General Terms and Conditions

1. Details of the operator of Ramp-Paradise

Name: Horváth Patrícia E.V. (self-employed)

Registered Office:
2030 Érd, Törökbálinti út 51., Hungary

Mailing Address:
2030 Érd, Törökbálinti út 51., Hungary

Tax Number: 69312500-1-33 (HU69312500)

Bank Account IBAN Number : HU58 1030 0002 1554 1004 0001 4887

Bank name: MBH Bank

Email: info.rampparadise@gmail.com

Phone: +36 30 747 7044 (Horváth Patrícia)

2. Hosting information

The hosting provider for the service provider:
Unas Online Kft., 9400 Sopron, Kőszegi út 14., Hungary

Email address used for regular communication with customers:
unas@unas.hu

3. Preliminary information about the General Terms and Conditions

These General Terms and Conditions (GTC) apply to all orders and deliveries between the operator of the Website and its customers conducted through the

ramp-paradise.com online store.

4. Placing an Order

The **ramp-paradise.com** webshop provides its customers with a wide range of **handmade custom stairs and ramps for pets**, as well as various pet accessories.
By clicking on a product, the customer can view detailed information such as **size, product description, and available colors**.

After selecting the desired quantity and material type and clicking the **shopping cart icon**, the product is added to a virtual cart.
By clicking the shopping cart icon located at the **top right corner** of the webshop, the customer can view the contents of the cart and modify them if necessary, and review the order before finalizing it to ensure that the correct products are included.

The prices displayed are **tax-exempt**.
If the customer does not wish to purchase additional products, they can proceed by clicking **"Enter shipping and billing details."**
Additional notes can be entered in the **"Comments"** field at the bottom of the page.

By accepting the Terms and Conditions, selecting a payment method, and clicking the **"Place order"** button, the order becomes binding and creates a **payment obligation**.

5. Conclusion of the Contract

By clicking the **"Place order"** button, the customer accepts the offer.
The **ramp-paradise.com** webshop sends an email confirmation about the ordered products, thereby concluding the contract.

6. Order Confirmation

The **ramp-paradise.com** webshop sends a confirmation email within **one hour** of receiving the customer's order.
This email contains the order date, the ordered product(s), product name, packaging, quantity, the customer's shipping and billing address, the order date, the subtotal, and the total amount including shipping costs.

If you notice any errors in this email, please contact **ramp-paradise.com** using one of the contact details provided on the website.
If you do not receive the confirmation email, please check your mailbox storage capacity as well as your spam/junk folder.

ramp-paradise.com reserves the right to refuse confirmed orders in whole or in part.
Partial fulfillment is only possible after consultation with the customer.

7. Prices

The prices shown are **tax-exempt** and do not include shipping costs.

For countries outside the EU, customs duties and any additional charges incurred during shipping are the responsibility of the recipient, in accordance with the regulations of their country.

We reserve the right to change prices.

8. Shipping

Shipments are delivered by **FedEx courier service**.

Dog stairs and ramps are **custom handmade products** and are completed within **15 business days**.

After production, the average delivery time is **3–8 business days**.

Shipping costs from Hungary (home delivery)

- **10 euro**

Delivery can be requested to your home address or workplace.
FedEx attempts delivery 3 times on business days between 08:00 and 20:00.
If all delivery attempts are unsuccessful, the parcel will be sent back to the sender.

We also recommend providing a phone number where you are reachable during the day.

Before delivery, the **customer will always be informed about the arrival of the parcel** and delivery details **by SMS or email**.

If the courier does not find anyone at the delivery address, they will attempt delivery again the following day.

In the **"Comments"** field during checkout, the customer may provide any information important for delivery, for example if someone else will receive the parcel.
Please include the recipient's name and contact details.
For hard-to-find addresses, please provide the floor and door number and short directions to help the courier locate the address.

Production time

- Dog stairs and ramps are produced within **15 business days**, as they are handmade to order.

Courier service information

FedEx London (Authorized Ship Centre) – 13 Seagrave Rd, London SW6 1RP

Phone number: +44 345 600 0068

International shipments: +44 345 607 0809

Parcel tracking

https://www.fedex.com/en-gb/home.html

9. Retention of Title

The goods remain the property of r**amp-paradise.com** until the full purchase price has been paid.
Before ownership is transferred, the goods may not be used in any way without the consent of ramp-paradise.com

10. Preliminary Information on the Form, Registration and Accessibility of the Contract

The order constitutes a contract concluded electronically, which is governed by **Act V of 2013 on the Civil Code**, **Act CVIII of 2001 on Electronic Commerce Services and Information Society Services**, and the relevant Hungarian legislation.

The contract is subject to **Government Decree 45/2014 (II.26.) on the detailed rules of contracts between consumers and businesses**, and takes into account the provisions of **Directive 2011/83/EU of the European Parliament and of the Council on consumer rights**.

The contract is governed by the **laws of Hungary**.

11. Preliminary Information on the Correction of Data Entry Errors

Please note that it is the customer's responsibility to ensure that the data provided is entered correctly, as invoicing and delivery are based on the information supplied by the customer.
By placing an order, the customer acknowledges that the Seller is entitled to charge the customer for any damage or costs arising from incorrect or inaccurate data entry.

The Seller excludes liability for performance based on incorrect data provided by the customer.

Please also note that an incorrectly entered email address or a full mailbox may result in the confirmation email not being delivered, which may prevent the conclusion of the contract.

12. Information on the Language of the Contract

The language of the contract is **English**.

13. Information on the Conclusion of the Contract

See Sections **3–4**.

14. Warranty, Product Warranty and Guarantee

Statutory Warranty (Implied Warranty)

In the event of defective performance by **ramp-paradise.com**, the customer may assert a warranty claim against the Seller.
In the case of a consumer contract, the customer may enforce warranty claims within **2 years from the date of delivery** for defects that already existed at the time of delivery. After this two-year period, warranty rights can no longer be enforced.

At the customer's choice, they may request **repair or replacement**, unless fulfilling the chosen request is impossible or would result in disproportionate costs for **ramp-paradise.com**
If repair or replacement is not requested or not possible, the customer may request a **proportionate price reduction**, have the defect repaired at the Seller's expense, or – as a last resort – **withdraw from the contract**. Withdrawal is not possible for insignificant defects.

The customer may switch from one warranty claim to another, but must bear the costs of the change unless it was justified or caused by **ramp-paradise.com**

The customer must notify **ramp-paradise.com** of the defect without delay, but no later than **two months after discovering the defect**.
Within **six months from delivery**, no further proof is required beyond notification if the customer proves the purchase (invoice or copy). After six months, the customer must prove that the defect existed at the time of delivery.

If **ramp-paradise.com** proves that the defect was caused by the customer, no warranty obligation applies.

Product Warranty

This section applies only to consumers (natural persons acting outside business activity).
In the event of a defective product, the customer may assert a **product warranty claim** and may request **repair or replacement only**.

The customer must prove the defect.
A product is defective if it does not meet quality standards at the time of release or lacks the properties described by the manufacturer.

Product warranty claims may be enforced within **2 years from the date the product was placed on the market**.
The defect must be reported without delay, and no later than **two months after discovery**.

The claim may be asserted against the **manufacturer or distributor (ramp-paradise.com)**.

The manufacturer/distributor is exempt from liability if they prove that:

- the product was not manufactured or marketed in the course of business, or
- the defect was not detectable according to the state of science and technology at the time of marketing, or
- the defect results from mandatory legal regulations.

Guarantee

Certain products fall under the **mandatory guarantee** pursuant to Hungarian Government Decree **151/2003 (IX.22.)**.
Where applicable, the guarantee conditions of this decree apply.
If the manufacturer provides an additional voluntary guarantee, this is indicated in the product description.

Enforcing Warranty Claims

Warranty claims may be submitted to:

Horváth Patrícia E.V. (self-employed)
2030 Érd, Törökbálinti út 51., Hungary
ramp-paradise.com
Email: **info.rampparadise@gmail.com**

If the inspected product is found not to be defective, the Seller is not obliged to fulfill any warranty claim.

15. Complaint Handling and Dispute Resolution

The customer may submit a complaint orally or in writing regarding the webshop's conduct, activity, or omission directly related to the sale and distribution of goods or services to consumers.

Complaints can be submitted using the following contact details of the distributor:
Email: info.rampparadise@gmail.com
Phone: +36 30 747 7044 (Horváth Patrícia)
Mailing address: Horváth Patrícia E.V., 2030 Érd, Törökbálinti út 51., Hungary
Website: ramp-paradise.com

According to applicable law, oral complaints will be investigated and remedied immediately where possible.
If the customer does not agree with the handling of the complaint, or if immediate investigation is not possible, the distributor will record the complaint in writing and send a copy together with the substantive response.

Written complaints will be investigated and answered within **30 days** of receipt.
If the complaint is rejected, the distributor must provide a reasoned explanation.
Records of complaints and responses are retained for **5 years**.

Other Legal Remedies

If a dispute between the distributor and the customer cannot be resolved through negotiation, the customer may initiate court proceedings.
In the case of consumer disputes, the customer may also use the following remedies:

- **Submitting a complaint to the consumer protection authority**
- **Initiating proceedings before a Conciliation Board (Békéltető Testület)**

For the purposes of Conciliation Board procedures, a consumer also includes civil organizations, churches, condominium associations, housing cooperatives, and micro, small, and medium-sized enterprises that purchase, order, receive, use, or are recipients of commercial communications related to goods.

16. Data Protection

ramp-paradise.com takes the protection of customer data very seriously.
ramp-paradise.comhas a Data Protection Policy in place.

17. Unilateral Amendment of the General Terms and Conditions

ramp-paradise.com reserves the right to change prices and to amend the General Terms and Conditions.
Any changes shall take effect from the date they are published on the webshop, and for each purchase the terms in force at the time of placing the order shall apply.

ramp-paradise.com is entitled to amend these General Terms and Conditions unilaterally, provided that customers are informed in advance on the webshop interface.
The amended provisions shall become effective for the customer upon the first use of the webshop after the changes have entered into force, and shall apply to orders placed after the amendment.

ramp-paradise.com reserves the right to make any changes or improvements to the webshop at any time without prior notice, and to move the webshop to another domain name.

18. Right of Withdrawal

Every consumer has a **14-day right of withdrawal**.

Exception:
This right does **not apply** to **custom-made dog ramps, stairs and beds** produced according to the buyer's individual requirements.

A consumer is any natural person who enters into a contract for purposes outside their business or professional activity.
The following rules apply to the right of withdrawal and its exercise.

The customer has the right to withdraw from this contract **within 14 days without giving any reason**.

The withdrawal period expires **14 days from the day on which the customer or a third party designated by the customer (other than the carrier) takes possession of the goods**.

To exercise the right of withdrawal, the customer must inform the distributor of their decision by means of a **clear statement** (by post or electronically via the contact menu):

info.rampparadise@gmail.com
Mailing address: Horváth Patrícia, 2030 Érd, Törökbálinti út 51., Hungary

To meet the withdrawal deadline, it is sufficient for the customer to send the notification before the withdrawal period expires.

Effects of Withdrawal

If the customer withdraws from the contract, we will reimburse **all payments received**, excluding delivery costs.
Without undue delay and no later than **14 days** from the day we are informed of the withdrawal.

Refunds will be made using the **same payment method** as the original transaction, unless expressly agreed otherwise.
We may withhold the refund until the goods are returned or the customer provides proof of return.

The customer must return the goods **without undue delay , undamaged and unused and no later than 14 days** after notifying withdrawal to:

Horváth Patrícia E.V.
2030 Érd, Törökbálinti út 51., Hungary

The cost of return shipping is **borne by the customer.**

Exceptions to the Right of Withdrawal

The right of withdrawal **does not apply** to:

- Custom-made dog ramps, stairs and beds produced according to the customer's individual requirements
- Goods that are clearly personalized
- Goods that cannot be returned due to their nature
- Perishable goods or goods with short shelf life
- Sealed goods that cannot be returned for health or hygiene reasons once opened
- Goods that become inseparably mixed with other items after delivery

Sample Withdrawal Form

(Complete and return only if you wish to withdraw from the contract)

To:
Horváth Patrícia E.V., 2030 Érd, Törökbálinti út 51., Hungary

I/We hereby declare that I/We exercise my/our right of withdrawal in respect of the following goods/services:

Order date / date of receipt:
Customer name(s):
Customer address:
Customer signature (only if submitted on paper):
Date:

Relevant Legislation

- Act V of 2013 on the Civil Code
- Act CVIII of 2001 on Electronic Commerce Services
- Act CLV of 1997 on Consumer Protection
- Government Decree 45/2014 (II.26.) on Consumer Contracts
- Act XLVII of 2008 on Unfair Commercial Practices
- Government Decree 151/2003 (IX.22.) on Mandatory Guarantee
- Regulation 524/2013/EU on Online Dispute Resolution

19. Payment Methods

Payment for the goods can be made by **PayPal (bank card) or Stripe.**
ramp-paradise.com reserves the right to accept only certain payment methods in individual cases or depending on the selected delivery method.

Card payment account details:

Horváth Patrícia E.V.
MBH Bank
Account IBAN number: HU58 1030 0002 1554 1004 0001 4887

Effective date of these General Terms and Conditions: 01 January 2026