

## Terms and Conditions

The General Terms and Conditions (GTC) contain the general contractual terms and conditions applicable to ironing services provided by PANNADAM Limited Liability Company (registered office: 1124 Budapest, Fürj utca 29. B. ép., tax number: 27952759-1-43), as the service provider (hereinafter referred to as the "Service Provider"). Please only use the services of the Service Provider if you agree with and consider the provisions of these GTC to be binding upon yourself. This document is not registered; it is concluded solely in electronic form (does not qualify as a written contract), and its Hungarian language version is authoritative. These GTC are continuously available on the following website: <https://easyironing.hu>.

### 1. Data of Service Provider:

Name: PANNADAM Limited Liability Company  
Registered Office: 1124 Budapest, Fürj utca 29. B.  
Company Registration Number: 01-09-358740  
Registering Court: Metropolitan Court of Budapest  
Tax Number: 27952759-1-43  
Phone Number: +36209669666  
Email: [office@easyironing.hu](mailto:office@easyironing.hu)  
Website: <https://easyironing.hu/>

2. Unregulated issues and interpretations of this General Terms and Conditions (GTC) shall be governed by Hungarian law, in particular the Civil Code (Act V of 2013) and Act CVIII of 2001 on certain issues of electronic commerce services and information society services. The mandatory provisions of the relevant regulations shall apply to the parties without any separate stipulation.

3. These General Terms and Conditions shall enter into force on March 1, 2024, and shall remain in effect until amended. Placing an order by the customer - whether by phone or email - constitutes acceptance of these GTC.

4. The Provider reserves all rights regarding the website, any part thereof, the content displayed thereon, and the distribution of the website. The content on the website is the intellectual property of the Provider. Downloading, electronically storing, processing, and selling any part of the content appearing on the website without the written consent of the Provider is prohibited.

### 5. Subject of the Service

The Provider undertakes, for an agreed fee and at a mutually agreed time, to iron and wrinkle-free garments and other textiles for the Customer, with door-to-door delivery service. The geographical scope of the service: The Provider operates in the Budapest districts indicated on the website.

### 6. Ordering Procedure

The Service can be ordered by calling the phone number provided on the website on weekdays between 09:00 and 18:00, or by emailing [order@easyironing.hu](mailto:order@easyironing.hu).

When placing an order, the Customer must provide their name, address, phone number, the location and time of textile pickup, the approximate weight and quantity of textiles to be ironed, and any other specific

ironing requirements. If there are no special ironing requirements, the garments will be folded, hung on hangers, packaged, and delivered in the usual manner by the Provider.

The pickup of the garments to be ironed is recorded on a detailed order form, which includes the type of garments, their quantity, weight, and the price of the service. The order form also specifies the agreed return delivery time and location. The order form is prepared in duplicate, signed by both the Customer and the Provider, or in the case of email orders, the Customer receives an electronic notification to the email address provided.

The Provider only undertakes the ironing of garments specified on the website.

The Provider does not undertake the ironing of dirty, torn, or damaged items.

## **7. Confirmation of Orders**

Orders submitted in writing will be confirmed by the Provider on weekdays between 09:00 and 18:00, within 24 hours from the receipt of the order, or by 18:00 on the next business day in other cases. For orders placed by phone, the Provider will send an order confirmation to the email address provided by the Customer within 24 hours of receiving the order. The order is only considered accepted upon confirmation.

## **8. Prices**

The current price list is available on <https://easyironing.hu/>. The Provider reserves the right to unilaterally change prices. The Customer accepts electronic invoices sent to the email address provided by them. The service fee includes ironing of textiles. Prices listed on the website are net prices, indicated per kilogram or per item. The minimum order value is 5,000 HUF (without home delivery). For orders below this value, a minimum service fee will be invoiced.

The delivery fee is a flat rate of 3,000 HUF.

## **9. Payment**

The service fee can be paid in cash, by credit card, or by bank transfer at the time of receiving the ironed textiles.

## **10. Delivery Method, Handover**

The Provider, at a pre-arranged time and place, receives the textiles to be ironed after measurement and quantitative receipt, which are then transported in a clean bag/case. If the Customer requests, they can provide a hanger for handing over the textiles. Upon receipt, the Provider transports the textiles, and the products are ironed based on the unique order identification number.

Before commencing ironing, the Provider examines the textiles. If any damage or contamination is found, it is documented, and the Customer is contacted. The ironed textiles/wrinkle removal is delivered to the agreed location and time as specified in the order, either on a hanger or folded, in clean packaging or wrapped in foil.

If, due to the unavailability of the Customer at the agreed time, the Provider is unable to hand over the ironed clothes after 15 minutes of waiting, the Customer is obliged to pay a waiting fee of 2,000 HUF for every 15 minutes beyond the initial waiting period, in addition to the delivery fee. The Provider is obligated to wait for a maximum of 15 minutes.

## **11. Delivery Time**

For "regular" orders, the Provider completes ironing and home delivery within 3 days from the order submission. For "Express" orders, the Provider completes ironing and home delivery within 24 hours

from the order submission, for which an "express" fee listed in the current price list on the website will be charged.

## **12. Right of Withdrawal**

The Provider performs ironing according to the instructions found on the textiles' care labels. If the Customer submits textiles without care labels, the Provider shall not be liable for any damage that may occur during the service provision. The Provider may refuse to iron textiles without care labels. The Provider reserves the right to withdraw from ironing assignments that pose an unreasonably high risk and/or require disproportionately extensive work hours.

## **13. Guarantee, Warranty**

The Provider irons textiles with the utmost expertise and care in a clean, dust-free, and smoke-free environment. Ironing is performed with high-quality irons with heated work surfaces, always at the appropriate temperature for the fabric, using steam produced from softened water. If any discolorations (e.g., oil or grease stains, deodorant marks, underarm stains, residues of detergent or fabric softener) occur during the process not due to improper temperature application but rather the quality of the received material, the Provider will contact the Customer.

If it can be proven that the textile was damaged during the Provider's service, the Provider will compensate the Customer up to 10,000 HUF per textile piece (for items priced per piece) or per kilogram (for items priced per kilogram).

The Customer must inspect the textile upon receipt and may raise any complaints before the delivery person leaves. Complaints cannot be accepted by the Provider after the delivery person has left.

The Provider limits its liability for any damages to a maximum of 50,000 HUF.

## **14. Complaints**

Complaints regarding the service must be reported by mail to the Provider's registered office address or by email to the Provider's email address, with a precise description of the complaint. Complaints must be submitted no later than 1 day after receiving the ironed textiles.

## **15. Final Provisions**

The Provider is entitled to engage collaborators to fulfill its obligations. The Provider shall be fully liable for the wrongful conduct of its collaborators, as if such wrongful conduct were committed by the Provider itself.

The Parties agree that the Provider's website operates in Hungary and its maintenance is also carried out here. Since the website can be accessed from other countries, users expressly acknowledge that Hungarian law governs the relationship between the user and the Provider.

The Provider and the Customer shall endeavor to settle any disputes amicably. In the event of unresolved disputes arising from matters covered by this agreement, not settled by mutual agreement within 30 (thirty) calendar days, the parties agree to submit to the jurisdiction of the Budapest II. and III. District Court.

## **16. Data Protection**

The data handling information of the website is available at the following link: <https://easyironing.hu/>

Budapest, March 1st, 2024.