



gardyjohanna.com

General Terms and Conditions
applicable: 20/02/2026

I. Service Provider

Name: Johanna Gardy Creations
Headquarters: Márvány utca 44, 1126 Budapest, Hungary
Entrepreneurial number: 59904487
Tax number: 90621550-1-43

II. Definitions

Buyer: a person who purchases digital content.
Digital content: material provided in digital form, within the scope of this contract, an e-book.
Web store: an online store operated by the service provider.

III. General provisions

- a) By making a purchase on the gardyjohanna.com website, the buyer accepts the terms and conditions set out in the General Terms and Conditions.
- b) Issues not regulated in the GTC shall be governed primarily by European Union law, with particular regard to [Directive EU 2019/770](#) on contracts for the supply of digital content and digital services.
- c) By finalizing the purchase, the buyer accepts the General Terms and Conditions, which set out the rights and obligations of the Buyer and the Service Provider, which the parties consider to be binding on themselves.

VI. Utilisation of the service

1. Provisions relating to digital content

- 1.1. The buyer must ensure that they have the appropriate electronic device and download the necessary software to their device in order to read the digital content (e-book reader). The Service Provider shall not be liable for any failure to do so, in accordance with [Directive EU 2019/770](#).
- 1.2. The e-book will be available for download a few minutes after payment.
- 1.3. [Directive EU 2019/2161](#) grants consumers a 14-day right of withdrawal in the following cases:
 - the buyer is a private individual,
 - in the case of digital content, the purchase has been made but the digital content has not yet been downloaded.
- 1.4. If the buyer downloads the digital content within 14 calendar days of the purchase, they agree to lose their right of withdrawal during this period.

2. Purchase process: Purchases can only be made in the service provider's online store, at gardyjohanna.com.

2.1. Purchases require registration, which provides access to digital content.

2.2. After adding the product(s) to the shopping cart, click on the shopping cart at the top right of the website and then click on the Continue to shopping cart button.

- the buyer can verify that they have added the correct product in the correct quantity to their cart and make any changes,

- then they must provide their billing information – buyer name, address, and email address,

- payment is only possible by credit card.

2.3. The prices listed on the website include sales tax.

2.4. By clicking on the "Finalize Purchase" button, the buyer sends their order details to the service provider. Placing an order in this manner entails a payment obligation.

2.5. The order is considered a contract concluded online but not signed, which is filed and archived and can be accessed at a later date. The [Directive EU 2019/771](#) applies to the contract.

2.6. The buyer will receive a digital invoice to the email address provided at the time of purchase.

3. Failure to perform

3.1. In accordance with [Directive EU 2019/770](#), if performance has not been fulfilled within a reasonable time due to the fault of the Service Provider rather than the buyer, the buyer is entitled to terminate the contract and receive a refund for the price of the digital content.

3.2. However, the Service Provider shall not be liable for non-performance due to reasons beyond its control.

4. Complaint handling

4.1. The parties agree to give preference to amicable solutions to settle their disputes, first by contacting the customer service of the gardyjohanna.com online store: info@gardyjohanna.hu

4.2. Conciliation bodies offer a simple, free, and litigation-free solution for the resolution of further disputes. Based on the service provider's registered office, the recommended conciliation body—which allows for the enforcement of consumer rights in the case of international purchases against a company based in Hungary—is:

ECC - European Consumer Centre Hungary

Városmajor utca, 1122 Budapest, Hungary

email adress: fogyasztovedelem@bfkh.gov.hu

website: <https://nkfh.gov.hu/en/european-consumer-centre>

