## **General Terms and Conditions (hereinafter referred to as "GTC")**

These General Terms and Conditions (GTC) set forth the conditions for the use of services provided through the website <a href="https://holdvolgy.com/">https://holdvolgy.com/</a> ("Website") operated by MOONVALLEY WINES Ltd. (hereinafter referred to as "Service Provider"), as well as the rights and obligations of the contracting parties (hereinafter referred to as "Parties").

# 1. Operator of the Webshop

The webshop available at <a href="https://holdvolgy.com/">https://holdvolgy.com/</a> is operated by:

Company Name: MOONVALLEY WINES Ltd.
Registered Office: 3909 Mád, Batthyány Street 69
Company Registration Number: 05-09-023786

• Tax Number: 13823258-2-05

• Email Address: contact@holdvolgy.com

• Bank Account Number: HU48 10700378-49401505-51100005

• For International Transfers:

o **IBAN:** HU48 10700378-49401505-51100005

o **SWIFT Code:** CIB HHUHB

• Bank Name: CIB Bank Ltd., 1027 Budapest, Medve Street 4

## 2. Scope and Parties of the General Terms and Conditions

These Terms and Conditions apply to the services available on the Website and the sale of products ordered through the Webshop operating on the Website.

### **Parties:**

- **Service Provider:** The operator of the Website and Webshop, and the seller of the products.
- User: Any person visiting the Website's pages or ordering products from the Webshop. Users may be any natural or legal person, or an organization without legal personality, including foreign entities, provided they accept these Terms and Conditions and acknowledge them as binding. By accepting these GTC, the User also agrees to monitor any updates to these GTC. If the User does not accept these GTC, they are not entitled to use the Website or purchase products offered on the Website. Contracts under these Terms and Conditions may only be concluded by individuals with full legal capacity, or by persons with limited legal capacity according to the rules of the Hungarian Civil Code (Ptk.).

Natural persons under the age of 18 are not permitted to register on the Website or purchase alcoholic products. By clicking the "Payment" button, the Buyer accepts the terms of the agreement relating to the Service, as well as these GTC. By concluding the agreement, the Buyer declares that they have read and accepted the conditions outlined in these GTC as binding and have consented to the processing of their data necessary for the use of the Service, as specified in these GTC and the Privacy Policy.

The GTC take effect from the date they are published on the Website and remain in force indefinitely. The Service Provider reserves the right to unilaterally amend these GTC at any time. The effective date of the amended or new GTC is the date on which it is published on the Website.

The Service Provider reserves the right to organize additional promotional campaigns during the loyalty program period. The rules for participation in and execution of such promotional campaigns will be published on the Website, and participants will also be informed via the email address provided by them.

Matters not regulated in this document, as well as its interpretation, are governed by Hungarian law, with particular reference to Act V of 2013 on the Civil Code (Ptk.) and Act CVIII of 2001 on Certain Issues of Electronic Commerce and Information Society Services. The mandatory provisions of the relevant laws shall apply to the parties without any explicit stipulation.

### 3. About the Contract

The language of the contracts falling under the scope of these GTC is Hungarian.

Contracts under the scope of these GTC are not considered written contracts, and the Service Provider does not archive them.

# 4. Description of Available Services

The Service Provider operates a Webshop under the internet address <a href="https://holdvolgy.com/">https://holdvolgy.com/</a> and its subdomains. Initiating a purchase in the Webshop is not limited to registered Users. Through the Webshop, Users can access various services and products as described below.

The Service Provider offers the following services through the Webshop:

#### 4.1. Sale of Wines

The Service Provider sells the wines listed in the Webshop at the prices indicated there. The Service Provider updates the products intended for sale and their purchase prices via the Webshop and reserves the right to make modifications. Payments for the wines can be made in advance via bank card or in cash upon delivery (cash on delivery).

### 4.2. Ticket Sales for Events

The Service Provider sells tickets for events, typically wine-themed, organized by the Service Provider at predetermined locations and times. These include thematic wine-tasting evenings and other wine-related events.

The tickets offered for purchase on the Website are entry tickets granting admission to the specific event described in the ticket details. The Service Provider allows the unrestricted transfer of purchased tickets to other individuals.

# 4.3. Sale of Vouchers

Advance tickets and gift vouchers (referred to as "vouchers") can be purchased for general wine tastings held at the estate. These vouchers are not tied to specific events, and their usage date can be modified. Vouchers offered for purchase in the Webshop grant entry to the wine tastings specified in the voucher description and can only be purchased through online (advance) payment.

In addition to general wine tastings held at the estate, tickets can also be purchased for fixed events and special tastings during certain periods. The usage date for these events cannot be modified, but the tickets may be transferred to another person if the purchaser notifies the Service Provider via phone or email prior to the event. This condition is always indicated on the ticket's product page.

The contract under these GTC is concluded between the Service Provider and the User when the User utilizes the Service Provider's services offered on the Website and accepts these GTC during registration or as a non-registered user by clicking the payment button.

The Service Provider's liability towards Users extends to the services provided under this contract, the sale of products, and the fulfillment of customer demands arising during participation in events organized by the Service Provider.

The contract is deemed concluded upon the submission of the order by the User and its confirmation by the Service Provider. Both the offer and the confirmation are considered received when they become accessible to the other party.

The Service Provider undertakes to comply with its obligation to inform Users about the essential characteristics of the services it provides, the total price including taxes, the conditions of fulfillment, and the detailed rules of contracts between consumers and businesses as specified in Government Decree No. 45/2014 (II.26).

## 5. Limitations of the Service Provider's Services

The User acknowledges that due to the nature of the internet, the continuous operation of the Website, and thus the Webshop, may be interrupted without the prior knowledge or intent of the Service Provider.

The Service Provider does not guarantee the uninterrupted and error-free operation of the Website and Webshop. However, the Service Provider will make every effort to prevent the Website from being attacked by viruses or malicious software.

The Service Provider is not liable for the potential loss of data transmitted via the internet during the User's use of the Website.

The User is responsible for ensuring that their hardware and software are in proper condition and capable of using the internet and the Website, as well as uploading and downloading content to and from the internet.

## 6. Registration and Loyalty Program

## 6.1. Registration

The Webshop can be used without registration.

Registration can be completed as follows:

By clicking the "REGISTER" button on the Website, entering a valid email address, and creating a password, Users gain access to all services offered on the Website. The data required from the User include:

- Last name
- First name
- Email address
- Password (must include uppercase and lowercase letters, numbers, and special characters)
- Password confirmation
- Country (optional)
- Phone number (optional)
- Date of birth (optional)

Registration is confirmed, and acceptance of these GTC and the Privacy Policy, as well as newsletter subscription, is completed through the User's active behavior by creating an account. Subscribing to

the newsletter is done by selecting the checkbox. Newsletter subscription is entirely voluntary and is not a condition for registration, shopping in the Webshop, or accessing special offers.

# 6.2. Loyalty Program – Holdvölgy Wine Club

## **Content of the Loyalty Program:**

- Loyalty pricing available even for a single bottle.
- Newsletters containing updates, products, stories, news, events, tips, and recipes, as well as newsletters specifically for loyal customers.
- Invitations to events organized by the Service Provider.
- Semi-annual special offers exclusively for loyal customers.
- Access to unique, limited-edition wines (reserve wines and pre-launch wines) available only to loyal customers.

# **Loyalty Levels and Associated Discounts:**

- From HUF 50,000: 5% discount.
- From HUF 150,000: 10% discount.
- From HUF 300,000: 15% discount (Upon first reaching this level: a gift of an exclusive tasting for two).
- From HUF 600,000: 20% discount (Upon first reaching this level: a gift of an Aszú Experience tasting for two).

# **Progression Between Levels**

Advancing between loyalty levels is determined by reaching the purchase thresholds associated with each level. These thresholds may be unilaterally modified by the Service Provider at any time.

The current content of each threshold level may differ and can also be unilaterally modified by the Service Provider at any time.

The status of Users participating in the loyalty program is determined by the amounts spent both in the Webshop and on the estate. Amounts spent on the estate are credited to the User's Webshop account within 30 days, while online expenditures are credited immediately after the purchase.

Category changes (level progression) are rewarded with additional benefits by the Service Provider, which may be unilaterally modified at any time.

The Service Provider provides information about the discounts and other benefits associated with each loyalty program level through the Website.

### How to Join:

Joining the Holdvölgy Wine Club loyalty program is possible through online registration or in person during purchases at the winery, using an offline form.

Joining the program is not possible during external events not held on the estate, and expenditures at such events are not included in the program. Examples include off-site events and festivals organized by third parties.

Participation in the loyalty program does not entail any additional costs or obligations. There are no membership fees or one-time charges.

# **Operating Rules:**

Entry into the loyalty program is possible after spending HUF 50,000. However, the spending required for each level does not need to be completed in a single purchase; purchases made within one year are cumulative.

The validity of a loyalty membership level is one year (12 months). The start date is the point at which the User reaches the first or any designated level. Users have 12 months from their first purchase to qualify for any of the discount levels. If the User reaches a higher level within the next 12 months, the validity of the new level begins from that date, effectively resetting the renewal date.

To maintain a loyalty program level, the User must meet 100% of the spending threshold for the level within 12 months, by the relevant renewal date the following year.

Eligibility for discounts is reviewed periodically. Users who do not meet the minimum spending threshold for their discount level by the renewal date will lose their status and will be reclassified based on their actual spending.

If a User makes no purchases, they will be removed from the loyalty program. If their spending falls below the threshold for their current level but meets the criteria for a lower level, they will be downgraded to that category.

Loyalty discounts cannot be applied to the purchase that qualifies the User for the discount; they become effective for the next purchase.

The Service Provider offers specific guarantees for corked wines.

Loyalty discounts cannot be combined with other discounts.

# 7. Technical Steps for Purchasing Tickets, Vouchers, and Products

Users can purchase tickets, vouchers (hereinafter collectively referred to as "Tickets"), and wine products for various services listed in the Webshop.

# 7.1. Contract Formation

The display of Tickets and products in the Webshop—essentially an online catalog—does not constitute a legally binding offer from the Service Provider. Users can review the essential characteristics of the products on the respective product pages in the Webshop.

Users can order Tickets and products by adding them to their virtual cart using the "ADD TO CART" button found on the product page.

A binding offer from the Service Provider arises when a product is ordered by being placed in the cart. This offer remains valid for 90 days, subject to availability, price changes, or withdrawal by the Service Provider. If, for any reason, the Service Provider increases the price or the product runs out of stock within the 90 days, a new offer will be generated.

If the User has any questions about a product before placing an order, the Service Provider's customer service is available to assist.

## **Process for Ordering Tickets and Products:**

# **Adding Products to the Cart:**

Select the desired product and click the "Add to Cart" button to place it in the cart. By clicking the cart icon, located in the upper-right corner or on the right side of the screen, you can view the items in your cart, modify their quantities, or remove them. The binding offer from the Service Provider applies only to the products placed in the cart.

# **Completing the Purchase:**

- o Click the "Proceed to Checkout" button.
- o Select your delivery and payment method.
- o Enter your personal information, including your phone number, shipping address, and billing address.
- o Finalize your order by clicking the "Purchase" button.
- o Submit your order by clicking the "Submit Order" button.

### **Order Confirmation:**

The Service Provider's system automatically confirms the order by sending an email to the address provided by the User. This email includes the order details and a unique order identifier.

#### **Contract Formation:**

The contract is concluded through implied conduct when the Service Provider sends the confirmation email.

### **Order Acceptance:**

An order is considered accepted only when the Service Provider sends an email confirmation to the User. If this confirmation is not received promptly—within 48 hours—the User is released from their obligation.

# **Responsibility for Ticket or Voucher Redemption:**

The Service Provider is not responsible if the User fails to redeem a purchased ticket or voucher for an event.

## **Ownership Transfer of Tickets:**

Ownership of the ticket transfers to the User when the Service Provider sends the email containing the ticket.

# **Usage of Tickets or Vouchers:**

The event ticket or voucher can be used to access the specified service or event. This can be done by presenting a printed or digital version of the ticket, obtained via the link in the confirmation email, or by requesting a physical ticket via postal delivery for an additional service fee of HUF 500.

# **Transferability of Tickets:**

Tickets can be transferred to third parties.

### **Prohibited Activities:**

The reproduction, duplication, copying, forgery, or any other unlawful use of event tickets or vouchers is strictly prohibited.

### 7.2. Information on Withdrawal

The User has the right to withdraw from the order without justification within 14 days of the purchase. In such cases, the User is only liable for the costs specified by law (this provision extends the 14-day withdrawal period outlined in Section 20(2) of Government Decree 45/2014 (II.26) on the detailed

rules of contracts between consumers and businesses). The deadline is considered met if the User sends their withdrawal declaration to the Seller before the expiration of the period.

The Service Provider assumes full responsibility for goods delivered exclusively by courier services until the goods are received. The delivery is conducted under conditions that ensure the preservation of product quality. If the User withdraws from the order due to incorrect delivery or damage to the goods during delivery, the Service Provider will refund the price of the goods already paid.

The above provisions do not apply to deliveries handled by MPL, as the Service Provider cannot coordinate the detailed shipping procedures or monitor the warehousing methods used for the goods. Therefore, the proper handling of fragile packages cannot be guaranteed, which is otherwise controlled in the case of courier services.

Complaints related to delivery will not be accepted by the Service Provider after the goods have been received.

The withdrawal period begins on the date of receipt of the goods. The right of withdrawal can be exercised by sending a clear written or electronic statement of intent to one of the following contact addresses (particularly by post, phone, or electronic correspondence):

### MOONVALLEY WINES KFT.

• Address: 3909 Mád, Batthyány Street 69

• **Phone:** +36 47 548 023

• Email: contact@holdvolgy.com

Complaints related to ordered products, delivery, or payment can be submitted via email at contact@holdvolgy.com.

### **Effects of Withdrawal**

Upon receiving the notice of withdrawal, the Service Provider will refund all payments made, including delivery costs, within 14 days, except for any additional costs incurred due to the User's choice of a delivery method other than the one offered by the Service Provider.

The refund will be made using the same payment method as the original transaction unless the User explicitly requests a different payment method when exercising their right of withdrawal. Using an alternative payment method must not incur additional costs.

The Service Provider is entitled to withhold the refund until the ordered and received products are returned to the Service Provider's specified address or until proof of return is provided.

In the event of withdrawal, the User must return the affected product without undue delay, but no later than 14 days after communicating their withdrawal declaration. The cost of returning the products is borne by the User.

Returns are only accepted for unopened, original-condition products. According to Section 29(1)(e) of Government Decree 45/2014 (II.26), the User cannot exercise their right of withdrawal after opening the products.

The User is liable for any decrease in the value of the products resulting from use that alters the nature, properties, or functionality of the products.

In the case of legal disputes, the User may contact the Conciliation Board. The competent board for the Service Provider's registered office is:

# • Borsod-Abaúj-Zemplén County Conciliation Board

o Address: 3525 Miskolc, Szentpáli Street 1

o **Phone:** (46) 501-091, 501-870

o **Fax:** (46) 501-099

o **Contact Person:** Dr. Tulipán Péter o **Email:** kalna.zsuzsa@bokik.hu

## 7.3. Purchases from Abroad

For orders placed from outside Hungary, Users will receive a price quote, during which the Service Provider will calculate the unique shipping fee based on the product weight and shipping address. The User accepts this offer by email and by prepaying the product price. The User has five days to pay the product price.

Currently, the Service Provider only ships to private individuals in European Union member states.

# 7.4. Delivery Methods

For domestic orders, products ordered from the Webshop with a gross order value below HUF 25,000 are delivered to the User's address for a fee

## 7.5. Personal Pickup

Products ordered from the Webshop can be picked up free of charge at **3909 Mád, Árpád Street 13**, during the estate's opening hours. However, it is essential to arrange the pickup in advance by phone or email.

As Holdvölgy wines are distributed by several reseller partners throughout the country, Users who wish to obtain Holdvölgy wines immediately can inquire about the nearest reseller partner via the contact details provided. Information about the current inventory, including which specific Holdvölgy products are available at a given partner, can only be obtained from the representative of the respective partner.

## 7.6. Shipping

The Service Provider offers delivery of ordered products both within and outside Hungary. In Hungary, deliveries are handled by **SPRINTER Futárszolgálat Korlátolt Felelősségű Társaság**.

### Carrier:

# • SPRINTER Futárszolgálat Kft.

o Tax Number: 12263840-2-13

o Headquarters: 2351 Alsónémedi, Tankcsapda Street 2

# Additional delivery option (required to be listed from 2024):

## • Magyar Posta Private Limited Company by Shares (MPL)

o Tax Number: 10901232-4-44

o Headquarters: Budapest, Dunavirág Street 2-6

For international shipping, delivery partners may vary depending on the available shipping rates, ensuring the most favorable pricing.

The products offered in the Webshop are sold exclusively in retail quantities and only to end-users.

For domestic orders, products are handed over to the courier service within 1–2 business days of receiving the order. Delivery to the User typically occurs within 3–4 business days. Domestic shipping is subject to a fee for orders under a gross value of HUF 25,000.

The delivery timeframe and final cost for international shipping cannot be predetermined as they depend on the quantity, weight, destination country, and applicable regulations.

# 7.7. Shipping Costs

# **Domestic Shipping (within Hungary):**

- For orders of HUF 25,000 or more: **free delivery**.
- For orders under HUF 25,000: a flat delivery fee of **HUF 3,900** applies.
- For purchases of winery tour and tasting tickets, the postal delivery of gift tickets within Hungary incurs a flat fee of HUF 500.

# **International Shipping (outside Hungary):**

- Products can also be delivered to international addresses; however, the Webshop currently calculates shipping costs automatically only for Hungarian addresses.
- For orders to be delivered to an international address, the User must contact the Service Provider in writing.
  - o Email: export@holdvolgy.com

The Service Provider reserves the right to unilaterally modify shipping fees.

## 7.8. Payment Methods

For orders delivered to Hungarian addresses, payment can be made via bank card or cash on delivery. For orders delivered to international addresses, payment is only possible through prepayment.

## Bank Card Payment (MasterCard and Visa):

Immediate payment is possible by providing bank card details. The User can pay for services provided by the Service Provider via bank card.

For online orders of vouchers or wine-tasting tickets, only online card payment is available, as the tickets are sent immediately to the email address provided at the time of purchase.

Users may also use **Revolut** and **Barion** payment solutions:

- **Revolut Bank UAB** operates under the authorization of the European Central Bank and is supervised by the Lithuanian National Bank.
  - o Revolut Privacy Policy: <a href="https://www.revolut.com/hu-HU/privacy-policy/">https://www.revolut.com/hu-HU/privacy-policy/</a>
- **Barion:** Online card and other payment methods are facilitated through Barion's system. Card and other payment details are not shared with the merchant. Barion Payment Zrt. is an institution supervised by the Hungarian National Bank (License No.: H-EN-I-1064/2013).
  - o Barion Privacy Policy: <a href="https://www.barion.com/hu/adatvedelmi-tajekoztato/">https://www.barion.com/hu/adatvedelmi-tajekoztato/</a>

The conditions for online payments are governed by the terms and conditions of the respective payment service provider, which the User can review on the provider's platform before completing the transaction.

### Cash on Delivery:

For cash on delivery, the User pays for the goods upon receipt. Payment in cash is collected directly by the courier.

### 7.9. Prices

The prices listed in the Webshop represent the final consumer price of the products, stated in the specified currency, and include the applicable 27% VAT in Hungary.

Product prices do not include delivery costs or the environmental recycling fee (HUF 50).

The Service Provider strives to ensure that the prices listed in the Webshop match the actual prices. However, in the event of an error or technical issue resulting in incorrect pricing, the Service Provider is not obligated to fulfill the order. In such cases, the binding offer is void. The Service Provider will offer the product at the correct price, and the User can decide whether to purchase the product at the offered price or cancel the order. A price is considered incorrect if it does not reflect the actual value of the product and is explicitly marked as incorrect by the Service Provider.

# 7.10. Invoicing

The User will receive an electronic invoice for their purchase. An electronic invoice contains billing information in electronic form only. It can only be issued, transmitted, and stored electronically, and its paper version cannot be used as an original authenticated document.

The Service Provider issues the invoice based on the information provided by the User, using invoicing software. By initiating the purchase process, the User explicitly consents to the issuance of an electronic invoice and the transfer of their data to the invoicing software.

Invoices are submitted to the tax authority in accordance with applicable laws, and invoices cannot be modified retroactively.

# 7.11. Retention of Ownership

Until the full payment of the purchase price, the product remains the property of MOONVALLEY WINES Kft

## 7.12. Electronic Communication

Communication related to the order is primarily conducted electronically.

# 7.13. Disclaimer of Liability for Third-Party Links

The Service Provider reserves the right to use links directing to other websites. The Service Provider has no influence over these links and explicitly dissociates itself from their content, which it does not recognize as its own. This disclaimer applies to all displayed links and the content of the pages accessible through them.

# 7.14. Photograph Rights

All photographs featured in the online catalog and on the website are the exclusive property of the Service Provider. Any use of these photographs without prior written approval is prohibited and will result in the enforcement of the Service Provider's rights.

# 8. Rules Regarding Events and Wine Tastings Advertised in the Webshop

The Service Provider is responsible for the proper organization and execution of events or wine tastings. The Service Provider's name and other identifying information are always included on the Ticket. Participation conditions, event or wine-tasting details, and the house rules of the hosting venue may vary significantly for each event. These rules are determined by the Service Provider, and Users may inquire about them directly with the Service Provider.

## **Transferability of Tickets:**

Tickets are freely transferable. By transferring the ticket, the new ticket holder accepts the Service Provider's General Terms and Conditions (GTC).

## **Ticket Use and Validity:**

Unless otherwise indicated on the Ticket, it entitles the holder to a single entry for one person to the event or wine tasting specified on the Ticket. Lost, damaged, or destroyed tickets cannot be replaced.

## **Security Features and Ticket Validity:**

Tickets may include digital or analog security features to prevent counterfeiting. If the Service Provider, the event organizer, or the security staff at the venue detects that the Ticket's security features are damaged, missing, tampered with, or appear to be reproduced or copied, entry to the event may be denied, or the ticket holder may be asked to leave the venue. In such cases, the ticket purchaser or holder cannot claim compensation from the Service Provider.

# **Restricted Ticket Types:**

Certain Tickets (e.g., children's tickets, senior tickets, professional tickets) may only allow specific user groups to enter. The Service Provider does not verify eligibility during purchase but reserves the right, through security staff, to check whether the ticket holder meets the criteria for the specific ticket type. Entry may be denied until the ticket holder proves eligibility. No compensation is due if entry is denied for such reasons.

#### **Restricted Areas:**

In some cases, Tickets may only grant access to specific areas within the event venue.

# 7.13. Exclusion of Liability for Third-Party References

The Service Provider uses links to other websites. The Service Provider has no control over these external websites and explicitly disassociates itself from their content, not recognizing it as its own. This disclaimer applies to all links and the content of the pages accessible through them.

# 7.14. Photography Rights

All photographs displayed in the online catalog and on the website are exclusively owned by the Service Provider. Any use of these photographs without prior written consent is prohibited and will result in the enforcement of the Service Provider's rights.

# 8. Rules for Events and Wine Tastings Advertised in the Webshop

The Service Provider is responsible for the proper execution of events or wine tastings. The name of the Service Provider and other identifying information will always be included on the ticket. Participation conditions, event details, and the house rules of the hosting venue may vary significantly for each event. These rules are determined by the Service Provider, and the User can inquire about them directly from the Service Provider.

## **Ticket Transferability:**

Tickets are freely transferable. By transferring the ticket, the new holder accepts the Service Provider's Terms and Conditions.

## **Ticket Validity:**

Unless otherwise specified on the ticket, it grants entry for one person to the event or wine tasting listed. Lost, damaged, or destroyed tickets cannot be replaced.

# **Security Features of Tickets:**

Tickets may contain digital or analog security features to prevent counterfeiting. If the Service Provider, event organizer, or security staff at the venue detects that the security features of the ticket are damaged, missing, or appear to have been tampered with or reproduced, entry to the event may be denied, or the ticket holder may be asked to leave. In such cases, the User will not be entitled to claim compensation from the Service Provider.

# **Special Ticket Types:**

Certain tickets (e.g., children's tickets, senior tickets, professional tickets) may only grant entry to specific user groups. The Service Provider does not verify eligibility at the time of purchase, but reserves the right to verify eligibility for special tickets through security services. Entry may be denied until eligibility is confirmed. No compensation will be provided for exclusion on these grounds.

### **Restricted Areas:**

In some cases, tickets may grant access to only specific areas within the event venue.

### 9. Use of the Website

The User is required to act in good faith and in accordance with the requirements of honesty and fairness while using the Website, respecting the applicable legal regulations. Accordingly, the Website may not be used for illegal content, spreading computer viruses, or unauthorized data collection.

The User agrees that the evaluations they upload to the Website may be used by the Service Provider, including editing, modifying, and copying.

### 10. Disputes

The Parties declare that in exercising rights and fulfilling obligations under these terms, they will act in good faith and cooperate with each other. The Parties will mutually cooperate to resolve any disputes through negotiation as quickly and cost-effectively as possible. If this is not successful, the ordinary court with jurisdiction over the Service Provider's registered office will have exclusive jurisdiction.

## 11. Data Transfer Declaration

I acknowledge that the following personal data stored in the user database of MOONVALLEY WINES Kft. on [holdvolgy.com] will be transferred and/or made visible to the following data processors. The related rules are included in the privacy policy.

# 12. Final Provisions

This Agreement is inseparable from the Privacy Policy. The Service Provider is entitled to modify these General Terms and Conditions unilaterally.

Effective Date: November 21, 2024.

MOONVALLEY WINES Kft.