

GENERAL TERMS AND CONDITIONS (GTC)

1. Data of the website operator (hereinafter referred to as the Seller):

Company name: Hungarian Lesson with Zsuzsi Kft.
Registered office: H-1215 Budapest, Árpád utca 10. B. lház. 5. em. 130. a.
Tax code: 24331917-1-43
Company registration number: 01-09-172558
Court of registration: Company Registry Court of Budapest
Representative: Ágnes Zsuzsanna Ürögdi managing director
Telephone number: +36 70 948 4771
E-mail address: info@hungarianlesson.eu

Details of the hosting provider:

Name: Sybell Informatika Kft.
Registered office: H-1138 Budapest, Tomori utca 34. 2. emelet
E-mail address: info@sybell.hu

No code of conduct is available in respect of the Service Provider in accordance with the Act on the Prohibition of Unfair Commercial Practices against Consumers. The Service Provider is a member of the Budapest Chamber of Commerce and Industry.

2. The website of the Seller:

<https://books.hungarianlesson.eu/>

3. Important terms and definitions:

- **Contract between remote Parties:** a consumer contract concluded without the simultaneous physical presence of the Parties within the framework of remote sales system organised for the supply of the goods or services covered by the contract in such a way that the parties solely use means of remote communication for the conclusion of the contract.
- **Product:** all marketable movable items included in the offer of and intended for sale in the website, constituting the subject of the contract.
- **Customer:** any natural person or legal entity or organisation without entity to whom/which the Seller sells a product through its website.
- **Consumer:** a natural person acting for purposes outside his/her individual occupation and economic activity.

4. Availability of the General Terms and Conditions

The Seller shall publish its current General Terms and Conditions on its website or send them to the Customer by electronic mail.

5. Content of the General Terms and Conditions:

These General Terms and Conditions set out the rights and obligations of the Customer using the e-commerce services provided by the Seller and the terms of the agreement between the contracting Parties. The General Terms and Conditions apply to the website <https://books.hungarianlesson.eu/> and for orders placed with the Seller through other channels. These terms and conditions qualify as general terms and conditions pursuant to Article 5 (1) of Act CVIII of 2001 on certain issues related to electronic commerce services and information society, and furthermore contain information and regulations in accordance with the provisions of Government Decree 45/2014 (II. 26.) on the detailed regulations of contracts between consumers and enterprises. Certain provisions of these Terms and Conditions apply solely to Customers acting as Consumers.

These General Terms and Conditions apply to all purchases and use of services initiated by the Customer by placing an order from the Seller's online store or by any other means. In case of intending to use the Seller's services during purchase, the Customer shall accept the provisions of these General Terms and Conditions, which he/she can carry out by selecting the checkbox on the website or by sending a confirmation by e-mail. Upon acceptance of the provisions of the General Terms and Conditions, a contract is concluded between the Seller and the Customer under these General Terms and Conditions. If the Seller duly publishes or sends the present General Terms and Conditions to the Customer via email prior to the payment of the purchase price, but the Customer fails to send any feedback to the Seller regarding the acceptance of the General Terms and Conditions, but forwards the order and/or pays the purchase price, the Customer shall be deemed to have accepted the provisions of the General Terms and Conditions.

6. Scope of the General Terms and Conditions:

These General Terms and Conditions become effective on 13rd of March 2025, which is the publication date of these General Terms and Conditions on the website. The provisions of the General Terms and Conditions shall apply to all Customers and purchases from the date of entry into force. These General Terms and Conditions shall remain effective until revoked.

Prior to submitting the order, the Customer declares that he/she is familiar with, has read, understood, acknowledged and expressly accepted the provisions of the currently effective General Terms and Conditions. By submitting the order, the Customer acknowledges that the currently effective General Terms and Conditions constitute an integral part of the contract between the Parties.

The Seller reserves the right to amend the provisions of these General Terms and Conditions. In case of and amendment, the General Terms and Conditions valid and effective at the time of submitting the order shall apply.

7. The purchase procedure, the conclusion of the contract:

The contract is concluded electronically on the stipulation that the Customer orders the product, submits his/her order which the Seller confirms (expressly accepting the Customer's offer) to the electronic mail address provided by the Customer, in compliance with the provisions on data protection. The Seller is entitled to withdraw from the contract even subsequent to returning the acknowledgement, if the performance of the contract cannot be carried out for reasons beyond its control (e.g.: the product is no longer distributed, significant shortage of goods, force majeure, illness, etc.). In case of withdrawal, the Seller is obliged to settle accounts with the Customer if any money or goods have been transferred.

The products distributed by the Seller are presented on website <https://books.hungarianlesson.eu/>; the products in the webshop constitute the subject of the contract between the Seller and the Customer.

The Customer can view the products distributed by the Seller by clicking on the "Books" menu at the top of the website. Detailed information about the relevant product can be read by clicking on the on the product name. Any decorative elements incidentally displayed in the photographs do not constitute part of the product, unless specifically highlighted in the product description. The Seller shall not be liable for any typographical errors or incorrect information.

The Customer selects the product(s) he/she intends to order, enters the quantity he/she intends to purchase and adds the product(s) to the cart by clicking on the "Add to cart" button.

The shopping cart can be opened and its content, the products to be purchased and the number of items can be viewed by clicking on the "Basket" button in the top right-hand corner of the website. Having exited the shopping cart, the Customer has the option to continue browsing and purchasing products on the website.

The Customer can view and modify the contents of the shopping cart at any time during the purchase. If the shopping cart does not contain the number of items the Customer intends to order, the Customer can change the quantity by entering the number of items or by pressing the + or – sign.

If the Customer intends to delete the products in the shopping cart, he/she can do so by resetting the number of items or by pressing the "Remove item" button below the number of items.

Having added each product to be purchased to the shopping cart, the Customer can click on the "Proceed to Checkout" button to start the ordering process.

The Customer enters his/her e-mail address, selects the delivery method, then enters his/her billing details (billing name, billing address), telephone number and selects the payment method.

By selecting the "Add a note to your order" checkbox, the Customer has the option to add a note to the order.

The General Terms and Conditions are subsequently accepted by selecting the relevant checkbox.

If the Customer finds everything correct, the order is submitted by clicking on the "Place order" button.

The information provided on the website do not qualify as an offer by the Seller to conclude a contract. In case of orders under the scope of these General Terms and Conditions, the Customer shall be deemed to be a bidder and the contract shall be concluded upon acceptance of the the Customer's offer via the Website by the Seller in accordance with the provisions of these General Terms and Conditions.

By pressing the "Place order" button, the Customer expressly acknowledges that his/her offer is deemed to have been made and that his/her declaration shall imply payment obligations if confirmed by the Seller in accordance with these General Terms and Conditions.

The receipt of the order by the Seller will be confirmed by an automatic reply message. The Customer acknowledges that it is only an automatic confirmation that does not originate a contract. The contract shall be concluded between the Parties in every case when the Seller declares the acceptance of the Customer's order subsequent to the automatic confirmation. If necessary, the Seller will contact the Customer by telephone or via electronic message.

If the Customer places an order on the webshop site and the Seller confirms the order via electronic mail (expressly accepting the Customer's offer), a sales contract shall be concluded between the Customer and the Seller. (If the e-mail confirming the receipt of the order is not received by the Customer in 48 hours, the Customer is exempted from the obligation to make an offer and is not obliged to purchase the ordered product.)

The Customer accepts that the contract concluded in this way is not considered concluded in writing and shall be governed by the law of Hungary. The provisions of these General Terms and Conditions shall apply to the contract

The contract is formulated in Hungarian language; the webshop automatically stores the order in electronic form; the contract is not registered in any other way; therefore, it cannot be retrieved at a later stage.

8. Pre-order with Early Bird discount

Products that have not yet appeared (will appear later) with the delivery status "Pre-order" on the service provider's page can also be added to the basket and ordered at a reduced price with an Early Bird discount, even together with other products. An order placed for a product that can be pre-ordered can only be placed by paying in advance at the time of ordering, which is done by bank card through the Stripe system. If a product that can be pre-ordered is ordered together with products that cannot be pre-ordered, the value of the pre-ordered product is added to the value of the other products when determining the shipping fee applicable to the order, but the pre-ordered product will be shipped separately from the other products, after the release, independently. If, in addition to the pre-ordered product, the User also orders another product and keeps only the one related to the pre-ordered

product from his order, the order will be considered a separate order from the point of view of determining the delivery fee. If the order only applies to a pre-ordered product, its delivery fee is determined in the same way as for normal orders. If, according to the publisher, the anticipated release time is known, the Service Provider will indicate it next to the product that can be pre-ordered, however, the publishers reserve the right to change the release time. From time to time, it may happen that the publishing plan does not yet include an expected release date, but pre-orders can already be placed for some products. If the Service Provider does not receive satisfactory information from the publisher about the date of release, or about the new date after the planned release date has passed, it will not indicate a release date next to the product that can be pre-ordered (deletes the previous date) and will not confirm when placing the pre-order expected delivery time. The expected or confirmed delivery time indicated for products that can be pre-ordered is non-binding information and does not create a legal obligation for the Service Provider.

9. Customer service:

The Seller shall reply to the Customer's questions via the contact details set out in these General Terms and Conditions.

10. Sale price:

The prices indicated in the online shop are valid consumer prices specified in Hungarian Forint. The price of the product does not include VAT as the Seller operates as exempt for VAT.

Charges of delivery are not included in the sale price of the product. The cost of delivery will be borne by the Customer in every case unless the Seller states otherwise on the website.

The Seller reserves the right of price modification.

The final amount of the order to be paid will not change subsequent to forwarding the confirmation by the Seller. However, due to a technical or typographical error, it is possible that the price displayed on the website is significantly different from the market price. A confirmation of the order may be sent to the Customer's e-mail address in case of an order at an incorrect price, nevertheless it may not be considered acceptance of the order. In such a case, the Seller will contact the Customer for consultation by phone or via e-mail prior to dispatching the ordered product. The Seller shall not consider such orders valid and the Seller shall not be liable for any damages resulting therefrom. The Seller shall make every effort to display accurate prices of the products on its website. If, despite all due care, an incorrect price has been indicated in the webshop, the Seller shall not be obliged to sell the product at the incorrect price.

11. Possibility to correct data entry errors:

The Customer has the possibility to correct or delete the data provided during the order procedure on continuous basis.

If the Customer intends to modify the provided data subsequent to the submission of the order, the Customer can notify the Seller thereof using the contact details provided in these General Terms and Conditions.

By finalising the order, the Customer acknowledges that the Seller cannot be held liable for any damages arising from the Customer's incorrect data entry or data provided inaccurately.

An inaccurately entered e-mail address during the ordering process or a full mailbox may result in the lack of confirmation that may prevent the conclusion of the contract. In such cases, the Seller will attempt to contact the Customer by other means.

12. Payment terms:

In the online store operated by the Seller, the equivalent of the order can be paid by advance bank transfer or by bank card via the Stripe system.

Payment by advance transfer: in this case, the Customer will transfer the equivalent of the order to the Seller's bank account. Once the amount has been credited to the Seller's bank account, the Seller shall arrange for the dispatch or delivery of the product.

Payment by bank card using the Stripe service:

Online payment is available via Stripe service.

The Seller shall not be liable for any errors that may occur during the payment via the Stripe system. At the time of the payment, the Customer shall be liable to ensure that he/she is entitled to use the provided payment method and tool and that the specified payment details are true and accurate.

The Seller declares that it does not handle, collect, store or has access to any card data, user name or password required for the payment transaction. Handling of personal data is otherwise governed by the provisions of the Privacy Information.

In compliance with its legal obligation, the Seller shall draw the Buyer's attention that making contractual declaration (submitting the order) implies payment obligation in favour of the Seller.

The Customer agrees that the invoice raised for the purchase price shall be received exclusively by electronic means to the electronic mail address provided by the Customer. The Customer shall ensure that the invoice can be delivered electronically and it is not prevented by technical settings (e.g. firewalls). The Customer shall notify the Seller of the change of email address via electronic mail.

13. Delivery conditions:

The Seller delivers the ordered products to the Customer with the help of FoxPost Zrt. and Magyar Posta Zrt. by means of home delivery or delivery to a collection point.

International delivery can be carried out on the basis of an individual offer.

The cost of delivery will be borne by the Customer in every case, i.e. the Customer shall pay the price of delivery unless the Seller states otherwise thereof.

The courier service provider shall deliver the package to the address provided by the Customer in case of home delivery, or to the pick-up point selected by the Customer in case of delivery to a pick-up point.

Upon receipt of the package, the Customer shall verify the integrity and the quantity of the product. In case the product arrives damaged or in insufficient quantity, the courier service provider or the staff of the pick-up point shall record the incident in a protocol; the Seller will accept such complaints only in this form.

In addition, the products can be collected personally at a time and place agreed with the Seller in advance. In the case of personal delivery, the product will be handed over to the Customer only if its equivalent is paid by the Customer.

In the case of products not taken over, the Seller will dispatch the next order only if the purchase price, delivery costs of the new order and the formerly due delivery costs have been settled.

14. Date of performance:

The date of performance is the date of handing over the ordered product to the Customer by the courier service or the Seller. In case of products in stock, the product shall be delivered in 7 workdays subsequent to the order, otherwise the delivery date depends on the printing time of the product or its repeated availability. In such cases, the Seller shall notify the Customer of the date of performance via email or by telephone.

The delivery of ordered product may take longer in case of substantial demand.

15. Information about and liability for the products distributed by the Seller:

The Seller shall not be liable for any damages or problems arising from the improper use of the products distributed by the Seller.

The images shown on the product data sheet may be different from actual and are for illustrative purposes only. The Seller shall not be liable for any discrepancy between the image displayed on the webshop and the actual appearance of the product.

The Customer acknowledges that the book sold by the Seller and its contents may not be transferred, transmitted, reproduced or marketed to third parties. The book and its contents constitute the exclusive intellectual property of the Seller; any use is possible only with the prior written permission of the Seller.

Any recording, copying, publication or use of the contents of this book or provision of its availability to third parties in any way is strictly prohibited.

The Customer shall be fully liable for any breach of the obligations set out in this clause. If the Seller becomes aware of any infringement committed by the Customer, the Seller is entitled to invoice the Customer for the payment of penalty of HUF 7800 (HUF seven thousand eight hundred). The Customer is obliged to settle the invoiced amount taking an 8-day payment term into account.

The Seller excludes any liability for delays in performance on the part of the delivery service provider or any possible shortages of the products.

The Seller shall not conclude contracts with minors. By accepting these General Terms and Conditions, the Customer declares that he/she is at least 18 years of age at the time of concluding the contract.

16. Data protection:

The Seller shall process personal data only in harmony with the provisions of the applicable legislation, in strict compliance with the provisions on data management and data protection taking the principles of lawfulness, fairness and transparency, purpose limitation, data economy, accuracy, limited storage into consideration.

The Seller shall take all technical and organisational measures to process the Customer's personal data in a secure manner as required by Regulation (EU) 2016/679 of the European Parliament and of the Council.

The Privacy Notice on the processing of personal data is available on the Seller's website at the Seller's registered office.

17. Right of withdrawal:

In case of off-premises contracts and distance contracts, the Customer (if acting as a Consumer during the purchase) is entitled to withdraw from the contract without justification within 14 calendar days from the date of product receipt. The Customer may also exercise the right of withdrawal in the period between the date of contract conclusion and the date of product receipt. In case of written withdrawal, it is sufficient to send the declaration of withdrawal within 14 calendar days. The Customer may exercise this right by making its relevant univocal declaration or by means of the sample declaration of withdrawal/cancellation in Annex 2 of Government Decree 45/2014 (II. 26) (and below):

Specimen declaration of withdrawal

To: Hungarian Lesson with Zsuzsi Kft.

Address: H-1215 Budapest, Árpád utca 10. B. lház. 5. em. 130. a.

I/we the undersigned, declare that I/we exercise my/our right of withdrawal/cancellation in respect of the contract for the purchase of the following product(s) or the provision of the following service(s):

Date of contract conclusion / date of receipt:

Name of the consumer(s):

Address of the consumer(s):

The purchase price shall be returned to the following bank account (please fill only if you would like us to refund the purchase price via a bank transfer):

Signature of the consumer(s): (only in case of declaration on paper)

Dated

The Customer may send the declaration to the Seller via e-mail (info@hungarianlesson.eu), or to the postal address of its registered office (Hungarian Lesson with Zsuzsi Kft. H-1215 Budapest, Árpád utca 10. B. lház. 5. em. 130. a.) The above deadline is deemed fulfilled if the Customer notifies his/her intention to withdraw no later than 14 days after receipt of the product. The related burden of proof shall be on the Customer. If the Customer withdraws from the contract in this way, the Seller shall refund the total amount paid by the Customer as remuneration including the costs incurred in connection with the performance immediately (but no later than 14 calendar days from the date of becoming aware of the withdrawal). The Seller will refund the amount the Customer is due to receive in the same way as the payment method used by the Customer. Upon the express consent of the Customer, the Seller may use another method of payment for the refund, but the Customer will not be charged any additional fees.

If the Customer has expressly requested a different way of delivery instead of the least expensive way of delivery, the Seller is not obliged to reimburse the additional costs resulting thereof.

The Seller is entitled to retain the equivalent of the product and the costs incurred during the purchase as long as the Buyer has returned the product or provided credible proof that he had returned it (whichever is the earlier). The Customer shall return the Seller the purchased product in undamaged and complete condition without unjustified delay, but no later than 14 calendar days from the date of the notice of withdrawal. The deadline is considered fulfilled if the product is sent before the 14-day deadline. The direct cost of returning the product shall be borne by the Customer. The Seller is not obliged to accept the product returned by cash on delivery or prepaid postage, as the costs of returning the product shall be borne by the Customer.

The Customer may be held liable for any depreciation of the product only if it took place due to any use beyond usage required to establish the nature, characteristics and functioning of the product.

18. Warranty:

The Seller shall undertake warranty stipulated by legal regulations for the products distributed by the Seller in case of any defect of the product.

A product is defective if it does not meet the quality requirements stipulated in the contract or by law at the time of performance. The Seller is not in breach of contract if the Customer was or should have been aware of the defect at the time of contract conclusion.

In case of the possible defect of the purchased product, the Customer may vindicate claim for implied or product warranty. The procedure is governed by the provisions of NGM Decree 19/2014 (IV. 29.).

19. Implied warranty:

In which cases can the Customer exercise his/her right of implied warranty?

In the event of defective performance by the Seller, the Customer may vindicate claim for implied warranty against the Seller in accordance with the regulations of the Civil Code.

What rights is the Customer due under a claim of implied warranty?

At his/her option, the Customer may vindicate the following claims of implied warranty: The Customer may request repair or replacement, unless the fulfilment of either of these claims chosen by the Customer is impossible or would impose a disproportionate additional cost on the Seller compared to the fulfilment of any other request. If the Customer did not or could not request repair or replacement, the Customer may request a proportionate reduction of the remuneration, or the Customer may repair the defect or have the defect repaired or replaced by another party at the expense of the Seller, or, at the very worst, may withdraw from the contract. The Customer may transfer from the selected right of implied warranty to another, however the cost of the transfer shall be borne by the Customer, unless it was justified or the Seller gave a reason thereof.

With what deadline can the Customer vindicate his/her claim of implied warranty?

The Customer is obliged to notify the defect immediately after its discovery, but no later than two months subsequent to the discovery of the defect. However, the Customer may no longer vindicate his/her rights of implied warranty beyond a two-year limitation period from the date of contract performance. In case of second-hand goods, this period is maximum 1 year.

Against who can the Customer vindicate his/her claim of implied warranty?

The Customer may vindicate his/her claim of implied warranty against the Seller.

What other conditions exist for the Customer to vindicate his/her rights of implied warranty?

No other conditions exist for the vindication of the Customer's claim of implied warranty in addition to defect notification in 6 months subsequent to the date of performance, if the Customer proves that the product or service was provided by the Seller. However, following six months from the date of performance, the Customer shall prove that the defect recognised by the Customer has already existed at the time of performance.

20. Product warranty:

In which cases can the Customer exercise his/her right of product warranty?

In case of the possible defect of a movable item (product), the Customer may vindicate claim for implied warranty or claim for product warranty by choice.

What rights is the Customer due under a claim of product warranty?

As a product warranty claim, the Customer may only request the repair or replacement of the defective product.

In which cases is the product considered defective?

A product is defective if it does not meet the quality requirements in force at the time of putting into circulation or if it fails to have the characteristics included in the description provided by the manufacturer.

With what deadline can the Customer vindicate his/her claim of product warranty?

The Customer may vindicate his/her right of product warranty in two years subsequent to the date of putting the product into circulation by the manufacturer. The Customer will lose this eligibility as the time limit mentioned above expires.

Against who and with what other conditions can the Customer vindicate his/her claim of product warranty?

The Customer may exercise his/her claim of product warranty only against the manufacturer or distributor of the movable item. The Customer shall prove the defect of the product in case of vindicating claim of product warranty.

In which cases is the manufacturer (distributor) exempted from its product warranty obligation?

The manufacturer (distributor) is exempted from its product warranty obligation only if it can prove that:

- the product was manufactured or distributed outside its business scope, or
- the defect was not detectable according to the state of science and technology at the time of putting into circulation, or
- the defect of the product results from the application of a legal or regulatory requirement.

The manufacturer (distributor) is required to prove only one reason for the exemption. The Customer may not vindicate claim for implied warranty and claim for product warranty in parallel for the same defect at the same time. However, in case of the event of successful vindication of claim of product warranty, the Customer may vindicate a claim of implied warranty against the manufacturer for the replaced product or repaired part.

21. Guarantee:

The mandatory guarantee obligation stipulated by legal regulation does not apply to products distributed by the Seller.

22. How to report a warranty claim:

If the Customer intends to vindicate his/her warranty rights in relation to the product distributed by the Seller, he/she may do so by presenting the receipt (invoice) (or a copy thereof) certifying the conclusion of the contract. Vindication of claims can take place in person or in writing (via postal or electronic mail).

1. Personal notification:

The Customer may notify warranty claim in person at the Seller's registered office (Hungarian Lesson with Zsuzsi Kft., H-1215 Budapest, Árpád utca 10, B. 5. floor 130. a.).

The Seller shall take protocol on its objection, in which it shall record:

- the name and address of the Customer,
- the denomination and the purchase price of the product,
- the date of the Purchase,
- the date of defect notification, – description of the defect,
- the claim to be vindicated by the Customer,
- the way to resolve the objection.

If the method of resolving the objection is different from the Customer's request, the Seller shall record its justification in the protocol. The Seller shall hand over the copy of the protocol to the Customer.

2. Written notification:

The Customer may notify warranty claim to the Seller in a letter sent by post (Hungarian Lesson with Zsuzsi Kft. H-1215 Budapest, Árpád utca 10. B. lház. 5. em. 130. a.), or in an electronic mail (info@hungarianlesson.eu).

The letter shall include:

- the name and address of the Customer together with and his/her declaration that he/she consents to the handling of his/her data recorded in the protocol,
- the denomination and the purchase price of the product,
- the date of performance by the Seller,
- the date of defect notification,
- the description of the defect,
- the right to be vindicated by the Customer based upon his/her warranty claim,
- the method of settling the warranty claim or the grounds for rejecting the claim or the right of vindication based thereon.

If the Seller fulfils its warranty obligation in a way other than the right vindicated by the Customer, the reasons thereof shall also be specified in the protocol.

The protocol shall include information that in case of consumer dispute the Customer may also initiate the procedure of the conciliation board operated by the county (Budapest) chambers of commerce and industry. A copy of the protocol shall immediately be made available to the Customer in a certifiable manner.

The Seller shall keep the protocol of the Customer's warranty claim for three years subsequent to the date of its recording and present it at the request of the inspection authority.

If the Seller is unable to declare the enforceability of the Customer's warranty claim at the time of its notification, the Seller shall notify the Customer of its position – including the reasons for the rejection of the claim and the possibility of recourse to the conciliation board in the event of claim rejection – within five workdays in a certifiable manner.

The Seller shall endeavour to implement the repair or replacement within a maximum of fifteen days. If the duration of the repair or replacement exceeds fifteen days, the Seller shall inform the Customer of the expected duration of the repair or replacement. The information shall be provided with the prior consent of the Customer, via electronic mail or by other means suitable to prove receipt by the Customer.

A movable item shall be received for the purpose of repair or for the verification of the fulfilment capability of warranty claim against a receipt that shall include:

- the name and address of the Customer,
- the data required to identify the product,
- the date of receipt of the product,
- the date when the Customer can take over the repaired item.

23. Complaint management related to the Seller's activities:

In case the Customer is dissatisfied with the product or service provided by the Seller and intends to submit complaint to the Seller, he/she may do so verbally or in writing: by post (Hungarian Lesson with Zsuzsi Kft. H-1215 Budapest, Árpád utca 10. B. lház. 5. em. 130. a.) or via electronic mail (info@hungarianlesson.eu).

The Seller shall investigate every complaint. The Seller shall immediately investigate and remedy the verbal complaint as necessary. If the Customer does not agree with the handling of the complaint or the immediate investigation of the complaint is not possible, the Seller shall immediately take protocol on the complaint and on its position related thereof and hand over a copy of the protocol to the Customer on the spot in case of verbal complaint communicated in person.

In case of a verbal complaint communicated via telephone or by means of other electronic telecommunication service, the Seller shall send the Customer a reply on the merits within 30 days at the latest, in accordance with the provisions applicable to the reply to the written complaint.

Unless stipulated otherwise by a directly applicable legal act of the European Union, the Seller shall provide a meritorious reply to the written complaint in writing within thirty days of receipt and take measures to the communication thereof. A shorter time limit may be set by a legal regulation, and a longer time limit by statute. The Seller shall state the reasons for its rejection of the complaint. The Seller shall provide a unique identification number for any oral complaint made over telephone or by means of electronic telecommunication service.

The protocol of the complaint shall include:

- the name and address of the Customer,
- location, date and method of presenting the complaint,
- a detailed description of the Customer's complaint, a list of documents, records and other evidence presented by the Customer,
- a statement of the Seller's position on the Customer's complaint, if immediate investigation of the complaint is possible,
- the signature of the person taking the protocol and (except for verbal complaint made over telephone or by means of other electronic telecommunication service) the signature of the Customer,
- the location and date of recording the protocol,
- the unique identification number of the complaint in case verbal complaint made over telephone or by means of other electronic telecommunication service.

The Seller shall keep the record of the complaint and a copy of the reply for three years and present it to the inspection authorities at their request.

If the complaint is rejected, the Seller shall inform the Customer in writing of the Authority or Conciliation Board to which the complaint may be submitted, depending on its nature. The information shall also include the registered office, telephone and internet contact details and postal address of the competent Authority or the Conciliation Board at the place of residence of the Customer. The information shall also include whether the Seller uses the procedure of the Conciliation Board to settle the consumer dispute.

24. Conciliation Board, Consumer Protection, Law enforcement before the Court of Justice:

The Seller hereby informs the Customers that in case the Customer does not agree with the Seller's response to his/her complaint, he/she may contact the following authorities:

To initiate a conciliation procedure, the Customer may apply to the conciliation board at the Customer's place of residence or to the conciliation board at the Seller's registered office.

The Conciliation Board at the Seller's registered office:

Budapest Conciliation Board

Address: H-1016 Budapest, Krisztina krt. 99. I. em. 111.

Mailing address: H-1253 Budapest, Pf.: 10.

Telephone number: +36 1/ 4882-131

Fax: +36 1/ 488-2186

E-mail: bekelteto.testulet@bkik.hu

Website: www.bekeltet.bkik.hu

Area of jurisdiction: Budapest

Contact details of the regional Conciliation Boards:

Baranya County Conciliation Board

Address: H-7625 Pécs, Majorossy I. u. 36.

Telephone: +36 75 508 744

Mobile: +36-20/283-3422

E-mail: info@baranyabekeltetes.hu

Website: www.baranyabekeltetes.hu

Area of jurisdiction: Baranya County, Somogy County, Tolna County

Borsod-Abaúj-Zemplén County Conciliation Board

Address: H-3525 Miskolc, Szentpáli u. 1.

Mailing address: H-3501 Miskolc, Pf. 376.

Phone number: +36 46/501-090

E-mail: bekeltetes@bokik.hu

Website: www.bekeltetes.borsodmegye.hu

Area of jurisdiction: Borsod-Abaúj-Zemplén County, Heves County, Nógrád County

Budapest Conciliation Board

Address: H-1016 Budapest, Krisztina krt. 99. I. em. 111.

Mailing address: H-1253 Budapest, Pf.: 10.

Telephone number: +36 1/ 4882-131

Fax: +36 1/ 488-2186

E-mail: bekelteto.testulet@bkik.hu

Website: www.bekeltet.bkik.hu

Area of jurisdiction: Budapest

Csongrád-Csanád County Conciliation Board

Address: H-6721 Szeged, Párizsi krt. 8-12.

Telephone number: +36-62/554-250/118

E-mail: bekelteto.testulet@csmkik.hu

Website: www.bekeltetes-csongrad.hu

Area of jurisdiction: Békés County, Bács-Kiskun County, Csongrád-Csanád County

Fejér County Conciliation Board

Address: H-8000 Székesfehérvár, Hosszúsétatér 4-6.

Telephone: +36 22/510-310

E-mail: bekeltetes@fmkik.hu

Website: www.bekeltetesfejer.hu

Area of jurisdiction: Fejér County, Komárom-Esztergom County, Veszprém County

Győr-Moson-Sopron County Conciliation Board

Address: H-9021 Győr, Szent István út 10/a.

Telephone number: +36-96-520-217

E-mail: bekelteto.testulet@gymkik.hu

Website: www.bekeltetesgyor.hu

Area of jurisdiction: Győr-Moson-Sopron County, Vas County, Zala County

Hajdú-Bihar County Conciliation Board

Address: H-4025 Debrecen, Vörösmarty u. 13-15.

Telephone number: +36-52-500-710; +36-52-500-745

Fax: +36-52-500-720

E-mail: bekelteto@hbkik.hu

Website: www.hmbekeltetes.hu

Area of jurisdiction: Jász-Nagykun-Szolnok County, Hajdú-Bihar County, Szabolcs-Szatmár-Bereg County

Pest County Conciliation Board

Address and mailing address: H-1055 Budapest, Balassi Bálint utca 25. IV/2.

Telephone: +36-1-792-7881

E-mail address: pmbekelteto@pmkik.hu

Website: www.pestmegyeibekelteto.hu

Area of jurisdiction: Pest County

The Conciliation Board is an independent board that operates besides the county chambers of commerce and industry and the Metropolitan Chamber of Commerce and Industry. Their establishment constituted an attempt to resolve disputes between the Customer and the Seller out of court, primarily to reach an agreement between the two parties and thus to facilitate simple, quick and effective enforcement of consumer rights.

The attempt of the Customer to settle the dispute directly with the Seller is a precondition of having recourse to the Conciliation Board. The procedure of the Conciliation Board is free of charge; payment obligation of the Customer may incur only if the Board decides to the detriment of the Customer.

The procedure of the Conciliation Board is initiated at the request of the Customer. The request shall be submitted to the President of the Conciliation Board in writing: the requirement of written form may be fulfilled by means of letter, telegram, telex, facsimile or by any other means which enables the recipient to store the data permanently for a period adequate for the purpose for which it was intended and to display the data in unchanged form and content.

The application shall include:

- the name and place of residence or domicile of the Customer,
- the name, registered office or involved site of the Seller,
- the designation of the Board requested instead of the competent Conciliation Board,
- a brief description of the Customer's position with the supporting facts and their evidence,
- a declaration by the Customer that the Customer has attempted to resolve the dispute directly with the Seller,
- a declaration by the Customer that he/she has not initiated proceedings before any other Conciliation Board, no mediation proceedings have been initiated and no statement of claim or no application for a payment order has been submitted,

- a proposal for the decision of the Board,
- the signature of the Customer.

The document or a copy (extract) of the document the content of which the Customer refers to as evidence, in particular the Seller's written statement rejecting the complaint, or, failing this, any other written evidence available to the Customer on the attempted consultation shall be annexed to the application.

If the Customer acts through an authorised representative, a proxy shall be attached to the application.

In case the Customer notices a violation of his/her consumer rights, he/she has the right to submit a complaint to the consumer protection authority. Having judged the complaint, the Authority will decide whether to proceed with the consumer protection procedure. Pursuant to sections (1) to (3) of Article 45/A of the Consumer Protection Act and Government Decree 387/2016 (XII. 2.) on the designation of the consumer protection authority, the Government Office acts as the general consumer protection authority:
<https://www.kormanyhivatal.hu/hu/elerhetosegek>

The Customer is entitled to enforce his/her claims arising from the consumer dispute before the court within the framework of civil proceedings in accordance with the provisions of Act V of 2013 on the Civil Code and Act CXXX of 2016 on the Code of Civil Procedure.

25. Online dispute settlement:

The European Commission has established a website where Customers can register (if they act as Consumers) and have the possibility to settle their disputes related to online purchases of products by submitting an application form, avoiding court proceedings. If the Customer wants to make a complaint about a product purchased online and does not necessarily want to go to court, they can use the online dispute resolution tool. The board for settling consumer dispute to be entrusted can be selected on the portal.

Availability of the online dispute resolution platform:

ODR link: <https://webgate.ec.europa.eu/odr/main/?event=main.home.show&lng=HU>

26. Miscellaneous and final provisions:

The Customer's order placed from the website assumes that the Customer has obtained technical and legal knowledge on e-commerce. The Seller shall not be liable for the lack of such knowledge or for any defects in the electronic products due to the fault of the IT and telecommunications service providers (e.g. the Internet service provider).

The Customer shall bear the responsibility for the protection of his/her computer and the data thereon.

If a binding legal provision or a court decision limits or invalidates any provision of these General Terms and Conditions, this shall not affect the validity of the other provisions of these General Terms and Conditions.

The Hungarian Civil Code (Act V of 2013) and other applicable legal provisions shall prevail in respect of issues not regulated in these General Terms and Conditions.

27. The most relevant legal regulations:

The contract concluded between the parties shall be governed in particular by the following legal regulations:

- Act CLV of 1997 – on consumer protection;
- Act CVIII of 2001 – on certain issues of electronic commerce services and services in relation with information society;
- Act V of 2013 – on the Civil Code;
- Government Decree 151/2003 (IX. 22.) – on the mandatory warranty for certain durable consumer goods;
- Government Decree 45/2014 (II.26) – on the detailed rules of contracts between consumers and enterprises;
- NGM Decree 19/2014 (IV. 29.) – on the procedural rules for handling warranty and guarantee claims for goods sold under a contract between a consumer and an enterprise.

These General Terms and Conditions shall enter into force on 1st November 2024 and apply to orders and contracts concluded subsequent to that date.