TERMS AND CONDITIONS OF SALE

Last modified: 24/03/2026

These Terms of Sale apply to all orders that have been placed by the Nespresso Business Unit of Nestlé Hungária Kft. via the Internet, telephone or e-mail, or are placed in Nespresso stores in the course of personal purchases. The terms and conditions set forth herein are part of all other agreements. By placing an order, the customer (hereinafter referred to as the Customer) acknowledges that he has read, understood and accepts these Terms of Sale without reservation.

NESTLÉ HUNGÁRIA KFT. COMPANY DETAILS AND CONTACT DETAILS OF THE NESPRESSO BUSINESS UNIT

Postal address of Nespresso's business activities: 1123 Budapest, Alkotás utca 53. MOM Park "A" Office building, 3rd floor
Telephone number, customer service: 06 80 2582 80 (0680 CLUB 80)
Email: hungary@nespresso.com

The registered office of Nestlé Hungária Kft. and the postal address of the registered office:
1095 Budapest, Lechner Ödön fasor 7.; Registry
Court of the Metropolitan Court:
Company registration number: 01-09-267926
Tax number: 10571086-2-44

(hereinafter referred to as "Nespresso")

1. GENERAL PROVISIONS

1.1. These provisions apply only to orders placed with the Nespresso Business Unit of Nestlé Hungária Kft. (hereinafter referred to as "Nespresso").
1.2. Nespresso reserves the right to unilaterally modify or change these provisions at any time.

2. ORDERS AND PERSONAL PURCHASES

2.1. Orders can be placed in the following ways:

2.1.1. **With delivery:**

- On the website: visit our www.nespresso.com website, browse our offer and order the selected products
- On mobile apps: download our mobile app to your iOS or Android mobile device
- By phone: call our toll-free number 06 80 2582 80 1.

2.1.2. **Personal shopping in Nespresso Boutiques:**

- 1061 Budapest, Andrássy út 27., Nespresso Boutique,
- 1117 Budapest, Október Huszonharmadika utca 8-10., Nespresso Boutique located in Allee Shopping Centre,
- 1024 Budapest, Lövőház utca 2-6., Nespresso Boutique is located in the Mammut Shopping and Entertainment Centre,
- 9027 Győr, Budai út 1., Árkád Nespresso Boutique is located in Győr Shopping Center,
- 1123 Budapest, Alkotás utca 53., Nespresso Mini Boutique located in MOM Park,
- 1106 Budapest, Örs vezér tere 25/A, Árkád Budapest Shopping Center,
- 1062 Budapest, Váci út 3., Nespresso Boutique is located in Westend,
- 4029 Debrecen, Csapó utca 30. Nespresso Mini Boutique located in a shopping mall

For information on the current opening hours of Nespresso Boutiques, please visit: https://www.nespresso.com/hu/en/uzletkereso#BOUTIQUE

2.2. Please note that purchases/orders made via the www.nespresso.com website, mobile apps, telephone or in our Boutiques are subject to maximum order quantity limits per day and month, the terms and conditions of which will be determined by Nespresso in its sole discretion.

2.3. Automatic reorder service: The Automatic Reorder Service allows Customer to automatically fulfill and invoice Nespresso for their order at the frequency and quantity determined by Customer until Customer cancels the Automatic Reorder order. The Automatic Reorder service is available on the website and when placing an order by phone. The settings of the Automatic Reorder service, in particular the frequency of delivery and the ordered quantity, can be freely changed by the customer at any time free of charge. If an ordered product cannot be delivered due to stock shortages or for any other reason, the delivery of the products not affected by the obstacle will take place at the time indicated in the confirmation, unless the Customer exercises its right of withdrawal in respect of its entire order. If the Customer accepts the delivery with the indicated deficiencies, only the purchase price of the products actually delivered and the related shipping costs will be charged to it. The service is only available for online credit card and cash on delivery payments.

2.4. Nespresso informs its Customers that on the basis of each order placed by the Customers, a sales contract is concluded between Customer and Nespresso for a fixed period of time, which contract remains in force until the full fulfilment of the obligations set out therein. Nespresso informs Customers that these fixed-term contracts will not be converted into indefinite contracts under any circumstances.

2.5. Pursuant to the sales contract concluded between the Customer and Nespresso, the Customer is obliged to receive the ordered products and pay the purchase price thereof to Nespresso from the date of placing the order with a payment obligation. By fulfilling these obligations, Buyer fulfils its

obligations under the contract. Accordingly, the shortest period of performance of the obligations incumbent on the Buyer is the date of performance of these obligations.

2.6. Nespresso is entitled to refuse the order if the customer has not settled its previous invoices or if Nespresso does not consider that the payment of the invoices by the deadline is ensured.

2.7. 2. The prices indicated on the website are always gross prices plus VAT. The prices shown on the website are valid until cancelled or changed. The product images and stock information on this website are for reference only and may differ from reality. Nespresso has the right to unilaterally change prices at any time. Except for the case of the automatic reorder service, the prices in force on the day the order is placed will apply. In the case of automatic reordering service, the prices in force on the day of receipt of the goods apply.

2.8. **Order confirmation:**

- If you place an order online: Nespresso will send you an automatic e-mail confirmation
- In case of orders placed by phone: immediately, within the framework of telephone orders
- In the case of automatic reordering, Nespresso will send an e-mail confirmation 4 days prior to the actual delivery with the exact time of delivery, the contents of the cart, the purchase price and shipping costs, or if any of the ordered products are not delivered due to stock shortages or other reasons.

2.9. **Special conditions of purchase for orders placed through the website**

2.9.1. When registering on our website, the Buyer must ensure that the mandatory data to be filled in are true and complete. In the event of a change of address or other information, please notify Nespresso without delay by making the appropriate changes on the personal data page or by contacting Nespresso Customer Service at 06-80-25-82-80. In the case of using the online bank card acceptance service used by Nespresso, it may be necessary to fill in a card registration interface on our website before starting the payment. Please check the accuracy of your details to avoid any payment problems. Nespresso is not responsible for any incorrect performance resulting from incorrect data.

2.9.2. When registering on the website, you will need to create a password. You must keep this password strictly confidential and not communicate or share it with anyone else. The Customer shall be fully responsible for the use of its password and for any orders placed in this way, even if it is done without the Customer's knowledge. If you become aware of or suspect that someone has learned or used your password, you must notify Nespresso immediately by calling 06-80-25-82 80**.**

2.9.3. By selecting and placing an order for a product after selecting a Hungary product on the www.nespresso.com website or through our mobile applications (hereinafter referred to as the website), a sales contract is concluded between the Customer and Nespresso, which is governed by the order and confirmation, as well as the provisions of these Terms of Sale, the Terms of Use of the www.nespresso.com website and Nespresso's Privacy Policy.

2.9.4. Technical steps of concluding the contract after registration: The customer places the selected product in the cart, then enters the delivery data, and then chooses from the payment options. After reviewing the details of the order, the Buyer finalizes the order by accepting the Terms of Sale and clicking on the Buy button.

2.9.5. Nespresso can only accept and fulfil an order placed on the website if the Buyer completes the fields on the registration and purchase page. Nespresso is not responsible for any damage resulting from failure to do so or for technical problems that arise during the process.

2.9.6. Any shipping or other additional costs incurred in the event of incorrect or insufficiently detailed addressing, other data or information shall be borne by the Customer. Buyer is responsible for the billing data provided incorrectly or with insufficient detail. The Buyer accepts the sales contract and these terms and conditions of sale by sending the order.

2.9.7. The sales contract concluded between the parties is considered to be a written contract, which is recorded and stored by Nespresso in order to fulfil its contents and its tax obligations under the law.

2.9.8. The contract may be executed in Hungarian or English.

2.9.9. The sales contract concluded between the parties is available in such a way that the Buyer can view their previous orders in their own account on the webshop and receive the order confirmation and invoice issued on the basis of the contract.

2.9.10. Nespresso provides the Customer with the help of the order confirmation panel to identify and correct any errors in the order or its data.

2.9.11. If, despite all due diligence by Nespresso, an incorrect price, date or offer is displayed on the website that differs from the official promotional terms and conditions, in particular with regard to a price that is obviously erroneous, e.g. significantly different from the well-known, generally accepted or estimated price of the product, including a conspicuous disproportion in value, or a price of "0" HUF or "1" HUF that may appear due to a system error, Nespresso is not obliged to deliver the product at the incorrect price. but may offer delivery at the correct price, in the knowledge of which the Client may withdraw from the purchase. The client is entitled to this right of withdrawal without giving any reason. The same applies to offers displayed on the website after the validity date of the offers in the official promotional terms and conditions, by elements (banners, announcements) that are stored in the cache of the browser or the Nespresso mobile application.

3. TRANSPORT

3.1 Nespresso only undertakes delivery in the case of orders placed through the website, by e-mail or by phone, and only within the territory of Hungary.

3.2 Delivery of the ordered products is subject to a delivery fee, which is borne by the Buyer, except in exceptional cases specified in these terms and conditions of sale or advertised in the case of promotions. The shipping fees associated with the given order will be indicated during the ordering process.

3.3 In the case of home delivery and delivery to a pick-up point, the parcels will be delivered from the central warehouse of Nespresso. Nespresso warehouse: HOPI Hungária Kft. 2310 - Szigetszentmiklós Leshegy út 12276/9 Nespresso's current delivery prices are available here:

www.nespresso.com/hu/hu/szolgaltatasok#/szallitas/normal-szallitas
www.nespresso.com/hu/hu/szolgaltatasok#/segitsegnyujtas/kavegep-segitsegnyujtas

3.4 **Home Delivery**

In addition, in the case of home delivery, the customer has the opportunity to choose which day (depending on the delivery location) the delivery should be. In the case of normal home delivery on weekdays between 8:00 and 18:00 (hereinafter: normal home delivery), Nespresso will endeavour to deliver orders placed and processed by 19:00 on working days within 1 working day of receipt of the order, however, Nespresso shall not be liable for compliance with the above deadline. For information on delivery charges, see the „Shipping costs" under „Legal notices".

3.5 **Delivery to a pick-up point**

In the case of delivery to a pick-up point, Nespresso will endeavour to deliver orders placed and processed by 18:00 on working days within 1 working day of receipt of the order in the case of a pick-up point in Budapest, or within 2 working days in the case of delivery to a pick-up point in the countryside, however, Nespresso shall not be liable for compliance with the above deadline. In the case of delivery to a pick-up point, the Recipient must present his/her official identity card (ID card, driver's license, passport) before signing the parcel certifying receipt, and if the parcel is not received by the addressee, the legal title of receipt must also be stated. Within this framework, the number of the official ID certifying the Recipient's identity and the legal title of the receipt shall be indicated on the document of delivery, which shall be signed by the Recipient. In the event that an authorised person receives the parcel instead of the addressee, it is also necessary to hand over a power of attorney signed by two witnesses to the Transferor, who will attach it to the document of delivery. For information on delivery charges, see the „Shipping costs" under „Legal notices".

3.6 **Personal pickup at Boutique**

If the Customer places their capsule order through the Nespresso webshop, they have the option to designate one of the Nespresso Boutiques as the pick-up point of the package. The service can only be used by bank card payment through the webshop. For orders placed more than one hour before the daily close of the selected Nespresso Boutique in the shopping process, the order can be picked up at the selected Nespresso Boutique even after 1 hour during the opening hours of the selected Nespresso Boutique. Orders placed less than one hour before the daily closing time can be picked up no earlier than 1 hour after the opening of the respective Nespresso Boutique on the next opening day. We will notify our customers by e-mail about the availability of the package. The parcel can be picked up with priority at the selected Nespresso Boutique after selecting the "Receive Online Order" option on the serial number drawing machine. In order to receive the order, you always need the order ID, which will be sent in the order confirmation email. Parcel pick-up at the Nespresso Boutique is free of charge. The customer can pick up the ordered package in the Boutique for 1 week from the date of placing the order. During certain promotional periods, the "Personal Boutique Pickup" delivery method is temporarily unavailable. The Personal Pick-up at Boutique service is not available in Nespresso Mini Boutiques and Periodic Mini Boutiques (the list of current Mini Boutiques is provided in section 2.1.2).

3.7 Nespresso reserves the right to change the terms and conditions of delivery.

3.8 Any shipping costs include VAT and will be invoiced together with the purchase price.

3.9 From In the case of orders placed within the framework of the Coffee, Coffee Machine Bonus Program and automatic reorder, Nespresso will cover the shipping costs of orders worth at least HUF 5,000. Nespresso will cover the shipping costs of the capsules that can be ordered at a discount for coffee machines purchased in our Partner Stores, regardless of the value limit. Terms and conditions of free shipping may vary during the promotional periods.

3.10 The customer is obliged to make sure that the package is intact upon receipt of the goods, and if the package is damaged, to refuse to accept the package and to report the problem to Nespresso by calling 06-80-25-82-80.

3.11 By handing over the goods to the buyer or his representative, all risks of loss and damage to the product are transferred to the buyer.

3.12 Nespresso strives to keep the products in stock in sufficient quantities to fulfill orders on time. However, you may be temporarily unable to complete an order for some goods. In the above case, Nespresso is entitled to satisfy orders with partial deliveries or to fulfill the order at a later date, in which case Nespresso will assume any additional costs incurred in connection with the additional delivery. Orders for limited quantities of products (such as Limited Edition coffees or certain accessories) can only be fulfilled while stocks last.

4 COMPLAINT HANDLING METHOD

4.1 Receipt and inspection of goods

4.1.1 In the event of incomplete or non-delivery, Nespresso will either supply a substitute product of equivalent value, at the customer's option, or credit the purchase price or, in the case of payment already made, refund it within 14 days.

4.1.2 The Customer is obliged to check the quantity and integrity of the product(s) received as soon as possible after receipt of the goods, and in the event of any defects or damages, the Customer is entitled to notify Nespresso in the following way: within 7 days from the date of receipt, the Customer is entitled to notify Nespresso by e-mail (hungary@nespresso.com). Nespresso will investigate complaints within 2 business days and notify the customer of the outcome of the investigation. After the above deadline, we are not able to accept complaints.

4.1.3 We We inform you that you may turn your complaint to the competent Government Office of your place of residence or to the competent Conciliation Board of your place of residence.

You can find the contact details of the Government Offices at this link:
Consumer Portal - Consumer Protection Authority https://nkfh.gov.hu/hova-fordulhatok

You can find the contact details of the Conciliation Boards at this link: Consumer Portal - Conciliation Boards https://nkfh.gov.hu/bekelteto-testuletek

4.2 Return products

Nespresso accepts returns of products only in the following cases: incomplete or damaged deliveries as described in Section 4.1; the existence of warranty, product liability, or guarantee obligations as detailed in Section 10; or in the event of withdrawal as detailed in Sections 10.4 and 10.5. In the event of a proper return of the products, the invoice amount, including any delivery costs, will be credited to the buyer's account within 14 days at the latest. In the cases detailed here—with the exception of those governed by Sections 10.4 and 10.5—Nespresso will arrange for the return of the product at the buyer's request, and Nespresso will bear the cost of the return.

4.3 Complaint handling

Customer may report complaints about Nespresso's products and services to Nespresso by phone, by calling 06-80-25-82-80, toll-free phone, or by calling +36-1-413-5800 from abroad, electronically, at the https://www.nespresso.com/hu/hu/kapcsolat address, in person, at any Nespresso Boutique. Nespresso strives to respond to the complaint as soon as possible: it acknowledges the customer's complaint within 2 working days and provides a full response within 14 working days at the latest. Nespresso will primarily respond to a complaint by email or telephone, unless this is not possible or the complainant expressly requests a different means of contact. Nespresso may contact the customer in order to investigate the complaint before responding, using the contact details provided by the customer.

4.4 Possibility to turn to the conciliation board in case of consumer complaints:

Conciliation board. In order to settle a consumer dispute related to the quality of services and the conclusion and performance of the contract amicably, the User may initiate proceedings at the conciliation body operating at the competent professional chamber. In the case of using a conciliation board, the company is obliged to cooperate with the conciliation board. The Conciliation Board of Nespresso's registered office:

Name: Budapest Arbitration Board
Address: 1016 Budapest, Krisztina krt. 99.
Phone number: (1) 488-2131
Fax Number: (1) 488-2186
Email address: bekelteto.testulet@bkik.hu

We would like to inform you that we accept the decision of the Arbitration Board as a recommendation, and our company has not made a general declaration of submission pursuant to Section 36/C of Act CLV of 1997 on Consumer Protection. The Buyer may also use the judicial route after the Arbitration Board procedure has been conducted.

The national list of conciliation boards can be found at the following link:
https://bekeltetes.hu/

5 PRICING AND BILLING

5.1 The current prices of Nespresso products can be requested by calling the telephone number provided above (06 80 2582 80) or on the www.nespresso.com website. The prices indicated on the website are always gross prices plus VAT. The prices shown on the website are valid until cancelled or changed. The product images and stock information on this website are for reference only and may differ from reality. Nespresso has the right to unilaterally change prices at any time. Except for the case of the automatic reorder service, the prices in force on the day the order is placed will apply. In the case of automatic reordering service, the prices in force on the day of receipt of the goods apply. 5.2 Value added tax must be indicated separately on the invoices.

5.3 In case of delivery, the invoice for the order will be sent electronically to the e-mail address provided during registration. If you do not have a registered e-mail address, the invoice for your order will be attached to your shipment.

5.4 If one of the commercial terms and conditions (e.g. price) of the product or product shows a disproportionate deviation from the previously applied commercial term without announcing a change in the commercial term, Nespresso shall be entitled to refuse performance due to a conspicuous disproportion in value or lack of contractual will.

6 PAYMENT

6.1 The customer – except in the case of payment via bank card and purchase in a Nespresso store – is obliged to pay the price of the delivered products in cash (or by bank card at its choice, if this service is available) at the time of receipt.

6.2 When shopping in Nespresso stores, you can pay in cash or with any bank card accepted in Hungary (except for Diners Club and JCB cards) or with a Nespresso gift card. In the case of cash payment in a Nespresso store, the customer is obliged to check the money to be returned immediately – we do not accept subsequent complaints.

6.3 In the case of placing an order online, the customer is also entitled to pay the countervalue of the invoice by bank card in the framework of an online purchase by using the VPOS terminal used by Nespresso. The detailed conditions of using the online bank card acceptance service (VPOS service) are set out in Section 7.

6.4 In the case of automatic reordering service, payment is possible by prepayment, credit card or cash on delivery.

6.5 If the Customer places an order by telephone, the Customer is also entitled to pay the invoice amount by credit card by clicking on the link sent by the Customer Service Representative to the e-mail address provided by the Customer or by using the buttons on the Customer's telephone. The payment link is valid for 24 hours, if the payment is not finalized within the deadline, the order will be automatically canceled. The detailed conditions for using the service (VPOS service) are set out in Section 7.

6.6 All goods remain the property of Nespresso until the invoice is paid in full.

7 CONDITIONS FOR USING VPOS SERVICE

7.1 The VPOS service is available both domestically and internationally.

7.2 Accepted credit card types: VISA and MASTERCARD

7.3 During bank card payment, the consideration for the ordered products is settled in HUF at the expense of the cardholder.

7.4 In the case of payment through the VPOS system, the customer's bank card will only be debited after the customer confirms their intention to pay on the online interface.

7.5 The buyer pays the purchase price of the ordered products electronically during the use of the VPOS service, with a bank card upon acknowledgment of the order.

7.6 Nespresso does not take responsibility for any damages caused by the customer's erroneous or incorrect data entry or misspelling of the order.

7.7 The customer can report any errors detected in connection with the VPOS service by calling the toll free number 06 80 2582 80 or by e-mail hungary@nespresso.com. Nespresso will always investigate reports and complaints within 3 working days and will inform the customer of the results of the investigation in accordance with the method of reporting. Nespresso keeps a record of reports and complaints. Nespresso will take immediate action to correct any defects reported by the customer that have been proven to be true as a result of the inspection and fall within its sphere of responsibility.

7.8 Payment by credit card is made through the server of Adyen N.V. and EVO Payments International. The server provider takes all necessary technical measures to ensure that the customer's bank details are not accessed by unauthorized persons via the Internet.

8 RECYCLING OF USED CAPSULES

Nespresso capsules are made of aluminum, which is an infinitely recyclable material. Nespresso has built its own system for collecting and recycling used capsules. Customers can return their used capsules to any Nespresso Boutique, or they can request the service of handing over their used capsules to the home delivery courier upon receipt of their order. During the processing of the recovered capsules, aluminum and coffee grounds are separated from each other, and coffee grounds are recycled through composting and aluminum is recycled through aluminum production.

The customer is obliged to ensure that the collection bag intended for return contains only original Nespresso capsules or other capsules made of aluminium. By using the service, Customer undertakes not to make any claims against Nespresso in connection with the delivery of the used capsules.

The Buyer may return the used capsules in the following ways:

8.1 **Used capsule drop-off at Nespresso Boutiques**:

The use of the service is free of charge and is not tied to a purchase. Used capsules intended for drop-off must be placed in a sealed collection bag in the collection containers located in the Boutiques. Customers can drop off their used capsules at any time during the opening hours of the Boutique, but they can drop off a maximum of 500 used capsules per day.

8.2 Home delivery with used capsule drop-off

In the case of home delivery, the Customer is entitled to return its used Nespresso capsules in accordance with the following conditions.

The use of the service is free of charge, but it is subject to product ordering and ordering the used capsule collection service. The service is available for standard and timed delivery times between 8:00 AM and 6:00 PM.

When ordering on the webshop, it is necessary to mark the "Used capsule drop-off option" and then select the delivery date.
In the case of telephone orders, it is necessary to verbally indicate the request for the service at the same time as placing the order.

The Customer may only return their used capsules in the original collection bag, which can be obtained free of charge from Nespresso by sticking the return label attached to the ordered package on the collection bag intended for delivery.
Only 1 collection bag can be handed in with one order, and only at the same time as the ordered package is received.

8.3 Drop-off of used capsules at collection points
In case of delivery to a pick-up point, Customer is entitled to return his used Nespresso capsules in accordance with the following conditions.

The use of the service is free of charge, but a product order is required. When ordering via webshop or phone, we automatically include the return label.
The Customer may only return their used capsules in the original collection bag, which can be obtained free of charge from Nespresso by sticking the return label attached to the ordered package on the collection bag intended for delivery.
Only 1 collection bag can be handed over with one order, and only at the same time as the ordered package is received.

9. DATA PROTECTION

9.1.1 Nespresso collects, processes and transfers the Customer's personal data to third parties with the Customer's prior, explicit consent or, in certain cases (e.g. invoicing) on the basis of law or legitimate interest. By finalizing the registration, the Customer accepts Nespresso's data processing policy to process the data provided by the Nespresso Customer at the time of registration in order to fulfill the order, to comply with these Terms of Sale and the legal requirements, and to forward the necessary data to the persons involved in the fulfillment. Nespresso's Privacy Policy, which contains further details of data processing, is available under www.nespresso.com "Legal Information" section of this page (https://www.nespresso.com/hu/hu/jogi-feltetelek).

9.1.2 Only people over the age of 18 can register in the webshop.

9.1.3 Nespresso calls on Customers to provide their registered data accurately and to help keep them up to date. Nespresso shall not be liable for claims from Customers or third parties arising from

erroneous or inaccurate data or data that is no longer up to date (e.g. in the event of a change of delivery address).

9.1.4 Name and contact details of the hosting provider:

GLOBAL HEADQUARTERS Nestlé S.A.
Avenue Nestlé 55,
1800 Vevey,
Switzerland

E-mail address: hungary@nespresso.com

9.2 Operation of the camera system

In the following Nespresso stores, the protection of human life, physical integrity, property protection; performs camera surveillance in order to learn, explore, investigate, prevent or interrupt any unlawful acts that may arise in this context. The camera policies for each store are available in the store in question.

- 1061 Budapest, Andrássy út 27., Nespresso Boutique,
- 1117 Budapest, Október Huszonharmadika utca 8-10. (Allee Shopping Centre) Nespresso Boutique,
- 9027 Győr, Budai út 1. (Árkád Győr Shopping Center),
- 1024 Budapest, Lövőház utca 2-6. (Mammut Shopping and Entertainment Centre),
- 1123 Budapest, Alkotás utca 53. Nespresso Mini Boutique is located in MOM Park,
- 1062 Budapest, Váci út 1-3. Nespresso Boutique in Westend,
- 1106 Budapest, Örs vezér tere 25/A (Árkád Budapest Shopping Center) NespressoBoutique.
- 4029 Debrecen, Csapó utca 30. Nespresso Mini Boutique located in a shopping mall

9.3 Data processing

Nespresso may transfer data for data processing and marketing purposes to the following data processors:

- Wavemaker Hungary Kft. - 1123 Budapest, Alkotás u. 53.
- HOPI Hungária Kft. - 2310 Szigetszentmiklós, Leshegy Industrial Park 12276/9; Leshegyi Road, Prologis Building 9.
- DHL Express Hungary Kft. 1097 Budapest, Fehérakác u. 3.
- Express One Kft. 1239 Budapest, Európa u. 12.
- FOXPOST Zrt. 3300 Eger, Maklári út 119.
- Magyar Posta Zrt. 1138 Budapest, Dunavirág u. 2-6.
- Kantar Hoffmann Kft: 1052 Budapest, Vitkovics Mihály utca 9.
- TNS Sofres, Paris: 3. Avenue Pierre Masse, FR-75014, Paris, France
- IPSOS France SAS: 35. Rue du Val de Marne, FR-75628 Paris CEDEX 13, France
- Nestlé Operational Services Worldwide S.A.: Route de Buyére 4 CH-1030 Bussigny-Prés Lausanne, Switzerland
- Salecycle Limited: DH4 5RA Houghton le Spring, Chase House, Rainton Bridge Business Park, United Kingdom
- Seráf Pannónia Kft - 2900 Komárom Igmándi u. 12 1.em

9.4 Rights of data subjects

9.4.1 The Customer is entitled to request information about the data processed by the Data Controller at any time, and to request the correction, deletion and withdrawal of its consent pursuant to Section 9.1 free of charge and without restriction in Nespresso Boutiques, or by calling 06 80 2582 80 and e-mail at the hungary@nespresso.com e-mail address.

9.4.2 In the event of a violation of its rights related to the processing of personal data, the Customer may use the following legal remedies:

(a) You can contact the Data Controller directly (at the contact details of the Data Controller above). The Data Controller shall provide a written response to the Customer within 30 days of the receipt of the request, or within 15 days of the receipt of the request in the case of objection to data processing.

(b) You can contact the National Authority for Data Protection and Freedom of Information (registered office: 1055 Budapest, Falk Miksa utca 9-11.; postal address: 1363
Budapest, Pf.: 9.; e-mail: ugyfelszolgalat@naih.hu; phone: +36 (1) 391-1400; web: www.naih.hu)

(c) may file an action against the Data Controller with jurisdiction over the registered office of the Data Controller or the place of residence or residence of the Customer. If the data controller causes damage to another party by unlawfully processing the Customer's data or by violating the requirements of data security, it is obliged to compensate for it. If the data controller violates the Customer's personality rights by unlawfully processing the Customer's data or by violating the requirements of data security, it may claim damages from the data controller. The adjudication of the lawsuit falls within the jurisdiction of the General Court. The lawsuit may also be initiated before the court of the Buyer's domicile or place of residence, at the Buyer's choice.

Nespresso will only use the financial and account data obtained during online order placement and payment for the purpose of executing the transaction approved by the cardholder customer. Nespresso shall not be liable for any damages resulting from the unauthorized use of the customer's password by third parties. Credit card payments are made on the servers of Adyen N.V. and SIX Payment Services Ltd, Nespresso does not connect with or store the bank data necessary for the execution of the transaction, and therefore does not take responsibility for any damages arising from any unauthorized use.

9.5 Cookies

We use cookies when you visit the www.nespresso.com site and the webshop. These files provide us with information about your site browsing habits, but do not store any personal information. Our cookie policy is available at the following link: https://www.nespresso.com/hu/hu/jogi-feltetelek.

By visiting the www.nespresso.com site or the webshop, visitors consent to the monitoring and monitoring of their user behaviour and to the fact that we can display personalized advertisements to them with the help of the programs and tools specified in the Cookie Policy. Our policy for our remarketing activities is available at the following link: https://www.nespresso.com/hu/hu/jogifeltetelek.

10. IMPLIED WARRANTY, PRODUCT WARRANTY AND WARRANTY

Pursuant to Decree 45/2014 (II.26.) and Government Decree 373/2021 (VI.30) on the detailed rules of contracts between consumers and businesses for the sale and purchase of goods and the provision of digital content and digital services, Nespresso informs its Customers as consumers about the implied warranty, product warranty and warranty applicable to coffee machines, milk frothers and other accessories, as well as to digital goods, and right of withdrawal.

10.1 Warranty

In what cases can the Buyer exercise its implied warranty right?
In the event of a defective performance of the Nespresso business unit of Nestlé Hungária Kft., the Buyer may enforce a warranty claim against the company in accordance with the rules of the Civil Code.

What rights does the Customer have based on its implied warranty claim? The customer may make the following warranty claims at his choice:

It may request repair or replacement, except if the fulfilment of the claim chosen by the Buyer is impossible or would result in a disproportionate additional cost for the business compared to the fulfilment of its other claims. If the buyer has not requested or could not request the repair or replacement, he may request a proportionate reduction of the consideration or the defect may be repaired at the expense of the company, or the buyer may have it repaired by someone else or, as a last resort, may also withdraw from the contract.

In the case of a contract between a consumer and a business – for the sale and purchase of goods qualifying as movable property, the provision of digital content or the provision of digital services – the Buyer may not correct the defect itself at the expense of the company, nor may it have it repaired by someone else within the framework of the exercise of its implied warranty rights.

The Buyer may also switch from its chosen implied warranty right to another, but the cost of the transition shall be borne by the Customer, unless it was justified or the company gave a reason for it.

What is the deadline for Buyer to enforce its implied warranty claim?
Buyer shall be obliged to notify the defect immediately after discovering it, but no later than within two months from the discovery of the defect. At the same time, we would like to draw your attention to the fact that you may no longer enforce your implied warranty rights beyond the two-year limitation period from the performance of the contract.

Against whom can you enforce your implied warranty claim?
The customer may enforce its implied warranty claim against the Nespresso business unit of Nestlé Hungária Kft.

What other conditions are there for the enforcement of implied warranty rights?
Within six months of the date of performance, there are no other conditions for the enforcement of its implied warranty claim other than the notification of the defect, if the Customer certifies that the product

was provided by the Nespresso Business Unit of Nestlé Hungária Kft. However, after six months from the date of performance, the Customer is obliged to prove that the defect recognized by the Customer already existed at the time of performance.

10.2 Product warranty

In which cases can the Customer exercise its product warranty right?
In the event of a defect in the products, the Customer may – at its choice – enforce its right specified in the previous point or a product warranty claim directly against the manufacturer in the case of products for which there is no warranty, if 2 years have not yet passed from the date of placing the product on the market.

What rights does the Customer have based on its product warranty claim?
As a product warranty claim, Customer may only request the repair or replacement of the defective product.

In what cases is the product considered defective?
A product is defective if it does not meet the quality requirements in force at the time it is placed on the market or if it does not have the characteristics specified in the manufacturer's description.

What is the deadline for Buyer to enforce its product warranty claim?
The Customer may enforce its product warranty claim within two years from the date of placing the product on the market by the manufacturer. At the end of that period, he loses that right.

Against whom and under what other conditions can you enforce your product warranty claim? You can only exercise your product warranty claim against the manufacturer or distributor of the movable property. The defect of the product must be proven by the Customer in case of enforcing a product warranty claim.

10.3 Warranty

10.3.1 The warranty of the Nespresso machine is governed by the provisions of the warranty card provided with the machine by the manufacturer or distributor and is provided by the manufacturer or distributor indicated.

In what cases can the Buyer exercise its warranty right?
In the event of defective performance, pursuant to Government Decree 151/2003 (IX.22) on the mandatory warranty for certain durable consumer goods and Government Decree 270/2020 (Vi.12), the Nespresso business unit of Nestlé Hungária Kft. is obliged to provide a warranty for Nespresso milk frothers. In the case of coffee machines, the manufacturer or distributor indicated on the warranty card is obliged to provide a warranty to the Customer.

What rights and within what deadline is the buyer entitled under the warranty?
Consumer's rights under the warranty (In the event of a defect covered by the warranty, the consumer may choose to exercise the following rights):

repair or replacement (unless this is impossible or would result in a disproportionate additional cost to the business compared to the reduction of the selling price or the refund of the sale price); proportional reduction of the selling price, rectification or correction of the defect at the expense of the enterprise, withdrawal from the contract (refund of the sale price), except in the case of a minor defect.

During repair, only a new part may be installed in the product.

The buyer may only claim a price reduction, the repair of the defect at the expense of the business, or a refund of the sale price if the company has not undertaken the repair or replacement, or if it is unable to comply with them within an appropriate period of time, taking into account the characteristics of the item and the purpose expected by the buyer, or if the consumer's interest in the repair or replacement has ceased to exist.

Deadline and place of enforceability of rights arising from the warranty:

The Buyer may enforce its rights arising from the warranty within 24 months from the date of delivery of the product – for 36 months above the gross purchase price of HUF 250,000. The 24-month limitation period does not include the part of the repair period during which the customer is unable to use the consumer product for its intended purpose.

If the Customer enforces its replacement request for a defect within three working days of the purchase in the case of a purchase at a Nespresso Boutique, the company is obliged to replace the defective consumer product if the defect prevents its intended use. If Nespresso applies a discount or refund instead of a replacement, it will be possible to do so in the form of a bank transfer within 14 working days after the notification of the Customer.

The company is obliged to carry out the repair or replacement within an appropriate period of time or have it done by someone else. The undertaking is exempt from the obligation to comply with this deadline if it proves that it has acted in a manner that is generally expected in the given situation in order to carry out the repair or replacement within the appropriate time.

The Buyer may enforce his rights arising from the warranty directly at the company, and his claim for repair at the repair service indicated on the warranty card.

Further details can be found on the Warranty Card.

When is a company exempt from its warranty obligation?
The company is only exempt from the warranty obligation if it proves that the cause of the defect arose after the performance.

We would like to draw Buyer's attention to the fact that due to the same defect, the Buyer may not enforce an implied warranty and warranty claim, or a product warranty and warranty claim at the same time, in parallel with each other, but otherwise the Customer is entitled to the rights arising from the warranty regardless of the rights specified in the scope of accessory and product warranty claims.

10.4 Right of withdrawal

10.4.1 In the case of orders placed via the www.nespresso.com site, in our mobile applications, by phone or in our partner stores via iPad, the natural person consumer (non-company Customer) is entitled to withdraw from the contract concluded under these Terms of Sale within 14 days without giving any reason in the case of coffee machines, Nespresso milk frothers, unopened coffee capsules, unopened boxed cakes, chocolates, sugars and Nespresso accessories. Purchases made at Nespresso Boutique and nonnatural persons are not subject to the right of withdrawal.

10.4.2 The withdrawal period expires 14 days from the date on which the Product is received by the Customer or a third party designated by the Customer and other than the carrier carrying out the delivery of the goods.

10.4.3 If the Customer wishes to exercise its right of withdrawal, it shall send a clear statement of its intention to withdraw (by fax or electronic mail) to the following address:

Nestlé Hungária Kft. Nespresso Business Unit:
By email: hungary@nespresso.com
By phone: call our toll-free number 06 80 2582 80
Fax: send it free of charge to 06 80 2580 80

For this purpose, you can also use the attached Withdrawal Statement Template No.

10.4.4 The buyer exercises its right of withdrawal within the deadline if it sends its declaration of withdrawal before the expiry of the deadline indicated above.

10.4.5 The customer is also entitled to exercise its right of withdrawal in the period between the date of conclusion of the contract and the date of receipt of the product.

10.4.6 The buyer is responsible for proving that it has exercised its right of withdrawal or termination in accordance with the provisions of the law.

10.5 Effects of withdrawal

10.5.1 If the Customer withdraws from the contract, we will refund all consideration paid by the Customer, including the cost of transportation, without delay and no later than 14 days from the receipt of the Customer's declaration of withdrawal (except for any additional costs incurred as a result of the Customer's choice of a mode of transport other than the cheapest standard mode of transport offered by us, such as the cost of returning a package). We will use the same payment method as the original transaction for refunds, unless the Customer expressly consents to the use of another payment method; As a result of the application of this method of refund, the Buyer shall not bear any additional costs. An exception to the above is if the cash payment is made to the courier upon receipt of the goods. In this case, we can make the refund in the form of a bank transfer.

10.5.2 Please note that we may withhold the refund until we have received the product back.

10.5.3 Return a package

The customer is obliged to return or hand over the product to us without undue delay, but no later than 14 days from the date of communication of its declaration of withdrawal. Personal handover is only possible in our shop indicated below, during opening hours. The deadline is considered to have been met if you send or hand over the product before the 14-day deadline has expired. When returning, please seal the package securely and for clear identification, please **indicate the original order number on the box**.

Return address:
Nestlé Nespresso
HOPI Hungária Kft. Leshegy Industrial Park 12276/9
Leshegyi Road Prologis
Building 9.
Szigetszentmiklós
2310

Address of the personal return:
Nespresso Boutique Árkákd
1106 Budapest, Örs vezér tere 25/A, Árkád Budapest Beshopping Center

10.5.4 The direct cost of returning the product shall be borne by the Buyer. Buyer is responsible for returning the product in an undamaged condition. Nespresso is not responsible for damage during the return shipment.

10.5.5 In the event of withdrawal, the Customer shall be liable for any depreciation due to use in excess of the use necessary to determine the nature, properties and operation of the product.

10.6 Product return – only for purchases in Nespresso Boutiques

Product returns are possible in the Boutiques – in addition to warranty, product warranty and implied warranty matters – under the following conditions:

- Affected products: all devices and accessories; This option does not apply to food products (coffee, cakes, chocolate, sugar).
- The product can only be exchanged within 1 month of purchase, only after presenting the original invoice for the product.
- We can only take back the product at the place of purchase, in the same Boutique.
- During the return of the product, it is possible to purchase the value of the product indicated on the original invoice, but the purchase price cannot be refunded. If the product is exchanged for a product with a higher price – even the same – instead of the previously purchased product, the price difference must be reimbursed by the Customer.
- If the product packaging is not damaged and complete
- if the product has not been used

The fulfilment of the conditions is checked and judged by the staff of the Boutique.

For food safety reasons, we are not able to take back food products (coffee, cakes, sugar, chocolate) – beyond the scope of the warranty of accessories or products – even in an untouched condition, even if the packaging is unopened.

Modification of a VAT invoice is only possible on the date of the modification request, on the date of the modification date, at the point of sale. To modify a VAT invoice, the original invoice must be handed over.

11 FINAL PROVISIONS

11.1 Nespresso hereby informs Customers that it accepts the provisions of the Hungarian Code of Advertising Ethics as binding on itself. The Code is available at the following link: http://www.ort.hu/hu/kodex/elszo .

11.2 It is recommended that you use the following browsers to access www.nespresso.com/hu/hu websites operated by Nespresso: Google Chrome (current latest version), Mozilla Firefox (version 3 or above), Apple Safari (version 3 or above) or Internet Explorer (version 8 or above). The mobile-optimized version of the site is recommended for use with any version of Mozilla Firefox or Google Chrome, as well as the default browser for Android devices and the Safari browser.

11.3 Nespresso uses up-to-date protection and state-of-the-art technology to protect your privacy..

12 GOVERNING LAW

These provisions shall be governed by Hungarian law. In matters not regulated by these Terms of Sale, the Civil Code and the effective legal provisions shall apply. Depending on the value of any disputes arising from this legal relationship, the parties stipulate the jurisdiction of the Buda Central District Court or the Székesfehérvár Regional Court in the event that the general jurisdiction of the Pest Central District Court, the Metropolitan Court or the Budapest Environs Regional Court cannot be established

13 NESPRESSO & YOU CLUB MEMBERSHIP PROGRAM TERMS AND CONDITIONS

NESPRESSO & YOU CLUB TAG PROGRAM

These Membership Terms and Conditions apply to the Nespresso & YOU Club Membership Program. These Club Membership Terms and Conditions form part of the Terms and Conditions of Sale of the Nespresso Business Unit of Nestlé Hungária Kft. In matters not regulated by these Club Membership Terms, the Terms of Sale shall prevail, and the provisions of the Terms of Sale shall be applied with the exceptions regulated in the Club Membership Terms and Conditions.

Within the framework of the Nespresso & YOU Club Membership Program, only natural and legal person customers who purchase from Nespresso outside their profession, self-employment or business activities and who comply with these Club Membership Terms and Conditions become Club members. Persons under the age of 18 are not allowed to be members of the club.

13.1 What is the Nespresso & YOU Club Membership Program?

Nespresso (referred to herein as "we", "us" or "our") operates a customer loyalty program called the Nespresso & YOU Club Membership Program. All our Club Members who have already registered or who register after the validity date set out in this section and who meet these terms and conditions will become members of the Nespresso & YOU Club Membership Program from the moment of successful registration. There are three different levels of membership under the program. Each tier depends on the duration of your membership and the number of capsules purchased. Capsule purchases must be made on the www.Nespresso.com website, mobile apps, by phone or in one of the Nespresso Boutiques, with the customer identifying themselves in accordance with the applicable identification criteria. You can read about the Club membership levels in detail in section These Club Membership Terms and Conditions are valid from 21 February 2022 until revoked.

13.2 How can you participate in the Nespresso & YOU Club Membership Program?

In the Nespresso & YOU loyalty program, the date of the start of the club membership is the date of the first purchase of coffee capsules through a Nespresso channel as an identified member. In the case of club membership prior to the expiry date of the Nespresso & YOU programme in accordance with clause 13.1, the start date of membership is the date of the first purchase of coffee capsules registered with Nespresso. Customers who do not meet these Club Membership Terms and Conditions will not participate in the Loyalty Program despite their registration.

If you meet the conditions for participation in the program, your membership will be established through successful registration in Nespresso Boutiques, the Nespresso Call Center or on the www.Nespresso.com website or mobile applications and the subsequent purchase of the first invoiced and valid coffee capsule. In case of successful registration, we will give you an individual club membership number. If you are already a member, the start of your membership is considered to be the day you purchased coffee from Nespresso for the first time.

If you have already been a Nespresso Club member prior to the expiry date of Section 13.1 of these Club Membership Terms, your participation in the Nespresso & YOU Loyalty Program is subject to the purchase of a valid and billed coffee capsule from Nespresso at least once in the 12 months prior to the start of the Program (with the exception of customers participating in the Introduction Re-Enrollment Offer described in Section 13.5).

Please keep your club membership number and password safe. A club membership number can be associated with a natural person or a legal entity.

Nespresso excludes all liability for data loss and damage resulting from the sharing of the club membership number and password or their use by unauthorized persons.

The use of personal data is in accordance with Nespresso's Privacy Policy.

By accepting these Club Membership Terms and Conditions and providing your personal information, you agree Privacy Policy. The privacy policy is available here https://www.Nespresso.com/hu/hu/adatvedelem.

13.3 Nespresso & YOU Club Membership Program Membership Levels

There are 3 levels of club membership in the Nespresso & YOU Program. Each club membership level is calculated by comparing the length of membership and the amount of capsule purchases. The calculation of the purchase of capsules in the 12-month period between two anniversaries, the so-called It takes place in the year of club membership.

The anniversary refers to the month corresponding to the date of the first purchase of Nespresso coffee (not the day of purchase).

The length of the membership relationship is the number of whole years since the first coffee purchase in which at least one invoiced and valid capsule purchase has been made**.**

Club membership levels of the Nespresso & YOU program:

Connoisseur level: This category includes customers who have purchased less than 720 capsules in the last 12 months between the last two anniversaries and their first valid and billed coffee capsule purchase at Nespresso was made 0-4 years ago, and since then they have had a valid and billed coffee capsule purchase in each year of club membership.

For example, our club member is a Connoissuer if he bought coffee capsules at Nespresso for the first time 2 years ago, in August, and since then he has bought 600 capsules per year between the first of August and July 31 of the following year.

Expert level: This category includes customers who have purchased between 720 and 1080 capsules in the 12 months between the last two anniversaries and/or their first valid and invoiced purchase of coffee capsules at Nespresso was made 5-9 years ago and since then they have purchased a valid and invoiced coffee capsule in each year of club membership.

For example, our club member is an Expert if he bought a coffee capsule from Nespresso for the first time 3 years ago, in August, and since then he has bought a total of 900 capsules between the first of August and July 31 of the following year, or even if our club member bought a coffee capsule from Nespresso for the first time 8 years ago, in August, and since then he has bought a total of 300 capsules on the first of August and July 31 of the following year.

Ambassador Level: This category includes customers who have purchased more than 1080 capsules in the 12 months between the last two anniversaries and/or made their first valid and billed coffee capsule purchase with Nespresso more than 10 years ago and have had a valid and billed purchase of coffee capsules in every year of Club membership since then.

For example, if our club member bought coffee capsules from Nespresso for the first time 3 years ago, in August, and since then they have bought a total of 1200 capsules between the first of August and July 31 of the following year, or if our club member bought coffee capsules from Nespresso for the first time 11 years ago, in August, and since then they have bought a total of 200 capsules between the first of August and the 31st of July of the following year.

The length of your membership and the number of capsules purchased can be queried in Nespresso Boutiques, by phone, on the www.Nespresso.com page, and in our mobile app after logging in to My account.

If you do not have a valid Capsule purchase for 12 months, although your Club Membership Number will be retained, your participation in the Nespresso & YOU program will cease and you will no longer be able to enjoy the benefits of the loyalty program. Participation in the Nespresso & YOU program can be restarted with a new coffee purchase, in which case the quantity of coffee capsules purchased determines the new beginner's membership level, and the annual 12-month period starts again from the month corresponding to the date of purchase of this capsule, and the new length of the membership relationship

is also calculated from this point (with the exception of customers participating in the Introduction Re Connection Offer described in Section 13.5)

For the purposes of each club membership level and participation in the loyalty program, only the quantities of coffee capsules purchased during purchases containing coffee capsules are taken into account as follows:

Purchased coffee capsules are coffee capsules invoiced and delivered according to a valid order

Orders cancelled/returned for any reason will be deducted

The tasting kits received in the case of the purchase of a coffee machine are not considered to be the purchase of coffee capsules. Any coffee capsules issued by Nespresso as a free sample, promotional gift or compensation will not be considered. The date of purchase is always the day of delivery of the capsules.

13.4 Benefits of club membership

Within the framework of the loyalty program, the club membership is accompanied by benefits and discounts according to each membership level.

Club membership levels:

Connoisseur: *Free Shipping, Coffee Machine Maintenance Program, Masterclass*

Expert*: Free Shipping, Coffee Machine Maintenance Program, Masterclass, Extra 15% Off Accessories & Sweets, 20% Off Aeroccino4 Milk Frother*

Ambassador: *Free shipping, Coffee machine maintenance program, Masterclass, Extra 15% discount on accessories and sweets, 20% discount on Aeroccino4 milk frother, Coffee machine renewal program, Priority purchase of our exclusive coffees, VIP events*

Free shipping: Buy coffee capsules on the www.Nespresso.com site, in mobile apps or by phone and all orders worth at least HUF 10,000 will be delivered free of charge.

Coffee machine maintenance program: For our club members, if they register their coffee machine, we provide a replacement machine for service during the repair, during the full two-year warranty and in the period after the warranty expires. During the full two-year warranty, both the replacement machine and the transport are free of charge for our Ambassador and Expert club members, while the transport is free for our Connoisseur club members, and if they request the replacement machine, they can use it for a one-time fee of HUF 990. After the warranty expires, the replacement machine is still free of charge for our Ambassador and Expert club members, and our Connoisseur club members can still use it for HUF 990. The transport fee after the expiration of the warranty is HUF 3,500 per trip uniformly for all club membership levels.

Masterclass: Take part in our exclusive tasting events and explore the world of coffee with the help of our experts. You can find out more about the dates of the coffee tastings on the www.Nespresso.com page. Participation in the events is free of charge, but prior registration is required. Employees of Nestlé Hungária Kft. and their close relatives as defined in Section 8:1 (1) 1 of the Civil Code may not participate in the Masterclass course, regardless of their club membership level.

Extra 15% discount on accessories and sweets: Have you been longing for a Nespresso cup for a long time? Would you like to taste our sweets? We provide an extra 15% discount on the price of our accessories and sweets on a total of 6 purchases a year.

The discount can be used for the purchase of the following products: Nespresso cups, glasses, spoons, capsule holders, Travel mugs, used capsule holders, coffee machine parts and sweets, two-dose descaling set. In one club membership year, a maximum of 5 discounted Nespresso accessories or sweets can be purchased in one order/purchase; and the discount can be used for a maximum of 6 purchases during a year of club membership. The 15% discount can be combined with a promotional offer for other accessories. If the conditions are met, the discount will be deducted from the price of the product, it cannot be exchanged for any other product or cash. The discount is only available to our Expert and Ambassador club members. The discount does not apply to milk frothers.

20% discount on Aeroccino4 milk frother: Latte macchiato or cappuccino? Buy Aeroccino4 milk frother with a 20% discount. The discount cannot be exchanged for any other product or cash. In a club membership year, the discount can be applied to an Aeroccino4 milk frother with a club membership registration at the time of purchase. The difference between the discount and the invoice value cannot be credited to the customer's account and cannot be paid in cash. The discount cannot be combined with other promotional offers for milk frothers offered by Nespresso. If the conditions are met, the discount will be deducted from the price of the product, it cannot be exchanged for any other product or cash. The discount is only available to our Expert and Ambassador club members.

Coffee machine renewal program: Would you like to replace your old Nespresso coffee machine? Buy at least 500 Nespresso coffee capsules at the same time and choose a Nespresso Original Line Citiz or higher with a 50% discount, or buy at least 200 Nespresso coffee capsules at the same time and choose a Vertuo coffee machine with a 50% discount on the Nespresso Vertuo Next or higher. The discount offer is only valid for the simultaneous purchase of 500 or 200 coffee capsules for Original Line Citiz and Nespresso Vertuo Next coffee machines or higher retail prices. In one year of club membership, with one club membership registration, a maximum of 1 Nespresso coffee machine can be purchased under the terms of the offer. The difference between the discount and the invoice value cannot be credited to the customer's account and cannot be paid in cash. The discount cannot be combined with any other promotional offer offered by Nespresso. If the conditions are met, the discount will be deducted from the price of the product, it cannot be exchanged for any other product or cash. The discount is only available to our Ambassador club members**.**

Priority shopping from our new products: Be the first to buy our new products. The pre-purchase option is valid for at least one week after the launch of the given product. The pre-purchase option is only available to our Ambassador club members.

VIP events: Attend our private events and get to know the world of coffee, gastronomy and art even better. You can find out about current events by email and on our website. Participation in the events is subject to registration and may be subject to a fee. The registration opportunity is only available to our Ambassador club members. Employees of Nestlé Hungária Kft. and their close relatives as defined in Section 8:1 (1) 1 of the Civil Code may not participate in VIP events, regardless of their club membership level. 1

Termination of Club Membership

You have the right to terminate your membership at any time by post or by e-mail

(hungary@Nespresso.com) or by telephone by calling our toll-free green number 06 80 2582 80. We have the right to terminate your Club membership by written notice if you breach any of these terms or abuse the benefits of the Program. We have the right to modify or terminate this program at any time with three months' notice. We have the right to modify or discontinue this program at any time, without taking into account the 3-month period above, if necessary under applicable law.

ANNEX 1: MODEL WITHDRAWAL STATEMENT

Please only fill it in and return it if you intend to withdraw/terminate the contract.

To: Nespresso Customer Service
Email: hungary@nespresso.com

Phone: 06 80 2582 80

I, the undersigned, declare/we declare that I exercise/exercise my right of withdrawal/right of withdrawal in respect of the contract for the sale and purchase of the following product(s):

Date of conclusion of the contract/date of receipt:
Name of the consumer(s):
Address of the consumer(s):
Signature of the consumer(s): (only in case of a statement made on paper) Beget:

ANNEX 2: ENGRAVING SERVICE

Where can I use this service?
Only personally in the Nespresso Boutique located at 1117 Budapest, Október Huszonharmadika utca 8-10., Allee Shopping Center. Engraving can only be done by a colleague working in a Boutique. The service is completed in 48 hours. During peak periods (1.11. -31.12.) the service is completed in 72 hours.

What products can I engrave?
The following products are available in stock:
1. Travel Mug (available in stock in all colors, any size except limited edition products)
2. Pixie cups (available in stock in all colors, any size except limited edition products)) The product selected for engraving may be purchased through any of our sales channels. Engraving services are available exclusively for unused products in their original packaging within two weeks from the date of purchase, upon presentation of the purchase invoice. For in-store purchases at the Nespresso Boutique located in Allee Shopping Center, there is no limit on the number of products eligible for engraving. For all other channels, including other Boutiques, online, telephone orders, or Personal Pickup at a Boutique, maximum three products per Club membership may be submitted for engraving.

What kind of text can be engraved on products?
We can only implement the texts, fonts and placements in the help placed in the Boutique. We cannot take responsibility for any complaints arising from the engraving, and we are not able to replace the

product. The customer is obliged to inspect the product before engraving and to report any visible defects (e.g. scratches, cracks, breakage) to the coffee specialist before starting engraving. In the case of a defective product, engraving cannot be performed. Nespresso also reserves the right to refuse the desired engraving at any time without giving any reason. If you have any questions, our Coffee Specialists are at your disposal.

Last modified: 24/03/2026