

General Terms and Conditions

If you would like to become the user of our webshop we kindly ask you to carefully read the General Terms and Conditions detailed below. You should only use our webshop and take our services/products if you agree all the listed points below and consider it as binding agreement between you and Mystic Nails Hungary Bt the provider and owner of this webshop. This documentation wont be filed, it is issued and considered only in electronic way, it does not refer to any codex. If you have any questions concerning the operation of this webshop or invoicing and delivery process please feel free to contact us.

The Hungarian text is binding.

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Impressum / Company details

Company name: Mystic Nails Hungary Bt
Address: Árvíz Str. 61., 6724 Szeged, Hungary
EU VAT ID: HU 21737857
Registration number: 06-06-007078
E-mail: info@mysticnails.hu
Website: www.mysticnails.hu
Telephone: 003670/336-4709
Contact Person, Customer Service: Michaela Maslač

Offered goods and services

The shown products are only available via online ordering and will be shipped with home delivery service. Please note that the pictures in the webshop are only illustrations, the products in the reality can be slightly different.

Categories of the offered products

(1) Gel System, (2) Polish-Gel, (3) Acrylic System, (4) Treatments, (5) Nail Art, (6) Acrylic Paints, (7) Accessories, (8) Nail Polishes, (9) MN Gifts.

Prices shown near the products include the 27 % VAT but do not include the cost of home delivery. There is no extra cost charged for packaging.

Order information

Registration is not a requirement of placing an order in our webshop. However precise delivery and billing address have to be given at the registration. Please note that we cannot take responsibility for faults as results of not correct information given by the user.

Processing orders

The orders are processed every working day between 9:30 and 17:00.

Orders can be placed before and after the duration of the processing as well. Ordinary performance time is 10 days after the confirmation of the order.

Please note that pictures shown in the product details are only illustrations and may differ from the reality. We keep the right to refuse partly or fully the orders. In these cases we inform the user in e-mail and the money will be returned (wire transfer).

Steps of ordering

1. Place the chosen product into the chart.
2. In Chart view If you wish to continue shopping click on the button „continue shopping“. If you do not wish to add any more items check the quantity of the ordered product. Adjust 0 value for an item what you wish to remove from your shopping chart or click the delete button. Shopping chart preview will be reloaded after clicking on "Update" button.
3. If you have placed all the needed items into your chart and adjusted the quantities click on „Checkout“ button.
4. Please check / choose your delivery details.
5. Click on "Next" to check / choose your shipping method. Click „Next“ to set Payment method. Click „Next“ once again for order summary.
6. In the Checkout Confirmation page you can see and also modify your delivery / invoicing / payment and order details. To finalize and send your order click on "Confirm order" after accepting the shopping conditions.
7. After sending the order you will receive a confirmation e-mail containing the details of your order.

Please carefully check your invoicing and delivery details just like your e-mail address and telephone number as we cannot take responsibility for faults as results of not correct information given by the user. If you do not receive the confirmation e-mail in 48 hours please check your spam folder or/and the fullness of your inbox. Normally the confirmation e-mail should be received in a few minutes after sending the order but maximum 48 hours.

Payment conditions – international delivery

The orders can be payed in two ways: (1) T/T advance wire bank transfer or (2) PayPal. The payable amount contains all the costs detailed in the summary of the order and in the confirmation e-mail as well. The invoice will be sent with the parcel (please make sure your invoicing address is correct). Please check the content of your parcel and if something is missing or damaged place your objections on record with the courier and do not take the parcel. Follow-up claims without record cannot be considered.

Delivery conditions – international delivery

Orders are delivered by DPD or GLS courier service. Parcels are delivered on working days between 8:00 – 17:00. After two failure delivery attempts the unreceived parcels will be called back and the delivery cost will be charged to the customer. The order will be delivered in maximum 10 working days after payment. In case of any shortages in the ordered goods we will inform the customer in e-mail or by phone in maximum 2 working days after receiving the order confirmation e-mail.

Cost of delivery – international delivery

There is no free home delivery service for international orders. Please make sure your address given at the registration is correct because the ordered products will be sent to that address. Orders will be delivered by DPD or GLS courier service. The cost of delivery varies according the total weight of the ordered products and the destination country as shown in the chart below.

Country	Zone	Country	Zone
Austria	1	Latvia	6
Croatia		Lithuania	
Slovakia		Spain	
Czech Republic		Sweden	
Slovenia	2	Estonia	
Poland	3	Malta	
Germany		Portugal	
Bulgaria		Finnland	
Denmark	4	Switzerland	7
France		Norway	
United Kingdom		Canada	8
Ireland		United States	
Greece	5	Australia	

Export price (in EUR)/parcel

Zone:	0,1-3 kg	3,1-5 kg	5,1-10 kg	10,1-15 kg	15,1-20 kg	20,1-25 kg	25,1-30 kg
1	11,18	11,94	12,8	14	15,24	16,26	17,53
2	13,46	14,33	15,24	16,36	17,53	18,80	20,07
3	14,17	15,24	16,51	17,53	18,44	19,46	20,42
4	18,54	19,56	20,68	21,34	21,84	22,45	23,11
5	30,73	32,13	33,53	34,93	36,32	38,14	39,54
6	24,79	22,86	31,24	31,5	31,75	32,11	32,51

Zone:	0,1-2 kg	2,1-4 kg	4,1-6 kg	6,1-10 kg	10,1-15 kg
7	56,89	64,77	74,88	95,12	133,6
8	75	85,65	99	125,81	172,42

The prices are gross prices. VAT is included. The shown prices are in EUR (€)

For international deliveries (not hungarian delivery address) we accept **T/T payment** or **PayPal payment**. The currency is euro (EUR).

PayPal payment: if you have a PayPal account you can easily arrange the payment of your order. While choosing PayPal payment the webshop will navigate you to your personal PayPal account website. Here you just have to give your PayPal e-mail address and password and confirm the payment by clicking OK button.

If you do not have an existing PayPal account and would like to open one please visit PayPal's international website to get more information: <https://www.paypal.com/worldwide/>

T/T payment: You have to transfer the money to the given **account number**** in advance after receiving the confirmation of your order. You will receive the confirmation in e-mail.

VERY IMPORTANT: *please insert the number of the order (order number) into the notice column when you fill the form of T/T so that we will be able to know wich order belongs to the payment. After receiving the money we will send out the goods in 2 working days. Delivery date depends on the destination but should not take more than 14 days after registration.*

Please make sure to choose **OUR** option when selecting the charging options while proceeding the bank transfer. The total amount of the order should be paid without any deductions otherwise we cannot process the order and have to cancel it from our system. SHA and BEN charging options are not accepted.

Please insert the number of the order (order number) into the notice column when you fill the form of T/T so that we will be able to know wich order belongs to the payment. After receiving the money we will send out the goods in 2 working days. Delivery date depends on the destination but should not take more than 14 days after registration.

Please note that the currency of the payment is have to be euro (EUR)!

****account number (IBAN): HU44 14100282 16405948 01000002**

SWIFT (BIC code): MAVOHUHB

Beneficiary name: MYSTIC NAILS HUNGARY BT

Beneficiary address: 6724 Szeged, Árvíz Str. 61. Hungary

Beneficiary bank: SBERBANK

Beneficiary bank's adress: 6720 Szeged, Klauzál ter 1-3., Hungary

Receiving the order

Orders which come back with notice „refused to receive” or „address cannot be found” can only be sent out again if the delivery costs are paid again.

How to modify user data

Please note that Mystic Nails Hungary Bt cannot take responsibility for faults as a result of incorrect delivery and billing details. So we kindly ask you to carefully fill the registration form.

In case of any change in your details you can modify your data by clicking on „Account” button after logging in. You can also modify your details at the end of the ordering process and the newly given details will be saved automatically. You can also add more delivery/billing addresses and choose from the list the one you would like to use while placing your order.

False in performance

False performance is reasonable if the order details in the confirmation e-mail differ from the parcel's content (for example different quality, different unit). The false performance is not reasonable if the faults are the result of incorrectly given user data and/or order details (product unit, type, colour, quantity...etc).

If the false performance is reasonable the owner of the webshop (Mystic Nails Hungary Bt) will contact the customer in order to find a solution and make an agreement of the reasonable compensation. This agreement has to be issued in written form.

Any claims can be announced via the contacts below:

Customer Service: Árvíz Str. 61., 6724 Szeged, Hungary

Tel.: 003670/336-4709

Fax: 003662/640-116

E-mail: info@mysticnails.hu

Return Policy

The customer has the right to withdraw the order in 14 working days after receiving the order without any specified reason. In this case the customer has to send back the order and pay the cost of the return delivery. The Customer has 28 days to return the order after receiving it. No other costs can be charged to the customer however the company can claim the return of the expenses arising from not proper use.

After receiving the returned order Mystic Nails Hungary Bt will transfer the amount of the order to the customer's bank account in 30 days.

How to return the order

If you wish to withdraw the order you must inform us on any of the given contact details (phone, fax, e-mail) in 14 working days after receiving the order. If you wish to send your withdraw notice by post the date of the post stamp will be considered as the date of the return announcement according to the 8 working days announcement deadline. If you wish to announce your return request on phone the date of announcement will be the date of your phone call according to the 14 working days announcement deadline. In case of return the Company doesn't have to pay back the extra delivery cost, only the normal delivery cost to the customer. After receiving the returned order we will open the parcel and record the process with video camera to record the condition of the returned goods. Pay attention on proper usage of the goods as the expenses arising from not proper use have to be paid by the customer.

Privacy Policy

This document explains our policy regarding any personal information you might supply to us when you visit this site. Our goal is to protect your information. By accessing or using this site, you agree to the terms of the Mystic Nails Hungary Bt Online Privacy Policy, as outlined below. If you do not agree to these terms, please do not access or use this site.

When you engage in certain activities on this site, such as registering, ordering products, or entering contests, Mystic Nails Hungary Bt may ask you to provide certain information about yourself by filling out and submitting an online form. It is completely optional for you to engage in these activities. If you elect to engage in these activities, however, Mystic Nails Hungary Bt may require that you provide us personal information, such as your name, mailing address, e-mail address, and other personal identifying information.

Mystic Nails Hungary Bt collects this information in order to record and support your participation in the activities you select. If you order a product, for example, the information is used to mail to you the items ordered and to provide you with any benefits that may be made available to registered users. If you enter a contest, information is collected to qualify the entry and contact you regarding the contest or prize awards. Mystic Nails Hungary Bt also uses information that you provide as part of our effort to keep you informed about special offers, and other Mystic Nails products and services. Mystic Nails Hungary Bt recognises and appreciates the importance of responsible use of this information. If you do not want the information you provide to Mystic Nails Hungary to be used to inform you of other products and special offers, and you indicate this preference when you provide the information to us, we will honour your preference.

Your personal information is password-protected to prevent unauthorised access to it. We recommend that you do not divulge your password to anyone.

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