



FOLPRINT

NYOMDAI SZOLGÁLTATÁSOK
LÉZERGRAVÍROZÁS
BÉLYEGZŐKÉSZÍTÉS
CÍMKEGYÁRTÁS



General Terms and Conditions (GTC)

General Provisions

These General Terms and Conditions apply to all offers issued by the Supplier, **Folprint Zöldnyomda Kft.** (registered address: 1119 Budapest, Than Károly u. 25.; tax number: 10370672-2-43), and to the entire process of ordering, performance, delivery, and payment.

Any deviation from these terms shall only be valid if agreed by the Parties in a written agreement.

Quotation

Any quotation issued by the Supplier shall remain valid until the deadline indicated therein and subject to any other conditions specified in the quotation, such as an exchange rate clause.

The quoted price shall apply only if print-ready graphic files are provided, unless the quotation expressly includes graphic design costs. If the submitted material is not print-ready, the Supplier shall undertake its correction only for a separate fee.

Order

The Customer must place the order in writing. An order sent by e-mail or submitted personally in writing at customer service shall also qualify as a written order.

In the case of digital material brought in by the Customer, the written order and the related digital material submitted together shall jointly qualify as the order. The Supplier assumes no responsibility whatsoever for the safekeeping of digital material brought in by the Customer.

The Supplier shall be fully released from any and all damages, costs, and claims arising from the fact that, upon the Customer's order, the Supplier manufactures a product infringing the industrial property rights, copyrights, intellectual property rights, or related rights of any third party.

If the Customer places an order with technical parameters differing from those specified in the quotation, the Supplier shall only be responsible for manufacturing in accordance with the parameters stated in the order and shall be entitled to amend the price accordingly.



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If the quotation relating to the order includes typesetting costs, then, unless otherwise agreed in writing, the price shall include a maximum of two proofreading rounds, during which the Customer may request further modifications. Additional proofreading rounds shall be charged at an hourly rate of HUF 13,000.

Place and Date of Performance, Delivery

If subsequent changes requested by the Customer exceed the scheduled time of the printing operations concerned, the Supplier shall be entitled to set a new delivery deadline in consultation with the Customer and to charge the additional costs arising therefrom.

If the Customer deviates from the material submission schedule, including the timely approval of proofreading rounds or proofs, or if the Customer submits material that is not print-ready, the Supplier shall draw the Customer's attention to such omission, but shall assume no responsibility whatsoever for any actual delay or damage resulting therefrom.

The performance deadline shall be the turnaround time specified in the quotation or in the order confirmation. Such deadline shall be calculated from the approved proof correction, the delivery of the print-ready PDF, or the approval of the proof; if the process involves more than one approval stage, the deadline shall be calculated from the last such stage.

Unless otherwise agreed, the place of performance shall be the Supplier's premises.

At the Customer's request, the goods shall be delivered to the designated delivery address.

Delivery shall be free of charge for orders with a net value of HUF 100,000, provided that the delivery address is within the administrative boundaries of Budapest and the goods to be delivered do not exceed 3 pallets in volume and a total weight of 1.5 tonnes. Free delivery shall apply only if all three conditions are met simultaneously.

The delivery charge includes transportation of the finished goods to the delivery address, but does not include loading or carrying. If the specified address is located on an upper floor, carrying palletized goods upstairs shall be provided only for an hourly fee. The hourly rate for carrying is HUF 4,000 per hour, and every commenced half-hour shall be invoiced.

In all other cases, delivery charges shall be included in the quotation issued.

If the Customer is obliged under these GTC or under a separate agreement between the Parties to arrange for the removal of finished or semi-finished products, and fails to do so within five (5) working days following



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the Supplier's written notice, the Supplier shall be entitled to charge storage fees from the sixth (6th) working day following such notice.

The storage fee shall be HUF 3,000 plus VAT per pallet per day in the case of palletized goods, and HUF 1,000 plus VAT per day per order in the case of boxed goods weighing up to 20 kg. Storage fees shall be charged for every commenced day. The Supplier shall be entitled to determine the pallet requirement on the basis of the actual space occupied by the stored goods. If boxed goods are placed or stored on pallets, the storage fee applicable to palletized goods shall apply.

The risk of damage shall pass to the Customer after the goods leave the Supplier's premises, except where transport is organized by the Supplier itself, in which case the place of transfer of risk shall be the place of performance.

The quoted price applies exclusively to packaging that conforms to established professional practices, and the determination of such packaging shall be the Supplier's right. If the Customer requires special packaging, the Supplier shall provide it for a separate fee.

The goods shall remain the sole property of the Supplier until full payment of the consideration has been made.

The Supplier shall store ordered die-cutting tools free of charge for six months from the date of the last order, after which they shall be automatically destroyed. If the Customer requests the paid-for die-cutting tool within this period, it may be collected at the Customer's own expense.

The Supplier shall be entitled to deliver and invoice a quantity up to 3% more or less than the contracted quantity, unless the Customer stipulates a fixed number of copies in the order.

The Supplier shall be entitled to use subcontractors; however, only the Supplier shall be liable to the Customer for performance in accordance with the contract.

Complaints, Warranty, Defective Performance

In the case of four-colour printing, the Supplier shall assume responsibility for colour accuracy only if the Customer submits a composite PDF or PostScript file that complies with the technical parameters specified by the Supplier, and if one of the following conditions is met:

- the proof prepared by the Supplier is approved by the Customer by signature; or



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- the printed sheet is approved by the Customer by signature during the press start requested by the Customer; or
 - if the Customer does not request a proof, the Supplier prints the ordered material in accordance with ISO 12647-2.

Upon prior request by the Customer, the Supplier shall provide the Customer with the opportunity to attend the press start, meaning the approval of the first printed sheet in the production area, provided that the Customer indicates this request no later than at the time of placing the order. The duration of the press start shall be a maximum of 15 minutes. If the colour tone of the print complies with ISO 12647-2, but the Customer does not approve the print within the specified time, the Supplier shall be entitled to invoice the resulting additional machine time at a rate of HUF 35,000 per hour plus VAT. If, due to the Customer's fault, the press start cannot begin at the specified time, the Supplier shall be entitled to invoice the additional costs resulting from the machine stoppage to the Customer at the above hourly rate.

The Supplier shall accept a quality complaint only if, during random inspections, the defective quantity exceeds 3%.

If the Customer claims defective performance, the Customer must notify the Supplier thereof in writing within 8 days from performance. Within 3 days from the notification of the complaint, the Supplier must inform the Customer whether it considers the complaint justified and, if so, by when the defect can be remedied.

In the event of defective performance, after consultation with the Supplier, the Customer may request replacement or repair of the defective quantity. If replacement or repair is not possible, or would involve disproportionate additional costs for the Supplier, the Customer may request a price reduction proportionate to the volume of the defective quantity and the severity of the defect. The amount of the reduction from the total order value shall be determined by the Customer in consultation with the Supplier. In the event of defective performance, the Customer may also request that the defect be remedied with an urgent deadline of 1 to 3 days, depending on the production time of the product.

If this is not possible, or if the Supplier does not accept the requested deadline, or if the additional deadline set by the Supplier is not acceptable to the Customer, the Customer shall have the right to withdraw from the contract.

If the Customer relies on defective performance but is unable to return the delivered product to the Supplier, and the Supplier was not previously able to verify the defect, the Supplier shall not be in a position to accept the quality complaint.



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If the product is processed further or altered, all of the Customer's rights relating to complaints shall cease.

The Supplier's liability shall be limited exclusively to the value of the delivered product.

Payment Terms

A new Customer may settle the consideration for its first three orders by cash payment or by bank transfer before taking over the product. If the value of the product exceeds HUF 100,000, the Supplier may require the Customer to pay 50% of the contractor's fee before the start of production, in which case production shall commence only after receipt of the advance payment.

In the case of returning Customers, payment may also be made by bank transfer if the Parties have signed a written agreement to that effect.

In the case of bank transfer, the payment deadline shall be 8 working days from performance, unless a different written agreement between the Parties is in force.

The price quoted by the Supplier does not include the environmental product charge. The Customer must declare by the performance deadline whether the ordered printed product is subject to product charge. If the Customer fails to do so, in the case of products defined in Section 2 of Act LXXXV of 2011, the Supplier shall automatically increase the final amount of the invoice by the product charge.

The Customer must return an incorrectly issued invoice to the Supplier within 7 calendar days of receipt. The payment deadline of the corrected invoice shall be the same as that of the original invoice; however, the Supplier shall only be entitled to charge default interest if the Customer returns the invoice later than within 7 calendar days.

If the Customer's invoicing details change, in particular the name or mailing address, and the Customer fails to notify the Supplier thereof at the same time as placing the order, the Supplier shall be entitled to default interest for the period of payment delay resulting therefrom.

In the event of late payment of the invoice, the Customer shall be obliged to pay default interest in accordance with the Hungarian Civil Code.

Miscellaneous Provisions

The Supplier undertakes to treat as confidential any information that comes to its knowledge during the order process.



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If the order is subsequently cancelled, the Customer shall be obliged to take over and pay for products already in production.

The Customer gives its consent for the Supplier to identify the Customer among its printing references and to display the Customer's logo among its partners.

The Supplier shall retain the electronic graphic material processed or executed by it for a period of 6 months from the date of the order.

In the event of a legal dispute, the Parties stipulate the exclusive jurisdiction of the Central District Court of Buda or the Pest County Court. In matters not regulated herein, the relevant provisions of the Hungarian Civil Code shall apply.

These General Terms and Conditions entered into force on 24 April 2026.