price quote upon request. If the price is zero (0) HUF or EUR and the product can still be ordered or placed in the cart, it is a technical error and the order will not be valid.

2. Payment Methods

2.1. The Service Provider offers the following payment methods:

2.1.1.Payment at personal collection at the Service Provider’s premises.

2.1.2. Payment by “Advance payment”: In case of advance payment, the Service Provider will send the Proforma Invoice by e-mail on the day of the online order or on the following working day at the latest. The Proforma Invoice includes the total amount of the order as well as the bank details required for the transfer.

2.1.3. Payment by credit card

2.1.4. Payment by PayPal: With this payment method, we redirect the customer to the PayPal system. There, they can use their credit card or existing PayPal account to settle the bill. Credit card details must always be entered on the PayPal website, so they are never shared with the merchant under any circumstances. Accepted credit cards: Visa (including some Electron cards), EC/MC embossed cards.

2.1.5. Delayed payment

On the www.grilldepot.eu webshop, it is possible to pay for the purchased goods not immediately, but at a later date. We provide this with the help of an external financial partner, Péntech Financial Solutions Zrt. ("Péntech"), through its factoring payment method called PastPay. In this case, if you select PastPay (factoring) as the payment method at checkout and Péntech undertakes to finance the given transaction, Péntech will factor the invoice issued by the Service Provider to you, therefore it will purchase the Service Provider's claim against you and pays the invoice value to the Service Provider instead of you. In such cases, the invoice issued by the Service Provider already contains the unique legal features of the scheme and the necessary information.

It is IMPORTANT that after factoring, your payment obligation remains with Péntech, which can only be paid to the account number of Péntech indicated on the invoice. You must fulfill your payment obligation no later than the due date of the invoice, otherwise a flat rate of 40 euros will be charged. By using PastPay, you consent to the forwarding of your contact details (name, email address, phone number) to Péntech. This is primarily necessary so that we can send you the information and notifications necessary for the grant and the payment process. You can find Péntech's Privacy Policy here. In the event that Péntech does not undertake to finance the given transaction, this payment method is not available - of course, you still have the option of making the purchase, please choose another payment method this time

2.2. The ordered products

a.) could be collected

b.) will be delivered

only if the total amount shown on the Proforma Invoice has been credited to the Service Provider’s account..

3. Terms and Conditions of Shipping
3.1. We are shipping to 34 European countries, only in European Union.
3.2. Order processing and sending: On working days from 8:00 to 12:00. Orders after 12:00 will be send on next working day.
3.3. Gross shipping fee and time with GLS under 40 kg*

	0-4 kg	5-9 kg	10-19 kg	20-40kg	Shipping time
Hungary	10,10 EUR	10,10 EUR	10,84 EUR	13,83 EUR	1 day
Romania	22,08 EUR	24,11 EUR	27,31 EUR	24,25 EUR	2 days
Slovakia	15,72 EUR	18,18 EUR	20,21 EUR	15,86 EUR	1 days
Europe Zone 1	30,31 EUR	31,81 EUR	43,03 EUR	64,01 EUR	2 days
Europe Zone 2	31,80 EUR	32,55 EUR	46,77 EUR	66,97 EUR	2-3 days
Europe Zone 3	63,05 EUR	69,67 EUR	134,58 EUR	80,45 EUR	3-5 days
Europe Zone 4	41,23 EUR	45,56 EUR	88,02 EUR	184,09 EUR	4-7 days
Europe Zone 5	176,87 EUR	263,79 EUR	411,20 EUR	640,94 EUR	3 days

- Zone 1: Austria, Croatia, Czech Republic, Slovenia
- Zone 2: Belgium, Bulgaria, Germany, Luxemburg, Netherlands, Poland, Liechtenstein, Switzerland
- Zone 3: Denmark, France, Ireland, Italy, Monaco, San Marino, Vatican City State
- Zone 4: Estonia, Finland, Greece, Latvia, Lithuania, Portugal, Spain, Sweden, Norway
- Zone 5: Serbia, Bosnia and Herzegovina, Montenegro, Albania, Iceland, North Macedonia, Malta, Cyprus, Kosovo

3.4. Gross shipping fee with DPD under 30 kg*

to Slovenia
0 - 2 kg: 11,24 EUR
3 - 9 kg: 16,86 EUR
10 - 20 kg: 19,67 EUR
20 - 30 kg: 26,70 EUR

to Romania
0 - 1 kg: 9,41 EUR
2 - 4 kg: 14,11 EUR
5 - 9 kg: 14,39 EUR
10 - 14 kg: 17,98 EUR
15 - 20 kg: 19,36 EUR

*Based on the Forint-EURO exchange rate on 20 May 2026. The webshop will calculate the shipping cost automatically by total weight of ordered products and with the current rate of EURO.

3.5. Orders over 40 kg
The cost calculating over 40kg orders is not instant. The webshop will show two shipping modes after 40kgs orders:
- "Shipping will be calculated later"
- "Personal pick-up"
If you choosed "Shipping will be calculated later" solution then our sales colleague will contact with you in 24 hours and inform you about the correct shipping cost.
If you choosed "Personal pick-up" then you or your courier will pick-up the goods from our company site.

3.6. If the package had arrived damaged
Important! Check the pack carefully and always before the courier leave your door! If the box opened, damaged..etc. then the courier must fill a report about the problem. If you noticed the problem later and the courier already leaved your address not later than 2 working days then please send photos about the damaged box and items and send it to our sales team.

4. Warranty

4.1 Statutory warranty
4.1.1. The Service Provider is subject to the warranty obligation of the Civil Code and Government Decree 151/2003. of Hungary for its products, which means that during the warranty period the Service Provider could be exempted from liability only if they prove that the defect can be traced back to improper use of the product.
4.1.2. The warranty period (the warranty period) begins with the actual performance, i.e. with the delivery of the product to the Customer, or with the product being put into operation.
4.1.3. Consumer durables are products listed in the Annex of Government Decree 151/2003. (IX.22.) of Hungary about Statutory Warranty of Certain Consumer Goods for which the law stipulates one-year mandatory warranty period.
4.1.4. In case of warranty, the Customer has the same rights as indicated in the section on accessory warranty in section 6.1.
4.1.5. The Service Provider is exempted from its warranty obligation only if it proves that the cause of the defect occurred after the contract performance.
4.1.6. However, the Customer does not have the right to assert an accessory warranty and warranty claim, or a product warranty and warranty claim at the same time, in parallel with each other, due to the same defect. Regardless of these restrictions, the Customer is entitled to the rights arising from the warranty regardless of the rights defined in points 6.1 and 6.2.
4.2. Voluntary warranty
4.2.1. For an extra fee, the Service Provider offers for their products a voluntary warranty, which exceeds the duration of the statutory warranty. The voluntary warranty is indicated in the Service Provider’s online store in the Product description page. In certain product’s cases the Customer is informed about the voluntary warranty at the latest through the invoice given upon receiving the product.
4.3 Terms and Conditions of Warranty in case of printable products
4.3.1 The warranty can only be enforced up to the value of the raw material sold by the Service Provider. The Service Provider assumes no responsibility for material or personal damages and accidents caused during the use of the raw material.

4.4. Indirect damage (consequential damage)
The Service Provider's liability in the event of defective performance is limited to the replacement of the defective product or the

refund of the purchase price. The Service Provider is not liable for damage to other materials used by the Customer during the use of the product (e.g. textile products, clothing, work equipment, working time or lost profits), or for indirect, consequential damage resulting from these. The Customer is advised to make a proof product first in all cases.

5. Withdrawal According to Government Decree 45/2014. (II.26.) of Hungary

5.1. The right of withdrawal specified in the detailed rules of contracts between the consumer and the business stated in Government Decree 45/2014. (II. 26.) 4.a. only apply to consumers, not businesses (the whole decree could only be applied to contracts between consumers and businesses). According to a Civil Code (2013/V. law) 8:1. § Section 3 "customer" is defined as a natural person acting outside the scope of their profession, occupation or business. Therefore legal persons and companies are not entitled to the right of withdrawal.

This section only applies to natural persons acting outside the scope of their profession, occupation or business, who purchases, orders, receives or uses products, and receives commercial communications and offers related to the products (hereinafter "Consumer").
In case of a contract for the sale of a product, Consumer may legally withdraw from the contract without giving any reason, within 14 calendar days from the date
a) the product,
b) in case of more than one product, the last product supplied
is received by them or a third party (other than the carrier) named by them.
5.2. The Consumer also has the right of withdrawal in the period between the date of conclusion of the contract and the day of receipt of the product.
5.3. The Consumer is not entitled to the right of withdrawal in the case of a product that was produced based on the instructions or at the express request of the Consumer, or in the case of a product that was clearly tailored to the Consumer. Examples of such products are laser engraving, laser cutting, laminating, welding, and printing equipment imported separately based on the Consumer's request or foil cut to size based on the Consumer's needs or foil cut to size based on the Consumer's needs.

6. Conditions of Exchange or Redeem

6.1. If the purchased product is flawless and meets the parameters found on the relevant Product page, the Service Provider is not obliged to replace the product. In the event of a defective product or defective performance, the Service Provider is obliged to exchange the product for another product with the same parameters as the purchased product.
6.2. The Service Provider provides a unique, conditional redeem option, according to which the value of the purchased product can be used for the purchase of another product, even if the product is flawless and meets the parameters found on the relevant Product page.
6.2.1. Terms and conditions of redeem: The product must be returned to the Service Provider's premises in its original perfect condition and in factory packaging. The cost of return shipping is payed by the Customer. Within 2 working days after its return, the Service Provider will inspect the product and cancel the invoice issued for the purchase if the product could be taken back. The Service Provider charges a handling fee of 5% of the invoice price of the product or products if the product is in its original perfect factory condition. If the product is faulty or worn, the Service Provider will make an individual offer for the handling cost. The handling fee will be charged on the Customer's next purchase.
6.2.2. In the event of a faulty product being returned, the Customer must take care of the delivery method and safe packaging. We are not responsible for damage caused by shipping.

7. Support service

7.1. With the exception of OKI, Epson and Ricoh products, the Service Provider provides its own service background for all products sold by them.
7.2. Products under and over 100 kg
7.2.1. Products under 100 kg in the event of a breakdown occurring during the warranty period and during intended use, the Service Provider's service colleague undertakes to repair the product at the Service Provider's premises. In this case, we recommend that the product be delivered by the customer. Otherwise, the Service Provider is not responsible for any damages resulting from delivery by post or courier.
7.2.2. For products weighing more than 100 kg, in the event of a breakdown occurring during the warranty period and during intended use, the Service Provider's service colleague will send the Customer an offer of the cost of going to the Customer's premises. This cost is always payed by the Customer both during and after the warranty period. This cost is calculated in all cases based on the Service fee schedule available on www.grilldepot.eu, which is always available under the Information/Service menu.
7.3. In the case of OKI, Epson and Ricoh products, OKI, Epson and Ricoh's own specialist service performs the repair of the products during and after the warranty. The Customer must deliver these products directly to the specialist service. If required, the Service Provider helps and contributes to contact and availability.

8. Personal Data Protection

8.1. The Service Provider treats the data provided by the Customer on the website www.grilldepot.eu
as confidential. We only store the information necessary to complete the order, which may be the following:
Customer's name, phone number, e-mail address, billing address, shipping address, tax number.
8.2. The Service Provider does not disclose the customer data submitted at the time of the order in the online web store to third parties, with the only exception being the transfer of the delivery address, name and phone number to the courier company, which is absolutely necessary for home delivery.
8.3. The Customer can create their own account in the online store, where they can manage their informations and view their previous orders. The Service Provider cannot see the password required for entry, nor can it be seen in the system. However the system enables the Service Provider to create a new password for the Customer upon their request, but even then the old password provided by the Customer is not visible to the Service Provider. It is usually necessary when the Customer forgets the password and asks the Service Provider to create a new one. In this case, it is recommended that the Customer, after logging in for the first time with a new password created by the Service Provider, change it to their own password, which only they know.
8.4. There is no need to register to view the products and prices on the online store, registration is only needed for placing orders.
8.5. The Customer is obliged to keep their data stored on the online store confidential and private. The Service Provider is not responsible for strangers' access to the Customer account and the resulting damage, as the access data information is exclusively owned by the Customer..

9. Newsletter

9.1. The Service Provider sends a newsletter only to Customers registered in the www.grilldepot.eu online store occasionally (approximately weekly).
9.2. Newsletter cancellation: If the Customer is not interested in these e-mails, they can cancel the newsletter service by clicking on the cancellation link ("Leiratkozás") at the bottom of the newsletter.

10. Copyright

10.1. www.grilldepot.eu, which is owned by the Service Provider, and all written and visual content appearing on other interfaces are protected by copyright! Any partial or complete image, text or stylistic copying is only permitted with the author's written permission!

11.Contact Information

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