

## General Terms and Conditions

*These General Terms and Conditions shall be effective from the 24th of February, 2021 (hereinafter referred to as **GTC**).*

*Dear User! We are happy you have visited our website (hereinafter referred to as **Website**). Please read these GTC carefully, as this GTC stipulates the terms of the legal relationship between our website and you, and provides you with useful and important information about the website provider, complaint management, and other rights and obligations you have.*

### I. General terms, service provider

Details of the website of the service provider, which is available at [www.anvert.com](http://www.anvert.com) (hereinafter referred to as **Service Provider**):

Name of the Company: Anvert Kft.

Seat: 6725 Szeged, Moszkvai körút 23. III. em. 15.

Company registration number: 06-09-024416

Registers Company Registration Court: Szegedi Törvényszék Cégbírósága

Tax Registration No.: 26338989-2-06

Bank Account No.: Budapest Bank Zrt. 10102842-08599100-01005000 (HUF),  
10102842-08599100-01005309 (EUR)

Telephone: +36 20 392 7326

Email address of the customer service: [info@anvert.com](mailto:info@anvert.com)

Website internet address : [www.anvert.com](http://www.anvert.com)

Membership of the chamber: Magyar Kereskedelmi és Iparkamara

Name of the hosting provider: Rackforest Kft. (hereinafter referred to as **Hosting provider**)

Address of the hosting provider: 1132 Budapest, Victor Hugo utca 18-22. 3. em. 3008.

Web address of the hosting provider: [www.rackforest.com](http://www.rackforest.com)

Telephone: +36 70 362 4785

E-mail: [info@rackforest.com](mailto:info@rackforest.com)

Name of the hosting provider: DigitalOcea (hereinafter referred to as **Hosting provider**)

Address of the hosting provider: 101 Avenue of the Americas, 10th Floor New York, NY 10013

Web address of the hosting provider: <https://www.digitalocean.com/>

Telephone: -

E-mail: -

### CUSTOMER SERVICE AND COMPLAINT MANAGEMENT

The Service Provider operates customer service and complaint services every working day at the [info@anvert.com](mailto:info@anvert.com) email address for the service users.

1. By accepting this GTC, you agree according to Art. 12. § of the 45/2014. (II.26.) regulation (in the following: **Regulation**) not to use paper, but to use other durable medium such as.pdf format, to receive the information from the Service Provider which is required by paragraph 11§ (1) of the Regulation.

2. The Service Provider provides software services to customers and partners operating a corporate e-mail management system (in the following: **Software**). The Software is capable of making emails visible to everyone as they are received, and make sure that someone has already responded to your incoming email, even though they arrive at multiple email addresses or manage a central account.
3. These GTC defines the terms between the Service Provider and the customer (in the following: **Customer** or **Customers**; Service Provider and Customer or Customers in the following together: **Parties**) concerning the use of the Software, and the the rights and obligations arising between the Parties.
4. Consumer is a Customer in the legal sense, who is a natural person acting outside the scope of his or her profession, self-employment or business activity under Act V of 2013 on the Civil Code (in the following: **Consumer** or **Consumers**). The provisions concerning the Consumers are indicated separately in these GTC.
5. The Service Provider is not a signatory to or has not obeyed the Code of Conduct for the Prevention of Unfair Commercial Practices against Consumers.
6. Upon using the Software, Customer will enter into a service legal relationship with the Service Provider. The use of the Software is therefore a contract between the Service Provider and the Customer, in which the Service Provider under takes to manage the Software, the Customer shall pay for the service provided.
7. This GTC is in English.
8. Information about the Service Provider (e.g. principal office, post address, telephone, telefax number, email address, or to whom the consumer may address his complaints) are available on the Website and in this GTC.
9. The contract between the Service Provider and the Customer is concluded for an indefinite period. Contracts covered by these GTCs are not considered written contracts and shall not be registered by the Service Provider.

## **II. Limitations on the Service of Service Provider**

1. Customer acknowledges that the continued operation of the Software through the Internet may be interrupted despite the prior knowledge, influence or intent of the Service Provider. Accordingly, the Service Provider does not warrant the error-free and faultless operation of the Service and its related website, or that access to the Service will be continuous or error free. The Service means the services available on the Website and on the Software.
2. The Service Provider shall do its best to communicate the information to the interested parties.

## **III. Liability of the Service Provider**

1. The Service Provider shall only be liable for damages caused by intentional or grossly negligent fault of its own. The liability may not exceed the value of the transaction involving the use of the service.

2. A The Customer acknowledges that the Service Provider shall not be liable for any damage or abuse arising out of or in connection with payment by credit card.
3. The Service Provider shall exercise the utmost due care when handling and storing personal data. However, the Internet and IT are an environment where Service Provider is not responsible or excluded for possible damage caused by unavoidable attacks in spite of utmost due care.
4. The Service Provider excludes any liability for any damage caused by the Customer's or third party's contractual or unlawful activities or omissions.

#### **IV. Operation of digital data content, technical protection measures**

1. Compatibility of digital data content with hardware and software: The Website and Software is compatible with systems listed in Annex 1. The resulting data is stored in MySQL database. Sensitive data is stored with appropriate encryption, they are encoded with processor-based hardware support.
2. The availability of data servers is over 99.9% per year. For more information on how digital content works and what technical protection measures to take, visit the web site of the Hosting provider.

#### **V. Registration**

1. User can start registering on the Website by clicking on the "Register" link.
2. In the case of registration, by entering username, full name, e-mail address and password, it is possible for the Customer to provide their data only once and not for each service. Of course, the Customer may at any time revoke or change the above setting.

#### **VI. Customer's data**

1. The Service Provider reserves the right to refuse the Customer's order in justified cases, in particular in the case of providing false or incomplete data or any misuse of the Software.
2. The Customer is fully responsible for any activity that occurs with or through the username and password associated with his / her User Account. The Customer undertakes to notify immediately any unauthorized use of the Service Provider's data (eg, ID and password) or any other breach of security. The Service Provider excludes any liability for damage resulting from storing the password or transferring the username and password to a third party.
3. Customer declares and is responsible for providing its true details to the Service Provider and Software. The Service Provider disclaims all liability for any damage resulting from the provision of false, erroneous or false data or e-mail address when using the Software. The Customer accepts that the Service Provider shall pay and issue an invoice to the Customer's part in accordance with the data provided by the Customer in case of Online payment. If any changes occur in your data or information, please update it immediately by modifying your data provided to the Service Provider. The Customer shall have the possibility to verify and modify his data at any time. The Service Provider has the right to delete obviously incorrect or false data and in case of doubt it is entitled to verify the authenticity of the Customer.

4. The Service Provider manages the Customer's data in accordance with the provisions of the Privacy Policy.
5. If you use the service for a third party through the Website, we inform you that you are responsible for the third party's consent to the Service Provider's handling of the third party's data in connection with the provision of the service.

## **VII. Fee and Method of Payment for the Software**

1. The essential features of the Software are available on the Website.
2. You have the opportunity to try out a 14-day trial for your chosen subscription package (hereinafter referred to as **Trial period**). You can find more information about the free subscription packages on the Website.
3. The Website by clicking on the „Pricing” button, contains complete information about the Software and its pricing. The Service Provider does not provide any services for which the unit price is required by law.
4. You may order the Software during the order process on the Website. In addition to the gross prices shown here, no additional costs will be incurred by the Customer (except for VAT). The amount of the consideration includes all costs associated with that order.
5. You can find more information about subscription packages on the Website under „Pricing”.
6. During the order process the Customer has no obligations beyond payment of the consideration. The Customer shall not provide any deposit or other financial security to the Service Provider.
7. The Service Provider does not use the premium rate service. If Customer has to pay management fees for using the Software, this will be indicated during the order process.
8. To use the Software, the Service Provider provides the following options:  
Wire transfer, Braintree wire transfer as payment options. For more information on Braintree, visit:  
<https://www.braintreepayments.com/hu>
9. After clicking on the "Payment" button, you can choose your credit card payment method via Braintree. After checking this and pressing the Payment button, our website redirects the browser to the intermediary's <https://www.braintreepayments.com/hu> payment page. This is where you have to give your credit card information. At the end of the transaction, both the Braintree website and the Service Provider confirm the order or provide information on a possible failed transaction.
10. In connection with the Software, the License Agreement constitutes Annex 1 to these GTC.

## **VIII. Procedure of using the service, payment terms**

1. After the expiration of the Trial period, as defined in Article VII./2 of this GTC the Customer will need to change packages. Upon termination of the Trial Period, the Software Service will automatically terminate. If Customer continues to require the Software Service, Customer

may select a package in a pop-up window on the Website. If the selected package is inadequate, the Website informs the Customer thereof.

2. The order is placed on the payment service provider's interface (Bank data entry interface where the provided data is not known and stored by the Service Provider).
3. You may give your billing data by clicking on the "Payment" button.
4. As is customary in relation to Websites, a contract is entered into between the Parties upon receipt of an order confirmation e-mail, and the Website will send a confirmation e-mail within 48 hours of the Customer's order. The confirmation e-mail shall include the fee for the Software, the GTC (in .pdf format) and the length of time for which the Customer has subscribed to the Software. By entering into the contract, Customer declares that it has read and accepted the terms and conditions of this GTC and has agreed to manage the data required to use the Software within the scope of the GTC and the Data Processing Policy.
5. The Service Provider sends the automatic confirmation email confirming the order to the e-mail address provided by the Customer. If the Customer enters an incorrect e-mail address, then the Customer shall be liable for any damages arising therefrom and the Service Provider shall not be liable.
6. If the Customer does not receive the confirmation email mentioned above within a few minutes of the order, this may be due to a technical or other connection error. In this case, please do not repeat the transaction, but contact the Service Provider's Customer Service immediately (the customer service contact details are located at the beginning of the GTC). Customer Service will solve the problem.
7. If, for any reason, the Customer does not receive a confirmation of his order within 48 hours, the Customer will be released from his offer, i.e. he will no longer be bound by his order. If you have already paid for your order, the Service Provider will refund you immediately, but no later than 48 hours.
8. The Service Provider shall not be liable for any errors that may occur during Braintree.
9. **Szamlazz.hu:** In the case of online payment, the Service Provider provides the Software account through the Szamlazz.hu service provider. In case of online payment, you accept the operating and data management conditions of Szamlazz.h and agrees that the Service Provider will provide Szamlazz.hu with your personal information necessary for the proper functioning of the service. You can read more about Szamlazz.hu's terms and conditions by clicking here: <https://www.szamlazz.hu/aszf/>. You can read more about Szamlazz.hu data management by clicking here: <https://www.szamlazz.hu/adatvedelem/>. In case of online payment, the Service Provider shall keep the electronic document at Szamlazz.hu for 8 years. The Server Provider sends an e-invoice (electronic invoice) about the Software to the Customer. An electronic invoice is an invoice that contains invoice data in the form of electronic signs. Electronic invoices can only be issued, transmitted and stored in electronic form, and only legally in electronic form and not in paper form. The Service Provider issues the e-invoice automatically based on the given data, with the intermediation of an e-invoice service provider (Szamlazz.hu, operated by KBOSS.hu Kft.). By initiating the process of using the Software, Customer expressly declares that it accepts the e-invoice.
10. The contract concluded shall be deemed to be a written contract. The Service Provider is obliged to retain the contract and its data for the period prescribed by the accounting and

tax legislation. The data provided by the Customer together with the data stored in the Service Provider's system, other transaction details (eg bank confirmation) and the valid text of the GTC at the time of using the Software constitute the written contract.

#### **IX. Copyrights**

1. The Website and Software is protected by copyright. Service Provider is the copyright holder or authorized user of all non-user content, any copyright or other intellectual property displayed on the Website and Software (including but not limited to all graphics and other materials, layout, editing, software and other solutions used by the Website) , idea, implementation)
2. The Service Provider is the entitled user of all trademarks (brand names, logos, etc.) on the Website and Software, which are not owned by the Service Provider. Neither the registration on the Website, nor use of the Website and Software, or any provision of the GTC shall entitle the user to use or utilize any commercial name or trademark appearing on the Website and Software.
3. A Except for the purpose of visualization, temporary reproduction and private copying of the Website, these intellectual works may not be used or utilized in any other way without the prior written permission of the Service Provider.

#### **X. Service interruption**

1. The Service Provider has the right to suspend the Software service, in whole or in part, without prior notice or notice, for the purpose of maintaining the service or its related Website or for other security reasons.
2. The Service Provider may interrupt the Software service as long as the Customer is late in payment. If the Customer pays for the service, the Service will continue to be provided by the Service Provider.
3. A The Customer shall pay interest on the debt, which shall be equal to the central bank base rate.

#### **XI. Modification and termination of the contract**

1. The Service Provider reserves the right to modify this GTC and its annexes in accordance with Section 6: 191 § (4) of Act V. of 2013. Civil Code. The starting date of the General Terms and Conditions is indicated by the date at the top of the page. In order to keep the Customer informed, it is recommended to visit the Service Provider's Website regularly.
2. The Service Provider shall notify the Customer of the modification of the GTC within 15 days prior to the modification to the e-mail address provided during the registration. The Customer shall notify the Service Provider within 15 days if Customer does not wish to accept the modified GTC. If the Customer does not inform the Service Provider within 15 days, then the Customer accepts the modified GTC. The GTC may only be amended for good reason, which may mean a significant change in the Service Provider's operation, a change in legislation, an official decision, actions, new services, etc. If the Customer does not accept the GTC modification, the Service Provider may terminate the contractual relationship between the Parties with immediate effect.

3. The Service Provider reserves the right to unilaterally amend this GTC in connection with the Software upgrade as described above.
4. The Parties may, by mutual consent, modify or terminate their legal relationship.
5. In case of material breach of the contract, the Parties may terminate their legal relationship immediate effect. Material breaches of contract, including (non-taxative list)
  - the Customer fails to meet its payment or other payment obligation within the deadline,
  - the Customer is in breach of its material obligation or prohibition under this GTC,
  - fails to fulfill any other obligation due to either party within the time limit and fails to remedy such failure within 15 days upon receipt of a written request from the other party,
  - if the Provider is unable to provide the Software for a continuous period of 15 days, Customer may terminate the contract
  - if the Service Provider is under compulsory liquidation
6. If cooperation between the Parties is terminated for any reason, the Parties shall settle their mutual accounts. Upon termination, Customer will lose all use and other rights to use the Software.
7. A Notwithstanding the termination of the agreement between the Parties, the present GTC shall be subject to confidentiality, copyright, data processing, intellectual property and trademark protection, and its provisions on the use of name and reputation shall remain unchanged (surviving clauses).
8. In the event of termination, Customer shall delete any data or Software that is no longer required to operate or use, or has no legal basis or right to use, as a result of termination.

## **XII. Customer's right of withdrawal and termination**

This Chapter is governed by the provisions of Act V of 2013 on the Civil Code.

## **XIII. Consumer's right of withdrawal and termination**

The provisions of this chapter apply only to Consumers.

### 1. Right of withdrawal

#### **What is right of withdrawal?**

In the case of off-premises and distance contracts, the Consumer shall have the right to withdraw without justification. The Consumer has the right of withdrawal only until the Service Provider hasn't started providing the service. After the Service Provider has started providing the service, the Consumer shall have the right to unilateral termination.

#### **How and when can exercised the right of withdrawal?**

In the case of a contract for the provision of services, the Consumer may exercise his right of withdrawal within fourteen days from the date of conclusion of the contract.

If you wish to exercise your right of withdrawal, you must send a clear statement of your intention to withdrawal (e.g by post, fax, electronic mail, email) to the following address: 6725 Szeged, Moszkvai körút 23. III. em. 15. For this purpose, you may also use the model declaration form contained in Annex 2 to these GTC. You will exercise your right of withdrawal within the deadline if you submit your withdrawal notice before the deadline specified above. Please note that we will only accept your explicit notice of withdrawal from the email address you provided when you registered.

#### **When will the 14-day withdrawal period be extended?**

If the Service Provider fails to comply with its obligation to provide information on the right of withdrawal, the withdrawal period shall be extended by 12 months.

#### **Can Customer try and use the Software during the withdrawal period?**

Yes, of course, because that is the very essence of the right of withdrawal, so that the Customer can confirm, within the 14-day period, that the Software is fit for its intended use and that it is suitable for our individual use.

#### **Obligations of the Service Provider in the event of the Consumer's withdrawal**

If you withdraw from this Agreement, Service Provider shall reimburse any amount paid by the Consumer in return for payment, including any costs incurred in performance thereof, immediately and no later than fourteen days after becoming aware of such termination.

In the event of withdrawal, the Service Provider shall refund the amount due to the Consumer in the same manner as the payment method used by the Consumer. Subject to the express consent of the Consumer, the Service Provider may use another form of payment for the refund, but shall not charge any additional fee to the Consumer.

## 2. Right of termination

#### **What is right of termination?**

On this Website, the Service Provider provides the Software to its customers and partners. These are considered as services. Therefore, pursuant to Article 20 § (1) of the Regulation, if you request the Service Provider to commence within the time-limit for exercising the right of termination, shall have the right of notice.

#### **How and when can exercised the right of termination?**

If the contract for the provision of the service has begun, you have the right to terminate the contract without giving any reason within 14 days

If you wish to exercise your right of termination, you must send a clear statement of your intention to termination (e.g by post, fax, electronic mail, email) to the following address: 6725 Szeged, Moszkvai körút 23. III. em. 15. For this purpose, you may also use the model declaration form contained in Annex 2 to these GTC. You will exercise your right of termination within the deadline if you submit your cancellation notice before the deadline specified above. Please note that we will only accept your explicit notice of termination from the email address you provided when you registered.

The order starts by pressing the "Packet switching " button. Therefore, the right of termination can be exercised after pressing the above buttons, but not before. The exercise of the right of termination shall expire 14 days after the date of conclusion of the contract.

Your notice of termination will be considered valid if you submit it within the above-mentioned right of termination.



If the Service Provider starts to perform the service and you thereafter exercise the right of termination before the provision of the full service, you shall pay the Service Provider a fee commensurate with the service performed up to the date of notice of termination. Similarly, we will reimburse you for any portion of your consideration that exceeds the price of the service we provide.

#### **Obligations of the Service Provider in case of termination by the Consumer**

In the event of termination, the Service Provider shall refund the amount due to the Consumer in the same manner as the payment method used by the Consumer. Subject to the express consent of the Consumer, the Service Provider may use another form of payment for the refund, but shall not charge any additional fee to the Consumer.

#### **XIV. Customers specific implied warranty (default)**

This Chapter is governed by the provisions of Act V of 2013 on the Civil Code.

#### **XV. Consumers specific implied warranty (default)**

The provisions of this chapter apply only to Consumers.

1. We will provide the following information regarding the implied warranty.

The contract concluded on the basis of your order has implied warranty in the event default of the Service Provider. The Service Provider will default if the Software does not meet the quality or contractual requirements at the time of delivery. The Service Provider will not default, if the Consumer knew the defect at the time of the contracting of the contract or should have known the defect at the time of the contracting of the contract.

#### **When can you exercise your right of implied warranty?**

In the event of the Service Provider's default, you may enforce a Warranty Claim against the Service Provider under the terms of the Civil Code.

#### **What rights do you have under your implied warranty claim?**

You have the following implied warranty claims at your option:

You may request rectification unless it is impossible for you to meet the claim or if the Service Provider would incur a disproportionate additional cost to fulfill your other claim. If you did not request a repair, or, you may request a pro-rata reduction of the consideration or you may repair the defect at the expense of the Service Provider, or else you may terminate the contract.

You may switch from one replacement implied warranty to your own, but you will bear the cost of the upgrade unless warranted or provided by your Service Provider.

#### **What is the deadline for enforcing your implied warranty claim?**

You are required to notify the defect immediately, but no later than two months after the discovery of the defect. However, please note that you will no longer be able to enforce your right of implied warranty coverage beyond the two-year limitation period for this contract.

#### **Who can enforce your implied warranty claim against?**

You may enforce your implied warranty claim against the Service Provider.

#### **What are the other conditions to enforce your implied warranty claims?**

Within one year of the date of performance there is no other condition for enforcing your implied warranty claim unless you certify that the service is provided by the Service Provider. However, after two years have passed from the date of performance, it is your responsibility to prove that the defect you discovered was present at the time of performance.

2. You cannot purchase a product on this Website but only a service and therefore the product warranty is conceptually excluded.

#### **XVI. Other provisions**

1. The Service Provider reserves the right to make any changes or repairs to the Website at any time without prior notice. The Service Provider also reserves the right to transfer the Website under another domain name.
2. By using the billing service, the User expressly consents to the storage of all data provided by the Service Provider for the period specified in these GTC.

#### **XVII. How to deal with Consumers' ve complaints?**

The provisions of this chapter apply only to Consumers.

1. The seat of the Service Provider, the place of complaint management, the mailing address, the electronic mailing address, the Internet address and the telephone number of the customer service are listed in Section I of the GTC.
2. Complaints about the conduct, actions or omissions of the Service Provider directly related to the provision or sale of the Service may be communicated orally or in writing to the Service Provider. The Service Provider will promptly investigate the oral complaint and remedy it as soon as possible. If the Consumer disagrees with the handling of the complaint, or the complaint is not immediately investigated, the Service Provider shall promptly record the minutes and its position, and in the case of a personally communicated oral complaint, provide a copy thereof to the Consumer by telephone or other electronic means. In the case of an oral complaint using a communication service, to be sent to the Consumer at the same time as the substantive reply.
3. Within thirty (30) days of receipt, the Service Provider shall respond in writing to the merits of the written complaint and send it to the Consumer together with the above minutes by e-mail. The Service Provider shall justify its position rejecting the complaint. In the event of rejection of the complaint, the Service Provider shall inform the Consumer in writing which authority or conciliation body, according to the nature of the complaint, may initiate proceedings. The mailing address of the competent authority or of the conciliation body at the place of residence of the Service Provider shall be provided.
4. In the event of a negative answer, you can apply to independent Arbitration Boards (in Hungarian Békéltető Testület) operating near the county (capital city) chambers of commerce and industry:

- Baranya Megyei Békéltető Testület

Address: 7625 Pécs, Majorosy Imre u. 36.

Mailing address: 7602 Pécs, Pf. 109.

Telephone number: (72) 507-154

Fax number: (72) 507-152

President: Dr. Bodnár József

E-mail address: [kerelem@baranyabekeltetes.hu](mailto:kerelem@baranyabekeltetes.hu) , [info@baranyabekeltetes.hu](mailto:info@baranyabekeltetes.hu)

- Bács-Kiskun Megyei Békéltető Testület

Address: 6000 Kecskemét, Árpád krt. 4.

Telephone number: (76) 501-525, (76) 501-532

Fax number: (76) 501-538

President: Dr. Horváth Zsuzsanna

E-mail address: [bekeltetes@bacsbekeltetes.hu](mailto:bekeltetes@bacsbekeltetes.hu)

- Békés Megyei Békéltető Testület

Address: 5600 Békéscsaba, Penza ltp. 5.

Telephone number: (66) 324-976, 446-354, 451-775

Fax number: (66) 324-976

President: Dr. Bagdi László

E-mail address: [bekeltetes@bmkik.hu](mailto:bekeltetes@bmkik.hu); [bmkik@bmkik.hu](mailto:bmkik@bmkik.hu)

- Borsod-Abaúj-Zemplén Megyei Békéltető Testület

Address: 3525 Miskolc, Szentpáli u. 1.

Telephone number: (46) 501-091, 501-870

Fax number: (46) 501-099

President: Dr. Tulipán Péter

E-mail address: [bekeltetes@bokik.hu](mailto:bekeltetes@bokik.hu)

- Budapesti Békéltető Testület

Address: 1016 Budapest, Krisztina krt. 99.

Telephone number: (1) 488-2131

Fax number: (1) 488-2186

President: Dr. Baranovszky György

E-mail address: [bekelteto.testulet@bkik.hu](mailto:bekelteto.testulet@bkik.hu)

- Csongrád Megyei Békéltető Testület

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

Telephone number: (62) 554-250/118 mellék

Fax number: (62) 426-149

President: Dr. Horváth Károly

E-mail address: [info@csmkik.hu](mailto:info@csmkik.hu)

- Fejér Megyei Békéltető Testület

Address: 8000 Székesfehérvár, Hosszúséta tér 4-6.

Telephone number: (22) 510-310

Fax number: (22) 510-312

President: Dr. Vári Kovács József

E-mail address: [fmkik@fmkik.hu](mailto:fmkik@fmkik.hu); [bekeltetes@fmkik.hu](mailto:bekeltetes@fmkik.hu)

- Győr-Moson-Sopron Megyei Békéltető Testület

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

Telephone number: (96) 520-202; 520-217

Fax number: (96) 520-218

President: Horváth László

E-mail address: [bekeltetotestulet@gysmkik.hu](mailto:bekeltetotestulet@gysmkik.hu)

- Hajdú-Bihar Megyei Békéltető Testület  
Address: 4025 Debrecen, Petőfi tér 10.  
Place of administration: 4025 Debrecen Vörösmarty u. 13-15.  
Telephone number: 06-52-500-710, 06-52-500-745  
Fax number: 06-52-500-720  
President: Dr. Hajnal Zsolt  
E-mail address: [bekelteto@hbkik.hu](mailto:bekelteto@hbkik.hu)

- Heves Megyei Békéltető Testület  
Address: 3300 Eger, Faiskola út 15.  
Mailing address: 3301 Eger, Pf. 440.  
Telephone number: (36) 416-660/105 mellék  
Fax number: (36) 323-615  
President: Dr. Gordos Csaba  
E-mail address: [bekeltetes@hkik.hu](mailto:bekeltetes@hkik.hu)

- Jász-Nagykun-Szolnok Megyei Békéltető Testület  
Address: 5000 Szolnok, Verseghy park 8.  
Telephone number: (56) 510-610  
Fax number: (56) 370-005  
President: Dr. Lajkóné dr. Vígh Judit  
E-mail address: [bekeltetotestulet@jnszmik.hu](mailto:bekeltetotestulet@jnszmik.hu)

- Komárom-Esztergom Megyei Békéltető Testület  
Address: 2800 Tatabánya, Fő tér 36.  
Telephone number: (34) 513-010  
Fax number: (34) 316-259  
President: Dr. Rozsnyói György  
E-mail address: [bekeltetes@kemkik.hu](mailto:bekeltetes@kemkik.hu)

- Nógrád Megyei Békéltető Testület  
Address: 3100 Salgótarján, Alkotmány út 9/a  
Telephone number: (32) 520-860  
Fax number: (32) 520-862  
President: Dr. Pongó Erik  
E-mail address: [nkik@nkik.hu](mailto:nkik@nkik.hu)

- Pest Megyei Békéltető Testület  
Address: 1119 Budapest, Etele út 59-61. II. emelet 240.  
Telephone number: 06-1-269-0703  
Fax number: 06-1-269-0703  
President: dr. Csanádi Károly  
E-mail address: [pmbekelteto@pmkik.hu](mailto:pmbekelteto@pmkik.hu)

- Somogy Megyei Békéltető Testület  
Address: 7400 Kaposvár, Anna utca 6.  
Telephone number: (82) 501-000  
Fax number: (82) 501-046  
President: Dr. Novák Ferenc  
E-mail address: [skik@skik.hu](mailto:skik@skik.hu)

- Szabolcs-Szatmár-Bereg Megyei Békéltető Testület

Address: 4400 Nyíregyháza, Széchenyi u. 2.  
Telephone number: (42) 311-544, (42) 420-180  
Fax number: (42) 420-180  
President: Görömbeiné dr. Balmaz Katalin  
E-mail address: [bekelteto@szabkam.hu](mailto:bekelteto@szabkam.hu)

- Tolna Megyei Békéltető Testület

Address: 7100 Szekszárd, Arany J. u. 23-25.  
Telephone number: (74) 411-661  
Fax number: (74) 411-456  
President: Dr. Gáll Ferenc  
E-mail address: [kamara@tmkik.hu](mailto:kamara@tmkik.hu)

- Vas Megyei Békéltető Testület

Address: 9700 Szombathely, Honvéd tér 2.  
Telephone number: (94) 312-356  
Fax number: (94) 316-936  
President: Dr. Kövesdi Zoltán  
E-mail address: [vmkik@vmkik.hu](mailto:vmkik@vmkik.hu)

- Veszprém Megyei Békéltető Testület

Address: 8200 Veszprém, Budapest u. 3.  
Telephone number: (88) 814-111  
Fax number: (88) 412-150  
President: Dr. Vasvári Csaba  
E-mail address: [info@bekeltetesveszprem.hu](mailto:info@bekeltetesveszprem.hu)

- Zala Megyei Békéltető Testület

Address: 8900 Zalaegerszeg, Petőfi utca 24.  
Telephone number: (92) 550-513  
Fax number: (92) 550-525  
President: Dr. Molnár Sándor  
E-mail address: [zmkik@zmkik.hu](mailto:zmkik@zmkik.hu); [zmbekelteto@zmkik.hu](mailto:zmbekelteto@zmkik.hu)

5. Name of the Arbitration Board competent according to the principal office of the Service Provider:

- Csongrád Megyei Békéltető Testület

Address: 6721 Szeged, Párizsi krt. 8-12.  
Telephone number: (62) 554-250/118 mellék  
Fax number: (62) 426-149  
President: Dr. Horváth Károly  
E-mail address: [info@csmkik.hu](mailto:info@csmkik.hu)  
Website: <http://www.bekeltetes-csongrad.hu/>

6. In the event of a complaint, the competent Arbitration Board of the place of residence of the consumer shall have priority.

7. The Arbitration board shall have the power to settle out of court disputes (consumer disputes) between the consumer and the business regarding the quality, safety, application of product liability rules, quality of service and the conclusion and performance of a contract between the parties. To this end, the Arbitration Body shall attempt to reach a settlement

between the parties and, failing that, shall decide on the matter in order to ensure the simple, expeditious, effective and cost-effective enforcement of consumer rights. At the request of the consumer or the business, the Arbitration board shall advise on the rights and obligations of the consumer.

8. We hereby inform you that the Website at the Arbitration Board at its principal office, with the effect of extending to all Arbitration Boards - may make a general declaration of submission to the Hungarian Chamber of Commerce, in which it undertakes to submit itself to the conciliation procedure and, in the absence of an agreement, to the decision rendered in such a procedure. The degree of commitment of the Website in the submission, or its term limit the value of the subject-matter of the legal dispute as it may determine or otherwise. The Website will be exempt from the binding of this statement if it proves that it has been withdrawn prior to the conclusion of the contract (in the same way as the undertaking).
9. You are advised that the Company is under a duty of cooperation in relation to the proceedings of the Arbitration Board.
10. In the event of a Consumer protection complaint, you can contact your local district authority (in Hungarian: Járási Hivatal). The list of district authorities is available at: <http://jarasinfo.gov.hu/>.

Szegedi Járási Hivatal Foglalkoztatási és Fogyasztóvédelmi Főosztály

Fogyasztóvédelmi Osztály

Principal office: 6722 Szeged, Rákóczi tér 1.

Contact: 6728 Szeged, Kereskedő köz 3-5. „C” épület, Telephone number: +36 62/680 532

11. Half you would like to make a complaint about a product or service purchased online, you can initiate an out-of-court settlement of your complaint through the website below. The portal can only be used if you are resident in the EU and the merchant is based in an EU country. <https://webgate.ec.europa.eu/odr/main/?event=main.home.show>.
12. You may apply to the Hungarian Competition Office (in Hungarian Gazdasági Versenyhivatal) in the event of a breach of competition law:

Gazdasági Versenyhivatal

1054 Budapest, Alkotmány u. 5.

Mailing address: 1245 Budapest 5. Pf.1036

Telephone number: (1) 472-8900

Fax: (1) 472-8905

13. Consumers resident in the European Union are reminded that if they have a cross-border consumer dispute - that is, they are not domiciled in Hungary - they may also use the online dispute resolution platform for online services. The online dispute resolution platform is available at the link below: <https://webgate.ec.europa.eu/odr/main/?event=main.home.show>
14. The Service Provider does not carry out public service activities and is therefore not subject to special legal rules applicable to service providers engaged in such activities (operation of special customer service, extended customer reception hours, advance reservation, continuous availability, five-minute check-in time, etc.).

## **XVIII. Final clause**

1. In particular applies to the present GTC: Act V of 2013 on the Civil Code, laying down detailed rules for contracts between consumers and companies 45/2014. (II. 26.) Government Decree and CLV 1997 on Consumer Protection. law, EUROPEAN PARLIAMENT AND COUNCIL (EU) 2016/679 REGULATION (2016. April 27.) on the protection of natural persons with regard to the processing of personal data and on the free movement of such data and repealing Regulation (EC) No 95/46 (General Data Protection Regulation) (GDPR) and applicable Hungarian law.

No. 1. Annex

The Website and Software is compatible with the following systems

Only browser is required to use the Software, it does not require to download any program. Users can use any kind of browsers.



No. 2. Annex  
End User License Agreement

No. 3. Annex

Declaration Sample for withdrawal/termination

*(Please fill in and return to the Service Provider if you intend to withdraw or terminate the contract.)*

Addresse:

The undersign/s declare, that I am/we are exercising our right of withdrawal/termination with respect to the contract for the sale or provision of the following product/s:

Date of the contracting /date of the transfer:

Consumer(s) name:

Address of the consumer(s):

Sign of the consumer(s): (exclusively declaration on paper)

Date