

General Terms and Conditions

Vetera Webshop – effective ... September 2026

1. Scope, definitions and contract

1.1 These General Terms and Conditions (“Terms”) apply to products ordered from the webshop operated by HYD LLC for Cancer Research and Drug Development (HYD Rákkutató és Gyógyszerfejlesztő Kft.) (“Supplier”) at <https://www.vetera.hu> (“Webshop”) and to related e-commerce services.

1.2 Orders may be placed for delivery worldwide. In case of order placed in Hungary, all EU Member States, European countries outside the EU and the United States checkout identifies the address and product as serviceable. If the Customer wishes to place an order to a country other than these, the Supplier informs the Customer about the delivery options.

1.3 “Customer” means any natural or legal person or legal entity without legal personality who places an order in the Webshop. “Consumer” means a natural person acting outside their trade, business, craft or profession. The special provisions applicable to consumers do not apply to orders for business purposes. In the case of a legal entity or legal entity without legal personality, only their legal representative with the right of representation or a representative with written authorisation is entitled to proceed.

1.4 Hungarian law governs these Terms and the contract. This choice does not deprive an EU consumer of mandatory protection under the law of their habitual residence. Mandatory consumer rules applicable to a US Customer at their place of residence also remain unaffected.

1.5 The contract language is the language of the Hungarian, English or German interface used by the Customer. In the event of inconsistency, the Hungarian text prevails only to the extent this does not limit mandatory consumer rights.

1.6 The electronic contract is treated as made in writing. The Supplier files the contract and keeps it for 5 years after its conclusion.

1.7 The Supplier does not have a code of conduct pursuant to Act XLVII of 2008 on the Prohibition of Unfair Commercial Practices Against Consumers.

2. Supplier and technical provider

- Supplier: HYD LLC for Cancer Research and Drug Development (HYD Rákkutató és Gyógyszerfejlesztő Kft.)
 - Registered office: H-1119 Budapest, Fehérvári út 79., Hungary
 - Company registration no.: 01-09-260799
 - Tax no.: 10805459-2-43
 - E-mail: info@vetera.hu
 - Telephone: +36 1 365 1660; +36 1 381 0765
 - Customer service: working days 9:00–17:00 (CET).
- Hosting/technical provider:
 - NetBlaze Group Social Cooperative, H-8790 Zalaszentgrót, Cser-Zilai u. 10, Hungary; company registration no.: 20-02-050340; tax no.: 24804413-1-20; e-mail: info@netblaze.hu; and
 - United Call Center, H-3525 Miskolc, Kis-Hunyad utca 9/2; company registration no.: 05-09-018137; tax number: 11843157-2-05; e-mail: info@unitedcallcenters.hu.

3. Products, prices and ordering

3.1 In the Webshop the Customers can buy Vetera-DDW-25 veterinary anticancer deuterium-depleted medicinal product, Preventa oyster mushroom dietary supplement and books about deuterium depleting. In the Webshop the Supplier presents the name and description of the products in detail and displays photos about the product and/or its package. Product descriptions, composition, instructions and warnings displayed on the product page form part of the contract. The pictures shown on the product site – taking into account the manufacturing process – can be different than the real ones, and are illustrations only. The Supplier is not taking responsibility for the difference between the real look and the pictures of the product shown in the Webshop.

3.2 The Vetera-DDW-25® veterinary product may only be used in accordance with the product information leaflet, the applicable animal health regulations, and, if necessary, a veterinarian's instructions. For international orders, the Customer is responsible for ensuring that the possession, import, and use of the product are permitted in the destination country.

3.3 Registration is not required in order to place an order in the Webshop, however, the Customer may create a user account during the order, on the appropriate interface designed for this purpose, based on his or her own decision, in which the personal data provided during the order will be stored. The creation of a user account makes it easier for repeat orders in the Webshop; in this case, when logging in to the user account, personal data do not have to be provided. During the creation of the user account, an identifier and password must be provided, which will identify the Customer appropriately in the future. The requirement related to the secure password is that the password should be at least 6 characters, which must also contain capital letters and number(s). The Supplier does not recommend the use of a password that is easy to guess or related to the Customer. If the Customer forgets his/her user password, the Service Provider will send a one-time login password to the electronic mailing address provided during registration, with the help of which the Customer can enter a new password instead of the forgotten one. The Supplier stores the passwords in an inaccessible, encrypted form, so the original password cannot be decrypted and entered for the consumer.

3.4 Prices and currency are displayed on the product page and at checkout (in case of placing an order from Hungary, the currency of settlement is HUF, in case of foreign orders, EUR or USD depending on the destination country. Prices for Hungarian and EU consumer orders include applicable VAT unless expressly stated otherwise; shipping is separate unless expressly included. In case of orders to European countries outside the EU, the USA and other third countries may incur import duties, taxes and clearance charges. In case of delivery to a European country outside the EU, the Supplier charges a customs clearance fee, which does not exempt the Customer from import customs clearance and possible customs costs in its own country.

3.5 When completing the order form, it is necessary and possible to provide the following data: name, e-mail address, telephone number, billing address, delivery method, delivery address, coupon code, comment, date of delivery; in case of legal persons: company name and tax number. Customers may only enter their own personal data on the website. To successfully place an order, the Customer must accept these Terms and the Privacy Policy by ticking the relevant box. By ticking the boxes, the Customer declares that they have read, understood and fully comply with all the provisions of these Terms and the Privacy Policy and accept the provisions thereof as binding.

3.6 Ordering steps: select product/quantity; review basket; enter billing, delivery and contact details; select shipping/payment; accept these Terms and the Privacy Notice; submit the order with an obligation to pay.

3.7 Input errors can be corrected before submission. Any error discovered after placing the order must be reported immediately to the Supplier; changes are possible only before performance begins.

3.8 Submission is the Customer's offer. An automatic receipt acknowledgement is not acceptance. The contract is formed when the Supplier expressly accepts the order by e-mail or confirms dispatch. If no confirmation is received within 48 hours, the Customer is released from the offer.

3.9 If, despite all the care taken by the Supplier, an incorrect price is displayed on the interface of the online store, in particular a price of HUF '0' or HUF '1' that is obviously incorrect, e.g. significantly different from the well-known, generally accepted or estimated price of the product, possibly due to a system error, the Supplier is not obliged to sell the product at the incorrect price, but may offer to deliver the product at the correct price, in the knowledge of which the Customer may withdraw from the purchase.

3.10 The Supplier may reject an order due to lack of stock, an obvious pricing error, failed payment, export/import or carrier restrictions, or suspected fraud. Any amount already paid will be refunded without undue delay.

3.11 The Supplier reserves the right to change the prices of products that can be ordered from the website, with the modification taking effect simultaneously with the uploading to the website. The change does not adversely affect the purchase price of products already ordered

4. Payment and invoicing

4.1 Available payment methods:

- orders from Hungary:
 - online payment using SimplePay service
 - with cash or card on delivery at the courier – if the system offers it during the order
 - by transfer to the Supplier's bank account by prior arrangement

- orders from other countries:
 - online payment through Stripe and SimplePay
 - advance bank transfer/wire transfer by prior arrangement.

4.2 The online payment by credit card is made through an electronic system operated by an independent payment service provider contracted by the Supplier. In case of orders placed in Hungary online payment by credit card is provided by SimplePay Zrt. (1138 Budapest, Váci út 135-139. 5th floor; ugyfelszolgalat@simple.hu; +36 1/20/30/70 3-666-611). In case of orders placed abroad online payment by credit card is provided by SimplePay Zrt. and Stripe [Stripe Payments Europe, Ltd. (<https://stripe.com/en-hu/privacy>)]. In case of online bank card payment, the Customer has the opportunity to make the payment on the payment service provider's own payment site. Online payments are subject to the terms and conditions of the payment service provider, the card company concerned and the business rules of the financial institution issuing the card and crediting the amount. The Supplier does not process the Customer's credit card data (the whole card number, CVC/CVV code and authentication data).

4.3 In case of payment by card or making a transfer the payment of the fee is considered made when the amount due is credited to the Supplier's bank account.

4.4 Cash on delivery is available only for Hungarian addresses, and only where checkout offers it. It is unavailable for international orders.

4.5 For advance transfer, performance begins after full credit. The order may be cancelled if payment is not received by the stated deadline.

4.6 Invoices use the billing details provided. For domestic cash-on-delivery orders and international orders, the Supplier will include the invoice in the package. Invoices are normally sent electronically.

5. Delivery, customs and risk

5.1 In Hungary, GLS services available at checkout are used. Deliveries to other EU member states and European countries outside the EU are performed by DPD, while US delivery is made exclusively by FedEx. If the Customer wishes to order to a country other than these countries, the Supplier will inform the Customer about the delivery options, the shipping fee and any other costs after placing the order. If the Customer accepts this, the Supplier will send the link necessary for payment.

5.2 Charges, service and estimated delivery time are shown before submission. Unchanged shipping fees, bands and limits are set out in the Shipping and Payment Information.

5.3 In case of delivery to a European country outside the EU, the USA or any other third country, additional fees and charges may be incurred in addition to the shipping fee. The recipient must provide required data. Unless checkout expressly includes them, duties, taxes and customs/brokerage charges are payable by the recipient. In the case of Customers from countries to which the Supplier delivers with DDP (delivered with customs payment) shipping conditions, the Supplier will also charge the applicable import duties, taxes and handling fees. The Supplier will inform the Customer of these costs before payment and the costs will be included in the final purchase price. For Customers in countries to which the Supplier delivers with DDU (delivered without customs payment) delivery terms, only the purchased items and the shipping cost will be charged. The cost of import duty or tax will be invoiced directly by the freight forwarder or the import agent designated by the Customer. The Supplier recommends that the Customer contact the local customs authority before placing the order in order to determine the price plus import costs.

5.4 Delivery times are estimates. The Supplier is not liable for delays beyond its reasonable control caused by carriers, customs/authorities, force majeure or incorrect Customer data.

5.5 For a consumer contract, risk passes when the Consumer or a third party designated by the Consumer, other than the carrier, takes physical possession.

5.6 Visible damage should be recorded with the carrier and reported to the Supplier. Failure to obtain a report does not remove statutory conformity rights.

6. Consumer right of withdrawal

6.1 A Consumer may withdraw without reason within 14 days after receipt. For separately delivered goods, the period begins on receipt of the last item. Withdrawal may also be notified before delivery.

6.2 If the Customer wishes to exercise their right of withdrawal, they must send a clear statement of their intention to withdraw to the Supplier (for example, by post, by electronic mail) using one of the contact details indicated in Section 2 of the Terms. The Supplier confirms the withdrawal sent electronically immediately after sending it, within 2 working

days at the latest. For this purpose, the Customer may also use the template withdrawal statement in Annex 1 to these Terms. Notice may be sent to info@vetera.hu or H-1119 Budapest, Fehérvári út 79., Hungary. The model form in the Annex may be used but is not mandatory. Furthermore, the Customer may exercise his right of withdrawal by using the withdrawal function available on the www.vetera.hu website. The Supplier shall send the Customer an acknowledgement of receipt of the withdrawal without undue delay, on a durable medium, containing the content of the withdrawal and the date and time of sending.

6.3 Goods must be returned within 14 days after notice. The Consumer bears direct return costs. For heavy goods, return costs depend on the carrier and country.

6.4 Within 14 days of receipt of the declaration of withdrawal the Supplier reimburses the Customer for all consideration paid, including the delivery costs (excluding any additional costs incurred due to the Customer's choice of a delivery method other than the cheapest standard delivery method offered by the Supplier). Refund may be withheld until return or proof of dispatch and is normally made by the original payment method.

6.5 Statutory exceptions include sealed goods not suitable for return for health-protection or hygiene reasons once unsealed, perishable goods and made-to-order goods. Any applicable exception is identified on the product page.

6.6 The Customer is liable only for diminished value caused by handling beyond what is necessary to establish the nature, characteristics and functioning of the goods.

7. Defective performance, warranties

7.1 In the case of defective performance by the Supplier, the Customer is entitled to implied warranty and, if its conditions are met, product warranty rights in accordance with Act V of 2013 on the Civil Code and the applicable mandatory consumer protection rules.

a) Warranty

Subject to his/her choice, the Customer may make the following warranty claims:

- User may claim repair or replacement, unless the performance of the chosen remedy for breach of warranty for material defects is impossible or if it would result in disproportionate additional costs to the Supplier compared to satisfying a different claim for warranty for material defects. If repair or replacement has not been claimed or could not be claimed, the Customer may request a pro rata reduction of the consideration or, if the Customer is not a consumer, the Customer may repair or have the defect repaired by someone else at the expense of the Supplier or as a last resort, may cancel the contract if the Supplier has not undertaken repair or replacement, within a period appropriate to this obligation, it cannot satisfy the interests of the rightholder, or if the Customer's interest in repair or replacement no longer exists. An insignificant defect shall not give rise to cancellation, it is the Supplier's obligation to prove this.
- The Customer may switch from the chosen remedy for breach of warranty for material defects to another remedy, however, the cost of the switch shall be borne by the Customer, unless it was justified or caused by the Supplier.

The Supplier may refuse to bring the product into conformity with the contract if the repair or replacement is impossible or if it would result in disproportionate additional costs for the Supplier, taking into account all circumstances, including the value of the service in a flawless condition and the gravity of the breach of contract.

The Customer is also entitled to demand a proportionate reduction of the consideration or to terminate (withdraw) the sales contract, in accordance with the gravity of the breach of contract, if:

- the Supplier has not carried out the repair or replacement, or has carried it out, but has not fulfilled the conditions set out in Section 13 (3) of Government Decree 373/2021 (VI.30.), or has refused to make the goods into conformity with the contract in accordance with the previous point;
- repeated performance defects have arisen, despite the Supplier's attempts to make the goods conform;
- the defect in performance is of such gravity that it justifies an immediate price reduction or the immediate termination of the sales contract; or
- the Supplier has not undertaken to make the goods conformable to the contract, or it is obvious from the circumstances that the Supplier will not make the goods into conformity with the contract within a reasonable period of time or without significant harm to the Customer's interests.

The Customer's implied warranty right regarding withdrawal may be exercised by a legal statement addressed to the Supplier expressing the decision on withdrawal.

The Customer is obliged to report the defect immediately after discovering it. The Customer may no longer enforce the warranty rights beyond the one-year limitation period (two years in the case of a Customer qualifying as a consumer) from the performance of the contract.

The Customer may enforce their warranty claim against the Supplier.

Other conditions for the enforcement of implied warranty rights:

- In the case of a Customer who is not a consumer: The Customer is obliged to prove that the defect recognized by the Customer already existed at the time of performance.
- In the case of a Customer qualifying as a consumer:
 - An error communicated within two months of the discovery of the defect shall be deemed to have been communicated without delay.
 - Within one year from the date of performance, there are no other conditions for the enforcement of the implied warranty claim other than the notification of the defect if the Customer is a natural person and certifies the valid and effective existence of the contract with the Supplier. After one year from the date of performance, the Customer is obliged to prove that the defect recognized by him already existed in the product at the time of performance.

The Supplier shall take a record of the Customer's warranty claim reported to it, a copy of which shall be made available to the Customer immediately, in a verifiable manner.

The Supplier shall endeavour to carry out the repair or replacement within a maximum of fifteen days. If the duration of the repair or replacement exceeds fifteen days, the Supplier shall inform the Customer of the expected duration of the repair or replacement.

b) Product liability (only in case of consumers)

In the case of a defect in a product sold to them by the Supplier, the Customer, who is a consumer, may, at their own discretion, exercise their right under paragraph a) or claim under the product liability. As a product liability claim, the Customer may only request the repair or replacement of the defective product.

A product is deemed to be defective if it fails to comply with the quality requirements in effect at the time it is released to the market, or if it does not have the features included in the product description (or on the photos on the website at the given product) provided by the distributor.

The Customer has two years from the date on which the product was placed on the market by the manufacturer to make a claim under product liability. Their right will lapse after this deadline.

The Customer may only exercise their right to claim under product liability against the manufacturer or distributor of the product. In the case of a product liability claim, the Customer must prove that the product is defective.

The manufacturer (distributor) is released from product liability only if it is able to prove that:

- it did not manufacture or distribute the product in the framework of its business activities, or
- the defect was unrecognisable using the technology available at the time of releasing the product to the market, or
- the product defect arises out of the application of legislation or a statutory requirement.

Manufacturers (distributors) need to prove only one of the above reasons to be released.

c) Method of submitting a warranty claim

The Customer may submit a guarantee or warranty claim by sending a postal or electronic letter to the Supplier.

The letter must include:

- the name and address of the Customer,
- the name of the product, the purchase price,
- the date of the order,
- the date of notification of the defect,
- the description of the defect,
- the claim the Customer wishes to assert.

7.2 A mandatory commercial warranty applies only to products and thresholds covered by law. Any voluntary warranty requires an express written statement.

7.3 A defect should be reported at the contact details indicated in the present Terms, preferably with order ID, description and photographs.

8. Complaints and dispute resolution

8.1 Complaints may be submitted using the contacts in Section 2.

8.2 The Supplier shall immediately examine and, if possible, remedy the Customer's verbal complaint. If the Customer does not agree with the method of complaint handling or it is not possible to remedy the complaint immediately, the Supplier shall record the Customer's complaint and coordinate with and have its content approved by the Customer. A copy of the report shall be sent by the Supplier to the Customer. Upon receipt, the Supplier shall examine the complaint and send response with reasoning about its position on the complaint within 30 days of its submission.

8.3 In the case of a written complaint, the Supplier shall examine the complaint upon receipt and shall send a written response to the Customer about the results of the investigation within 30 days after the communication of the complaint. If requested, the Customer shall be notified electronically by the Supplier of the results of the examination. In its reply letter, the Supplier shall mention the result of the full investigation of the complaint, the measures taken to remedy the complaint, and in case of rejection, the reasons for rejection. The Supplier shall provide its information with a clear, comprehensible justification, using simple language, avoiding the unjustified use of legal terminology. The Supplier shall endeavor to provide a substantive answer to all objections of the Customer in its reply letter. Written complaints, and the responses thereto shall be archived by the Supplier for three years.

8.4 Customers may apply to the competent regional Hungarian conciliation body. Contact details of the conciliation bodies: <http://www.ofe.hu/inet/ofe/hu/menu/bekeltetes.html>. The conciliation body competent according to the seat of the Supplier: Budapest Conciliation Board, 1016 Budapest, Krisztina krt. 99, Hungary; e-mail: bekelteto.testulet@bkik.hu; phone: +36 1 488 2131.

8.5 If the consumer notices a violation of his/her consumer rights, he/she is entitled to lodge a complaint with the competent consumer protection authority of his place of residence. Government agencies act as consumer protection authorities. The contact details of the Consumer Protection Authority [can be found](#) by clicking here.

8.6 If it is not possible to settle the dispute by one of the above methods or other negotiated means, the Customer may turn to court.

9. Privacy and final provisions

9.1 Personal data processing is governed by the Privacy Notice, including the roles of SimplePay, Stripe and the courier service providers.

9.2 The Supplier may amend these Terms prospectively. The version in force when the order was placed governs an existing contract.

9.3 Invalidity of one term does not affect the remainder. Matters not regulated are governed by Hungarian law and any mandatory consumer law applicable at the Consumer's residence.

Annex 1 – Model withdrawal form

(Complete and return only if you wish to withdraw.)

To: HYD LLC for Cancer Research and Drug Development (HYD Rákkutató és Gyógyszerfejlesztő Kft.), H-1119 Budapest, Fehérvári út 79., Hungary, info@vetera.hu

I/We hereby give notice that I/We withdraw from the contract for the sale of the following goods:

Goods: _____

Order ID: _____

Ordered/received on: _____

Consumer name and address: _____

Date: _____ Signature (paper only): _____