

Terms of Business

For all sales the following UTT Europe Kft. ("UTT Europe") Terms of Business apply. In the absence of any signed agreement to the contrary, the following Terms of Business automatically apply to all UTT Europe customers:

General Terms of Business:

1. A business relationship within the European Union is only possible with business entities that are registered and obliged to pay VAT in their country of registration. Our prices do not include VAT and shipping charges. We reserve the right to change our prices.
2. Colors featured in the catalogue or website are for illustration purposes only, and may vary due to the printing quality of the catalogue.
3. The customer is responsible for meeting and providing the Customer Care information required by the laws in the countries into which they are reselling the products to their customers and consumers.
4. The model pictures available in our database are subject to image rights and are meant for Business-to-Business communication only. For further Business-to-Consumer communication, customers can only use the packshot pictures and/or cropped images on which the models are unrecognizable. For all regulations concerning our imagery, please read our "[Image Charter](#)".
5. In order to comply with GDPR regulations, UTT Europe is storing and using all personal data provided during registration and all subsequent orders.
Link: [Personal data recorded by registration GDPR](#)
6. Changes to the customer registered account details should be notified to the UTT Europe contact person in writing within 7 days. UTT Europe Kft. shall not be liable for any consequences arising from delayed reporting or failure to report such changes.
7. UTT Europe Kft. reserves the right to temporarily or permanently suspend access to its website. In the event of technical maintenance, downtime, or any data loss resulting therefrom, UTT Europe Kft. excludes all liability.
8. The owner of the user account registered on [www.utteam.com](#) is the natural or legal person in whose name the registration is made. UTT Europe Kft. excludes liability for any damages resulting from unauthorized registration in another person's name or from incorrect registered data. It is the responsibility of the account owner to ensure that their login credentials are not accessed by unauthorized persons. UTT Europe Kft. excludes liability for any damages arising from the login credentials being accessed by unauthorized persons.
9. It is the responsibility of the customer to correctly record the order details. UTT Europe Kft. cannot be held liable for any damages resulting from incorrect orders.
10. During registration, it is mandatory to provide a name, contact email address, password, phone number, and the individual entrepreneur's or company's details (name, registered address, tax number, TEAOR, nature of business, VAT declaration), as well as a default shipping address. By registering, the current UTT Europe Terms of Business are considered accepted, and the Customer hereby declares and warrants, with full liability for damages, that it holds a valid tax number and undertakes to fulfill any tax obligations arising in its own country in connection with the purchases (reverse charge).
11. UTT Europe Kft. shall not be liable for any delay in performance, defective performance, or non-performance if such arises from an unforeseeable and unavoidable external cause beyond the Service Provider's control (e.g. war, epidemic, strike, natural disaster, governmental restriction, supplier disruptions, etc. – collectively referred to as "force majeure"). In such cases, the Parties shall promptly notify each other and act in good faith to cooperate in mitigating the consequences.

Customer Orders:

1. Orders can only be placed after logging in, either through our website [www.utteam.com](#) or our Webshop application.
2. Customers can select the product, enter the quantity, and place the desired product in their cart by clicking the "ADD TO CART" button.
3. After hitting "ORDER" button, the following details can still be modified before order confirmation:
 - order number
 - shipping address/method
 - additional comments (optional)
4. The contents of the cart become an Order by clicking the "PLACE ORDER" button, which is then sent to UTT Europe. The cart contents can be freely modified until the order is submitted. An automatic notification email is sent to the customer account's email address to confirm receipt of the order. This automatic notification does not constitute acceptance of the order by UTT Europe.
5. After receiving the order request, UTT Europe confirms the order via email with the subject "Order Confirmation," specifying its finalized details. At this point a Sales Contract is formed between UTT Europe Kft. as the seller, and the customer account owner who placed the order, as the buyer. Such sales contract and order is subject to UTT Europe's current Terms of Business.

Order quantity:

1. There is no minimum order quantity. UTT Europe handles all orders with the same service.
2. Sample orders are possible with the same terms as normal orders.
3. Separately placed orders and backorders cannot be merged.
4. In case of cancellation or modification of a sales order, we automatically charge a 20% (or minimum 10 EUR) handling fee, UTT Europe reserves the right to deviate from this policy in justified cases. We kindly request our customers to only place an order in case of a real demand. Needless reservation on our stock, order preparation, invoicing, and restocking process, costs money and hinders prompt and flexible service.

Terms of delivery:

- 1 We can provide free shipping options, for details please contact your sales representative.
- 2 An automatic confirmation email is sent when your order is handed over to the courier.
- 3 In case the value of the order or backorder is less than the value needed for free shipping, we will charge the delivery cost of the parcel (as a mediated service). For cost details please contact your sales representative.
- 4 The date of order fulfillment depends on the available stock and the time needed for import delivery. Orders available on local stock will be ready to ship within guaranteed time frame but no later than 24 hours. UTT may deviate from this in justified cases. Products requiring import delivery will be ready to dispatch according to the confirmed delivery date by the sales representative.
- 5 The delivery of goods is generally arranged by the Seller with the assistance of external carriers. The delivery and shipping times provided by the carrier are for informational purposes only. The Seller shall not be liable for any damages incurred by the Buyer due to the non-observance of such indicative deadlines. Under no circumstances shall the Seller be liable for any loss of profit or for any indirect or consequential losses suffered by the Buyer as a result of the carrier's failure to meet the indicative delivery schedule.

Backorders:

- 1 The immediate fulfillment of a complete order may not always be possible. You can indicate how to handle backorders when placing your order.
- 2 Free backorder delivery only applies when the value of the backorder on its own reaches the free transportation value.
- 3 Any price changes shall apply on backorders also.

Terms of payment:

- 1 In case of pre-payment of orders that reach the free shipping value, UTT Europe offers a 3% discount from our standard pricelist. Please indicate on your order if you would like to apply for this discount. In case of overdue and unsettled invoices, this offer is not available.
- 2 Payment terms and credit are only available to those of our customers who have been insured by our associated credit insurance company, and only up to the credit limit given.
- 3 In the case of bank transfer payment of invoices, the exact amount needs to arrive in our bank account by the date indicated on the invoice. All costs associated with such a bank transfer are borne by the customer.
- 4 In case of delayed payment, UTT Europe reserves the right to withhold delivery on any customer orders and to charge default interest (double the base rate of the central bank of the currency issuer) without notice. In case of repeated delayed payments, UTT Europe reserves the right to withdraw credit facilities and change the customer's payment method to pre-payment.
- 5 All goods remain the property of UTT Europe Kft. until full payment has been received.
- 6 Our export sales' default operating currency is EURO. Customers preferring invoicing and settlement in another currency should contact our sales personnel during registration.
- 7 In case of an overpayment, the Buyer may request a refund (for non-EU countries only if the amount exceeds 50 EUR) or have the amount credited toward the next order. If the overpayment does not exceed net EUR 5 (or 50 EUR for non-EU countries) and is not used or reclaimed within 12 months, the Buyer irrevocably waives the right to reclaim the amount, and UTT Europe Kft. shall be entitled to write it off after notifying the Buyer at least once by e-mail. UTT Europe Kft. shall not be liable for the failed delivery of such notice due to incorrect or outdated e-mail addresses provided by the Buyer.
- 8 All our invoices are issued as electronic invoice documents.

Return policy:

1. Quality complaints will be handled according to the general standards and practices in the wholesale textile sector.
2. Customers are responsible for checking the goods received against the order. Variation tolerance in the received products (in size, color, quality variation) is +/-5% (in accordance with the wholesale textile sector standards).
3. Once the goods are modified, (e.g. printed, embroidered, tag changed etc..) no refund is possible. Please check the received orders before making any changes to the products.
4. The Customer is responsible for checking the quality of the received goods, before selling on to their customers and consumers. In case of a problem in the fulfillment of the order, please contact our sales department in writing within 48 hours of delivery. We are unable to accept complaints after this period.
5. UTT Europe reserves the right to make decisions regarding the return of products for quality reasons. To initiate a quality complaint, it is necessary to provide, in addition to the conditions outlined in our current Return Policy, a good-quality photo (resolution, brightness, visible defect) is required to illustrate the issue.
6. In case of a refund or exchange of any item, please forward the order or invoice number to quality@utteurope.com email address. All returns must be given a return number in advance. Return and exchange of goods is possible after these previous arrangements are made. Without a return number applied to the return parcel, our representative will not be able to process the returned parcel.
7. All items must be returned in their original packaging. In case of damaged packaging and/or damage to the item, and for used items, a refund or exchange is not possible. The refund or exchange of underwear and shirts is not possible due to hygiene reasons.
8. UTT Europe is not liable for any damage caused by improper use. Exchange or return of such products is not possible.
9. Exchange without complaint of unwanted items (e.g. "I don't like it" or "I rather choose a different size/color") is not possible in the wholesale textile sector. Customers may claim a refund or exchange undamaged items in their original packaging within 60 days (including return time), for a 20% of sales value charge, subject to a minimum 10 EUR/invoice handling fee. UTT Europe reserves the right to deviate from this policy in justified cases.
10. Products invoiced more than 60 days prior to any problem or claim cannot be refunded.
11. Products purchased during an outlet or sale promotion can only be returned in case of quality complaints.
12. Specially ordered, non-stock items are non-returnable.
13. Sizes may differ with each brand. Customers are responsible for checking the sizes as advertised on our website before placing their order. (Variation tolerance is +/-5%.)

14. UTT Europe issues credit notes for agreed claims within 7 days of acceptance of the return.
15. All return parcels should be delivered to our warehouse at 2051. Biatorbágy, Budaörsi út 1. Hungary.

Product Information:

1. UTT Europe provides country of origin information for each item on our web page. Where multiple countries of origin are possible, the country-of-origin information may be requested from the customer contact person.
2. The product code, material content, importer, and care information (applies to the product without decoration) are found on the labels sewn on our products. Customers can find additional or missing information on the packaging, the parcel, or the accompanying documentation.

Legal Jurisdiction

Our sales and Terms of Business are subject to Hungarian law and the court of jurisdiction is Budaörs District Court, Hungary. Any disputes should be resolved in the first instance through negotiations between the parties.

Our General Terms of Business and other publications are available at our office and on our website. Customers should address any queries on the Terms of Business or related publications to their sales representative at UTT Europe.

Valid from 16th of March 2026, until revoked.

UTT Europe Kft.

Budaörs, Hungary