

Terms & Conditions

Last updated: 12.10.2025

1. General Provisions

- 1.1 These Terms and Conditions (“Terms”) apply to all sales conducted by DLC HOME Kft. (registered in Hungary, company number 01 09 438539, VAT No. 32708910-2-41, registered address: Tarnok Utca 1, 1014 Hungary, “DLC Home”).
- 1.2 By placing an order, the Customer agrees to be bound by these Terms in full.
- 1.3 DLC Home reserves the right to modify these Terms at any time. Updated versions apply only to new orders.
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2. Orders and Contract Formation

- 2.1 Orders can be placed through approved online sales channels.
- 2.2 DLC Home confirms all orders via email or written acknowledgment. The contract is concluded when DLC Home sends the order confirmation.
- 2.3 Ownership and risk pass to the Customer once the goods are handed over to the courier or transport company.
- 2.4 DLC Home reserves the right to cancel or modify an order if the product is unavailable or if a pricing or typographical error occurred. The Customer will be informed promptly.
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3. Delivery and Shipping

- 4.1 Goods are shipped from our central warehouse in Budapest, Hungary, or other designated logistics centers.
- 4.2 Estimated delivery times are provided for reference only. DLC Home is not liable for delays caused by the courier or other circumstances beyond its control.
- 4.3 If the Customer fails to accept delivery or collect the parcel, return shipping costs and any associated fees may be deducted from the refund.
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5. Returns, Withdrawal, and Defective Products

- 5.1 Consumers have the right to withdraw from the contract within 14 days of receiving the goods without providing a reason.
- 5.2 To exercise this right, the Customer must notify DLC Home in writing and return the product to the designated address.
- 5.3 Return shipping costs are generally borne by the Customer unless the product is defective or damaged upon delivery.
- 5.4 For defective or damaged products, DLC Home may send replacement parts or issue a full refund if repair/replacement is not possible.
- 5.5 Returned products must be in their original packaging, unused, and complete with all accessories.

6. Warranty

6.1 All DLC Home products have a 2-year warranty from the date of purchase.

6.2 The warranty covers manufacturing defects and component malfunctions but excludes damage caused by improper use, accidents, or modifications.

6.3 Customers must contact DLC Home through Allegro before returning any product for warranty purposes.

7. Liability

7.1 DLC Home is not liable for damages resulting from third-party shipping errors or delays.

7.2 DLC Home is not liable for losses caused by incorrect delivery information provided by the Customer.

7.3 For business customers, liability is limited to the net value of the specific order.

8. Intellectual Property

8.1 All content, including product images, descriptions, and brand elements, is the intellectual property of DLC HOME Kft.

8.2 No part of this content may be copied, reproduced, or used without prior written consent.

9. Governing Law and Dispute Resolution

9.1 Any disputes shall be submitted to Allegro.

10. Contact

For inquiries, returns, or customer support: please contact us through Allegro.