

General Terms and Conditions

Terms and Conditions

Last updated: 01.09.2025

Introduction

These Terms and Conditions ("Terms") govern all sales and services provided through the online store operated by BulkVitamins Health Solutions Kft., with registered office at Nagy Lajos király útja 76/B Fsz. 3. ajtó, Budapest, 1148, Hungary, company registration number 01-09-447185, VAT ID HU32874253 ("we", "our", "us").

By accessing and using our website bulkvitamins.eu and by placing an order, you agree to be bound by these Terms.

Scope of Application

These Terms apply to all contracts of sale concluded between us and consumers within the European Union. A consumer is any natural person who enters into a legal transaction for purposes that are predominantly outside his or her trade, business, or profession.

Products and Health Disclaimer

- Our online store offers food supplements in accordance with Directive 2002/46/EC.
- Food supplements are intended to supplement the normal diet. They are **not a substitute for a balanced and varied diet or a healthy lifestyle**.
- Products offered are **not medicines** and are **not intended to diagnose, treat, cure, or prevent any disease**.
- Customers should consult a physician before use, particularly in cases of pregnancy, nursing, existing health conditions, or concurrent medication use.
- Always adhere strictly to the recommended daily intake stated on the packaging.

Ordering and Conclusion of Contract

- Product listings on our website are non-binding invitations to order.
- By completing the checkout process and clicking "Order with obligation to pay", you submit a binding offer.
- A sales contract is only concluded once we confirm the order by email.

Prices and Payment

- All prices are displayed in **EUR** and include applicable VAT.
- Shipping costs are charged in addition and displayed separately before final checkout.
- We accept the following payment methods:
 - **Online card payment (SimplePay):** Payment is processed securely at the time of order placement.
 - **Bank transfer (prepayment):** After placing the order, you will receive our bank account details. The order will be processed and shipped only after the payment has been credited to our account.
- You are responsible for any transfer or bank charges incurred.

Shipping and Delivery

We currently offer the following shipping methods:

1. **GLS Home Delivery** – parcels are delivered directly to the shipping address provided.
2. **Packeta Pickup Points** – delivery to a designated collection point; the customer will receive notification once the parcel is ready for pickup.
3. **DHL Home Delivery** – international and domestic door-to-door delivery.
4. **DHL Service Points / Parcel Lockers** – delivery to a selected collection point.

General Delivery Terms:

- Shipping costs vary by destination and selected shipping method and are displayed during checkout.
- Estimated delivery times are indicated at checkout. Actual delivery times may vary due to carrier logistics or force majeure events.
- Risk of accidental loss or damage passes to the consumer only upon physical receipt of the goods.
- If delivery is unsuccessful due to an incorrect address or failure to collect the parcel, any additional shipping costs for resending may be charged to the customer.

Right of Withdrawal (EU Consumers)

- You have the right to withdraw from the contract within 14 days without giving any reason.
- The withdrawal period expires 14 days after the day on which you (or a third party indicated by you) physically receive the goods.
- To exercise this right, you must notify us in writing (e.g. by email to hello@bulkvitamins.eu)
- The goods must be returned no later than 14 days from the date you informed us of withdrawal.
- You are responsible for the cost of returning the goods.
- Refunds will be processed using the same payment method originally used, unless expressly agreed otherwise.

Exceptions: For reasons of health protection and hygiene, the right of withdrawal does not apply to sealed goods that are unsealed after delivery.

Accuracy of Information

We strive to ensure that all product details, descriptions, and prices on our website are accurate. Errors may occur; in such cases, we reserve the right to correct them and inform you before contract conclusion.

Liability

- Our liability is limited to damages caused by intent or gross negligence.
- Nothing excludes or limits our liability for death or personal injury caused by negligence.

- We accept no liability for misuse of products, improper storage, or non-compliance with usage instructions.

Data Protection

We process personal data in compliance with the **General Data Protection Regulation (GDPR, 2016/679)**. Please see our [Privacy Policy] for full details regarding the collection, processing, and protection of personal data.

Complaints and Dispute Resolution

- Complaints may be submitted via email: hello@bulkvitamins.eu
- The European Commission provides an Online Dispute Resolution platform (ODR): <https://ec.europa.eu/consumers/odr>. Consumers have the right to use this platform for resolving disputes.
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Governing Law and Jurisdiction

- These Terms shall be governed by the laws of Hungary, subject to mandatory consumer protection laws of the consumer's country of residence.
- Any disputes shall fall under the jurisdiction of the competent courts of Hungary, unless EU consumer law provides otherwise.