

## General Terms and Conditions – for ordering COLORON products

### Introduction

These General Terms and Conditions (hereinafter referred to as the "GTC") apply to online purchases made through the <https://coloron.eu/> webshop – including all of its subpages – (hereinafter referred to as the "Website"). Any purchase made through the Website qualifies as a contract concluded between distant parties. Currently, only consumers — meaning natural persons acting outside their profession, independent occupation or business activity — may make purchases on the Website. In Hungary, our products are available exclusively through our optical partners. The list of countries to which we deliver our products is available at the following link: [Shipping](#)

Please read these General Terms and Conditions carefully before making a purchase through the Website. Proceed with finalizing your order only if you have fully understood the contents of the GTC, accept them in their entirety, and agree to be legally bound by them.

The sales contract (hereinafter referred to as the "Contract") established electronically between the parties under these GTC shall be stored in electronic form only. The Contract will not be filed and will not be accessible afterwards. The Contract does not qualify as a written contract. The language of the Contract is English.

The Website is operated by Medicontur Medical Engineering Private Limited Company (hereinafter referred to as the "Seller"). The Seller's online activity related to the sale of COLORON products is not subject to any separate code of conduct. The Seller does not operate any physical store.

### Seller information

Name of the Seller: Medicontur Medical Engineering Private Limited Company (Medicontur Zrt.)

Registered Office of the Seller: Hungary, 2072 Zsámbék, Herceghalmi út 1.

Tax Number: 32744730-2-13

Company Registration Number: 13-10-042719

### Contact and complaints handling

By email: <mailto:info@coloron.eu>; <mailto:returns@coloron.eu>

On phone: +36704610649

In person: Hungary, 1113 Budapest, Daróczi út 80.

### Webshop information

Webshop domain: <https://coloron.eu/>

Hosting provider – name, registered office, email: Tárhely.Eu Kft.; 1144 Budapest, Ormánság Street 4., 10th floor, office 241; [support@tarhely.eu](mailto:support@tarhely.eu)

### Formation of the contract

The products available for order through the Website include various COLORON colour-enhancing filter lenses, which are determined based on the type (e.g. deutan / protan) and severity of colour vision deficiency, the preferred usage context (e.g. sunglasses), the style, shape and attachment method of the frame, the targeted age group, and other characteristics and features. Accessories may also be available. The unit of purchase for all products is one piece. All prices indicated are gross prices.

The ordering process starts by clicking the "Shop now" or "Shop" button. After selecting the desired product category, click "Shop" again, then choose the appropriate frame and click the same button once more. The product price will then be displayed in euros. Select the desired "Lens type" and "Layer type". After that, you have two options: 1) "Add to Cart" – the product is placed in the shopping cart, and the page automatically redirects you to the "Cart"; 2) "GPay/Google Pay" – this allows for a faster checkout using the Google Pay system, as follows:

If you choose to order via Google Pay, the Website will redirect you to the Google Pay interface where the order can be finalized. The necessary data is automatically transferred to us from the Google Pay system. Please ensure that you provide accurate shipping information on the Google Pay platform. Ordering via Google Pay also constitutes express acceptance of this GTC and the Privacy Policy. Please note that in the case of Google Pay orders, the final total is displayed within the Google Pay interface.

In the "Cart", you can view the list of previously selected products. If you wish to order more than one unit of a product, please contact us using the contact details provided in the "Contact and complaints handling" section. If you no longer wish to purchase a product, you can remove it using the "Remove item" function. Payment via Google Pay is also available here, or after clicking the "Proceed to Checkout" button on the "Checkout" page. In both cases, the payment applies to the full contents of the cart.

By clicking the "Proceed to Checkout" button, on the "Checkout" page, you will be required to provide personal, shipping and billing details necessary to fulfil the contract. Please select the appropriate payment and shipping

method (further information can be found in the “Payment and Shipping” section of this GTC). The “Order Summary” provides an overview of your order, showing the selected products, their types, the total gross price, the shipping cost, and the final amount due.

Please always provide accurate information, as the Seller will confirm your order or contact you via the provided email address. The Seller shall not be held liable for any consequences resulting from incorrect data entry or any errors related to the Google Pay platform.

Correction of input errors: before finalizing the order, you may return to the previous steps at any time to modify entered data. In case of any issues, you may contact the Seller using the details provided in the “Contact and complaints handling” section.

After reviewing the entered shipping information and chosen payment method, the “Order Summary”, and correcting any input errors, acknowledging that the information provided is accurate, and after reading, understanding and accepting this GTC and the Privacy Policy in full as legally binding upon you, you may finalize your order by clicking the “Place Order” button.

By clicking the “Place Order” button (or the respective button in the case of a Google Pay order), you submit a binding contractual offer to the Seller. This offer remains valid unless the Seller fails to confirm the order electronically within 48 hours. The automatic confirmation email sent to the email address you provided, acknowledging receipt of your order, does not in itself constitute acceptance or confirmation of the order. If you ordered more than one product, your order constitutes a series of separate offers for each product.

If the Seller confirms the order electronically within the offer binding period, the Contract is concluded and you become obligated to pay. If the Seller provides a confirmation with differing content, it shall be considered a new offer, which you are not obliged to accept. In such a case – if no confirmation is received – the Seller’s binding offer expires after 48 hours.

To speed up the ordering process, you may sign in (“Sign In”) or register (“Registration”). If the personal, shipping, or billing data displayed on the “Checkout” page appears incorrectly, please update or correct the inaccurate information in your profile settings. If you are not yet registered but wish to use this option in the future, you may register by clicking “Registration”.

## **Payment and shipping**

Currently, the available payment methods on the Website are PayPal and Stripe. The payment method in both cases is credit/debit card payment.

If you choose PayPal, you will be redirected to PayPal’s secure payment interface at the final step of the checkout process. You must log in to your PayPal account, where you can review and approve the payment. The transaction is finalized exclusively on that platform. Your order is considered successful only when payment is confirmed through the PayPal system.

If you choose Stripe, the transaction is processed directly within the Website via a secure, encrypted interface provided by Stripe. No separate registration is required for Stripe payments. The transaction is executed in accordance with the security measures applied by your bank (e.g. 3D Secure).

During payment transactions, financial data is processed solely through the selected payment provider’s platform. The operator of the Website does not have access to this data. If payment is declined or interrupted, the order will not be finalized.

The automatic confirmation email includes information about the ordered products, the total amount paid, and the order ID. The order confirmation emails also provide status updates on the processing of your order, the bank account number, the FEDEX tracking number, and the estimated delivery time.

While we strive to fulfill all orders, we reserve the right to accept or reject any order at our sole discretion, without providing justification. If your order is declined, we will inform you as soon as possible.

The order will be delivered to the shipping address you provided during the checkout process (or previously on the Google Pay interface). Under this GTC, delivery is free of charge in all cases. The Seller reserves the right to amend this policy in the future.

The ordered products will be delivered to the specified shipping address by a third party contracted by the Seller. Currently, all deliveries are carried out exclusively by the international courier service FEDEX. FEDEX records and delivers the product within its own tracking system.

During the shipping process, you may receive automatic email notifications regarding the dispatch and the estimated delivery time, in accordance with FEDEX's current policies. Delivery times may vary depending on the country and region, but generally take place within 2 to 8 business days from the date of order confirmation by the Seller.

Please always check the condition of the packaging and verify that the correct number of items has been delivered. In case of damaged, tampered with, or incomplete packages, please ask the courier to record a damage report, or write a detailed note on the delivery slip describing the issue, and notify us of the problem without delay.

### **Withdrawal**

You have the right to withdraw from the Contract without providing any reason within 60 days of receiving the product.

If you wish to exercise your right of withdrawal, please fill out the [digital return form](#). You can send a clear statement of your intention to withdraw—either by post or email—to the postal address specified in the “Contact and complaints handling” section of this GTC as well. You may also use the “Model withdrawal form” found in this GTC. Your withdrawal is considered timely if you submit any of the above before the 60-day deadline.

Please ensure that the product is returned without undue delay, and in any case no later than 14 days from the date you communicated your withdrawal statement (including submission of the digital return form). The return must be sent to the postal address indicated in the “Contact and complaints handling” section of this GTC. The cost of return shipping shall be borne by you. Please keep the proof of shipment until you receive your refund.

Please return the product in its original condition, carefully packaged, and including all accessories. If the returned product is damaged or incomplete, we reserve the right to reject the return or charge a handling fee. You are liable for any diminished value of the product resulting from use beyond what is necessary to establish its nature, characteristics, and functioning.

We will refund the full purchase price no later than 14 days after receiving your withdrawal statement. The refund will be made using the same payment method you used for the original transaction. We may withhold the refund until we have received the product and completed a quality inspection to assess its condition.

### **Model withdrawal form**

I, the undersigned, ..... hereby declare that I exercise my right of withdrawal in respect of the following product(s) purchased from Medicontur Zrt. (registered office: 1 Herceghalmi Street, Zsámbék 2072, Hungary): .....

Date of conclusion of the contract / date of receipt: .....

My address: .....

My signature: .....

Date: .....

### **Warranty for material defects**

Defective performance occurs when the service specified provided under the contract is not performed in the agreed quality. It therefore does not qualify as defective performance, for example, if the defect arises after the purchase due to improper use / storage / handling / if the defect results from damage to the product (e.g. dropped, broken, etc.) / if the defect is caused by wear and tear, deterioration, or lack of maintenance / or if you knew or should have known about the defect at the time the contract was concluded (e.g. the defect was disclosed in advance), etc.

In the event of defective performance by the Seller, you are entitled to exercise your warranty rights for material defects. These rights expire within 2 years from the time of performance. You may choose between repair or replacement, unless the chosen remedy is impossible or would result in disproportionate additional costs for the Seller.

If repair or replacement cannot be carried out, you may request a proportionate reduction of the purchase price, or—ultimately—you may withdraw from the contract. Withdrawal is not allowed for defective performance of minor significance. You may switch from one remedy under warranty rights to another; however, you must bear the costs of switching, unless it was justified or caused by the Seller.

You must notify the Seller of the defect without delay after discovering it. A defect reported within 2 months of its discovery shall be deemed to have been reported without delay. The Seller shall not be held liable for any damages resulting from a delay in reporting the defect.

It is presumed—unless proven otherwise—that any defect detected within 6 months of performance already existed at the time of performance, unless this presumption is incompatible with the nature of the product or the defect.

### **Product warranty**

You may, in the event of a defect of the product, exercise your rights under either warranty for material defects or product warranty rights, at your discretion. Under product warranty rights, you may only request the repair or replacement of the defective product.

A product is defective if it does not comply with the quality requirements applicable at the time of placing the product on the market, or if it does not have the characteristics indicated in the description provided by the producer.

You may assert your product warranty claim within 2 years from the date the product was placed on the market by the producer, and only against the producer or distributor of the product. After this period, your right expires. The burden of proof that the product is defective lies with you.

The producer (or distributor) is exempt from product warranty if it can prove that it has not produced or distributed the product within his business activities or independent professional activities; the defect was not recognisable given the state of scientific or technical knowledge when the product was placed on the market; or the product's defect was caused by the application of a law or a mandatory authority provision. To be exempt from warranty, the producer (or distributor) only needs to prove one of these conditions.

You may not assert both a warranty for material defects and product warranty claims for the same defect at the same time. However, if your product warranty claim is successful, you may assert your warranty rights for material defects in relation to the replaced product or the repaired part against the producer as well.

### **Guarantee**

Under your guarantee rights, you may exercise your warranty rights for material defects against the Seller in the event of defective performance, subject to the following additional provisions.

During the guarantee period, you are primarily entitled to request repair. You may request replacement after the first unsuccessful repair attempt, if it has been established that the product is not repairable and you do not request the fulfilment of another claim.

You may also request replacement if the repair is not completed within 30 days of your request, or if the product fails again after being repaired for the same issue three times during the guarantee period. If replacement is not possible in the above cases, you are entitled to withdraw from the contract and request a full refund of the purchase price.

The guarantee period is 2 years, commencing on the day of performance (time of receiving the product). The Seller is released from its guarantee obligation if it can prove that the cause of the defect arose after the performance.

You may enforce your warranty for material defects and guarantee claims concurrently for the same defect. Similarly, product warranty and guarantee claims may also be pursued in parallel. However, if you have already successfully exercised a remedy for the same defect (e.g., the Seller has replaced the product), you may not pursue the same claim again on a different legal basis.

You may exercise your rights arising from the guarantee by using the guarantee certificate / form provided. If this certificate is defective or has not been issued to you, your guarantee rights shall still remain valid. In the absence of a guarantee certificate at the time of performance, you may prove the conclusion of the contract with the document verifying payment of the purchase price.

### **Complaints and legal remedies**

If you wish to file a complaint regarding the performance of the Contract, you may do so by contacting the Seller via email or in person, using the contact details provided in the "Contact and complaints handling" section. The Seller will review your submitted complaint within 30 days and will notify you of the outcome without delay.

If you qualify as a consumer—that is, a natural person acting for purposes outside your trade, profession, or business activity—you may also submit your complaint to the competent consumer protection authority or the conciliation body (alternative dispute resolution body) operating in the area of your residence or official place of stay.

### **Miscellaneous provisions**

Matters not regulated by this GTC, as well as the interpretation of this GTC, shall be governed by Hungarian law.

The Seller reserves the right to unilaterally amend this GTC, which will be published on the Website.

The Seller is not subject to any code of conduct as defined under the Act on the Prohibition of Unfair Commercial Practices against Consumers.

If any provision of this GTC is found to be invalid, this shall not affect the validity, enforceability, or effectiveness of the remaining provisions.

The Seller reserves all rights in connection with the Website. Downloading, storing, processing, or selling any part of the content displayed on the Website is strictly prohibited.

This General Terms and Conditions document is available in English only. In case of legal disputes, the English version shall prevail.

In the event of any legal dispute arising from this Contract, the courts of Hungary shall have exclusive jurisdiction.

*This GTC is effective and applicable as of 20 October 2025.*