

A02

General Terms and Condition

Effective from June 1, 2024.

Prepared as an annex to the individual service agreements of Programming and Marketing Solutions Limited Partnership (Company Registration Number: Cg.09-06-016904, Tax ID: 32280641-1-09), headquartered at 4031 Debrecen, István út 67., 9th floor, 27. The following terms apply to the agreements created on the date and place specified below, except for individual contracts related to website development, maintenance, operation, and website-related tasks, for which the General Terms and Conditions marked as "A01" apply.

These General Terms and Conditions (GTC) apply to all transactions entered into by the Client and the Service Provider, with the exception of contracts for website (webpage) creation and maintenance, e-commerce site creation and maintenance, product uploads for e-commerce sites developed by the Service Provider, and content management system (CMS) creation and maintenance.

This GTC is an integral part of the individual service agreement throughout its entire duration. It remains effective in the form agreed upon by the parties at the time of signing the contract.

The language of this GTC and the individual service agreement is Hungarian. In the event of translation into another language, the Hungarian text shall prevail in case of legal disputes.

1. Definitions and Glossary of Abbreviations

1.1. GTC: These General Terms and Conditions.

1.2. Service: Any website creation, maintenance, development, and all related services undertaken by the Service Provider.

1.3. Service Provider: The service provider specified in Chapter 2.

1.4. Client: The natural or legal person, or an organization without legal personality, that utilizes the services of the Service Provider.

1.5. Website: An online interface or system of pages without the functionality for placing orders online.

1.6. Content: Any data (text, graphic elements, audio, video, etc.) that the Client, based on the individual service agreement, wishes to display on the website system—excluding the source code of the website and the program that operates the website system.

1.10. Consumer: A consumer as defined in Section 8:1 of Act V of 2013 on the Civil Code (Ptk.) or as defined in Act LXV of 1997 on Consumer Protection.

1.11. Complaint: An objection raised by the consumer against the business or a person acting on behalf of or in the interest of the business, regarding conduct, activity, or omission directly

related to the distribution or sale of goods to consumers, aimed at resolving an individual grievance or interest, excluding warranty, product warranty, or guarantee claims.

2. Service Provider Details

2.1. Company Information

Company Name: Programming and Marketing Solutions Betéti Társaság

Short Name: Programming and Marketing Solutions Bt.

Registered Office: 4031 Debrecen, István út 67. 9th floor, Apt. 27

Tax Number: 32280641-1-09

Company Registration Number: Cg.09-06-016904, registered by the Debrecen Regional Court of Registration

2.2. Contact Information

Website: <https://pnmsolutions.eu>

Email: info@pnmsolutions.eu

Phone: +36 50 122 2608

2.3. Availability

The Service Provider can be reached via the phone number listed in Section 2.2 and at the registered office detailed in Section 2.1 between 8:00 AM and 4:00 PM. Emails received after 3:00 PM will be processed on the next business day.

2.4. Changes in Information

The Service Provider shall promptly notify the Client via email of any changes to its details during the term of the agreement.

3. Formation of the Contract and Specification of Services

The detailed description of the services is included in the individual service agreement.

The contract is formed when the individual service agreement signed by the Client is countersigned by the Service Provider (as the Contractor) and returned to the Client, and the Client receives it or, in the absence of receipt, becomes aware of it.

The signed agreements may be exchanged electronically (via email) if the Client has consented to email communication during the contract formation process.

4. Billing and Payment Terms

4.1. The Service Provider is entitled to the fee specified in the individual service agreement for performing the tasks. Payment can be made in a lump sum or in installments, either in cash or via bank transfer.

4.2. In the case of lump sum payment, the Service Provider will issue an invoice for the fee specified in the individual service agreement within 5 (five) days of the contract's conclusion, with a payment deadline of 15 (fifteen) days.

4.3. In the case of installment payments, the Service Provider will issue a payment request for the first installment within 5 (five) days of the contract's conclusion, with a payment deadline of 8 days. Upon timely payment by the Client, the Service Provider will issue a deposit invoice based on the payment request.

For subsequent installments, the Service Provider will issue payment requests as they become due. Upon timely payment by the Client, the Service Provider will issue further deposit invoices.

For the final installment, the Service Provider is required to issue a final invoice without a prior payment request. The payment deadline for the final invoice is 15 (fifteen) days.

4.4. In case of delayed payment by the Client, the Service Provider will charge late payment interest as specified in the Civil Code (Ptk.) and, in the case of business entities, also impose a collection cost surcharge as per Act IX of 2016.

5. Order Fulfillment

The method of fulfilling the order is detailed in the individual service agreement.

6. Copyrights

6.1. The Client is not entitled to control the original files of the content elements created by the Service Provider, as these remain the property of the Service Provider.

6.2. The Client is not permitted to transfer the content elements created or modified by the Service Provider to third parties unless expressly authorized by the Service Provider.

6.3. The Service Provider grants the Client the right to use the system created or modified based on open-source code for the sole purpose of making the completed system publicly available on the internet. The Client is not authorized to modify the system, nor can this right be granted to third parties (except for cases where the system's regular operation requires stock maintenance, partner maintenance, or other content maintenance unrelated to system structure, and the Client contracts a third party for these tasks).

6.4. The Client acknowledges that if the Service Provider creates the system based on open-source code, the modifications made by the Service Provider render the source code subject to copyright protection.

6.5. Both parties agree that the Service Provider is not obligated to verify the legality of the content elements provided by the Client for the fulfillment of the agreement. In cases of illegal use, the Client bears full responsibility for the resulting legal consequences.

7. Breach of Contract

7.1. If the fulfillment of the tasks specified in the individual service agreement is hindered due to a breach of contract by the Client, the Service Provider is entitled to the full contractual fee.

7.2. If the agreement fails due to a breach of contract by either party, the aggrieved party may claim compensation only for direct damages caused by the breach. Both parties explicitly exclude liability for consequential damages.

8. Termination of the Agreement

8.1. The agreement governed by these General Terms and Conditions (GTC) may be terminated by either party before the commencement of performance. Clients qualifying as consumers are entitled to exercise their right of withdrawal within 14 (fourteen) days of signing the individual service agreement.

8.2. The individual service agreement may be terminated by ordinary notice, with neither party required to justify the termination. The notice period is 15 (fifteen) days. During the notice period, the Service Provider must continue performing the agreed services, and the Client must settle the fees for services performed.

8.3. The individual service agreement may be terminated with immediate effect, with the terminating party required to provide justification. Immediate termination is only allowed under the following circumstances:

8.3.1. The Client may terminate the agreement with immediate effect if the Service Provider fails to complete the agreed task within the specified deadline due to reasons attributable to the Service Provider, even after a written notice granting an additional 8 (eight) days to fulfill the obligation.

Delays caused by the Client, such as failure to provide requested data or information within the deadlines set by the Service Provider, will extend the Service Provider's final deadline by the number of days delayed by the Client.

8.3.2. The Service Provider may terminate the agreement with immediate effect if:

a) The Client fails to fulfill advance or installment payment obligations within the deadline, excluding the case described in section 8.3.3, and does not remedy the breach even after receiving a written notice granting an additional 8 (eight) days.

b) The Client provides content protected by copyright for use in the project without proving usage rights and fails to replace such content within an additional 8 (eight) days of receiving written notice. Alternatively, the Client may authorize the Service Provider to procure legally compliant content, either free of copyright or for a fee. In this case, the Service Provider may choose to perform the tasks at the Client's risk rather than terminate the agreement.

8.3.3. The Service Provider may withdraw from the agreement if the Client fails to pay the initial installment specified in section 4.3. within the specified deadline. In this case, the agreement is terminated retroactively as of its signing date.

8.3.4. The Client may withdraw from the agreement before the Service Provider begins its performance. The Service Provider must notify the Client by email upon commencing the performance of services.

9. Communication

9.1. Communication via Postal Mail

9.1.1. If communication is conducted in writing, it must be sent as a registered letter with return receipt.

9.1.2. If the recipient does not accept the letter sent in accordance with section 9.1.1., and it is returned to the sender with notations such as "not sought," "moved without forwarding request," "address insufficient," "addressee unknown," "delivery hindered," or "receipt refused," the letter will be deemed delivered on the 5th business day following dispatch.

9.1.3. If either the Client or the Service Provider registers for a certified electronic postal service, they must notify the other party of this fact and simultaneously provide their address for the electronic postal service. (As of the publication of this GTC, a certified electronic postal service available in Hungary is <https://www.e-postoffice.hu>).

9.2. Communication via Electronic Means

9.2.1. Communication for the performance of the agreement primarily takes place via email, except for termination notices, which must be sent by registered mail with return receipt.

9.2.2. An email will be deemed received at 9:00 AM on the business day following dispatch if sent to the email address specified in the annex of the individual agreement (or any properly notified updated email address), unless the recipient has previously indicated unavailability during that time.

If the recipient has notified of a specific period during which they cannot access emails, the email will be deemed received at 9:00 AM on the business day following the end of the specified period unless the recipient confirms earlier receipt.

9.2.3. An email may be deemed received earlier than stipulated in section 9.2.2 if the recipient replies to the email (in which case receipt is the reply's timestamp) or if the sender receives an automatic read receipt (in which case receipt is the timestamp on the read receipt).

9.3. Communication via Phone or Online Video Conference

9.3.1. Valid declarations related to the agreement's performance cannot be made via phone or online video conference. If the Service Provider or Client makes a declaration via these means, they must confirm it in writing via email within 1 business day.

10. Confidentiality Obligation

10.1. All provisions related to the legal relationship covered by this GTC are considered business secrets by the parties. The following are not considered violations of business secrets:

- a) the public disclosure of this GTC, provided it does not contain any data about the Client;
- b) the presentation of the individual service contract to an authority representative during an official inspection;
- c) the submission of the individual service contract in a lawsuit between the parties, if the subject of the lawsuit is the enforcement of a legal claim arising from the contract.

10.2. The Client freely agrees that the Service Provider may refer to the Client's name and the website system created by the Service Provider as a reference.

10.3. The party violating the confidentiality obligation must compensate the other party for damages, with the understanding that only direct damages must be compensated by the breaching party, and consequential damages are excluded.

11. Warranty Conditions

11.1. The Service Provider does not provide a warranty for errors arising from display devices that are not in the latest state at the time of handover or those that arise after the handover.

11.2. The Service Provider is not responsible for data loss or other data management incidents caused by technical errors from any third parties outside of its control. The Service Provider is also not responsible for performance errors arising from any third parties outside of its control.

11.3. The Client must report any faulty performance by the Service Provider within 30 days after the handover. The Service Provider is obligated to begin fixing the error within 3 (three) business days of receiving the report and must notify the Client of the start of the repair. The Client acknowledges that, if the Service Provider deems it appropriate, it may suspend the affected services during the error correction period. The Client is not entitled to request a refund, compensation, or any other claim related to the suspension, provided the error is resolved within 7 days.

11.4. If the suspension lasts for more than 7 days, starting from the 8th day, the Client is entitled to a penalty equal to 0.01% of the contract fee per day (up to a maximum of 10% of the contract fee). The Client will only be entitled to compensation if the Service Provider does not restore the system's functionality by the 30th (thirtieth) day after starting the repair. In such a case, the Client may claim compensation for the verified damages from the Service Provider. The payable penalty will be deducted from the reimbursable damages. The penalty becomes due on the day the system's functionality is restored.

12. Other Provisions

12.1. These General Terms and Conditions serve to supplement the individual contract. All agreements known to the parties and recorded in the individual contract regarding the legal relationship established in the individual contract and in these Terms and Conditions have been documented. Any prior agreements made by the parties, which are not recorded in these Terms and Conditions or the individual contract, shall be deemed invalid.

12.2. In case of any discrepancy between the provisions of the individual contract and these General Terms and Conditions, the provisions of the individual contract shall prevail.

12.3. Hungarian law shall govern the legal transaction to which these Terms and Conditions apply. In matters not addressed in these Terms and Conditions or the individual contract, the applicable Hungarian laws are the Civil Code of 2013 (Act V of 2013), the Copyright Act of 1999 (Act LXXVI), consumer protection laws, and the relevant Hungarian legal regulations.

12.4. The Client and the Service Provider primarily wish to resolve any legal disputes arising from this legal transaction out of court. In case of failure, however, the parties agree to the exclusive jurisdiction of the Debrecen District Court and, according to the rules of jurisdiction, the Debrecen Regional Court. The parties agree that this jurisdiction clause is valid only if the Client is not considered a Consumer under the Civil Code. If the Client is considered a Consumer under the Civil Code, the competent court for resolving the legal dispute shall be the court located in the area of the Client's permanent residence.

13. Provisions Applicable to the Client Qualifying as a Consumer

13.1. Basic Provisions

13.1.1. This section applies solely in the case where the Client qualifies as a consumer under the Civil Code (Ptk.) or the Hungarian Consumer Protection Act (1997. CLV. Act, hereinafter: Consumer Protection Act), specifically under Section 2(10) of the Consumer Protection Act.

13.1.2. A consumer under the Civil Code is a natural person acting outside their profession, independent occupation, or business activities.

A consumer under the Consumer Protection Act is a natural person acting for purposes outside their independent profession or economic activity, who buys, orders, receives, uses, or takes advantage of goods or is the recipient of commercial communications or offers related to the goods. In the context of the rules relating to the Consumer Dispute Resolution Body—excluding the application of the European Parliament and Council Regulation 524/2013/EU on the online settlement of consumer disputes and the amendments to Regulation 2006/2004/EC and Directive 2009/22/EC—the term consumer also includes, apart from the above, civil organizations, ecclesiastical legal persons, homeowners' associations, and housing cooperatives that act for purposes outside their independent profession or economic activities, purchase, order, receive, use, or take advantage of goods, or are recipients of commercial communications or offers related to the goods.

Under the regulation on unjustified territorial restrictions based on citizenship, residence, or establishment within the internal market, and other forms of discrimination, as well as the application of Regulation 2018/302/EU on the prohibition of unjustified territorial restrictions, the term consumer includes businesses that qualify as a "buyer" under the Regulation (EU) 2018/302.

13.1.3. This chapter of the Terms and Conditions applies alongside the other chapters concerning consumers. However, if any provision in this chapter differs from those in the previous chapters and the parties have not excluded the application of such a provision during the negotiation of the individual contract, the provisions in this chapter shall apply to the consumer.

13.2. Warranty and Product Warranty

13.2.1. According to Annex 3 of Government Decree 45/2014 (II. 26.), the following information is provided to the Client, who qualifies as a consumer, regarding warranty and product warranty:

Sample information on warranty, product warranty, and guarantees.

1. Warranty

When can you exercise your warranty rights?

You can exercise your warranty rights against Programming and Marketing Solutions Betéti Társaság in the case of defective performance, in accordance with the provisions of the Civil Code.

What rights do you have under your warranty claim?

You can choose from the following warranty claims:

- *You may request repair or replacement, unless fulfilling the claim you selected is impossible or would result in disproportionate additional costs for the company compared to other claims. If you did not request or could not request repair or replacement, you may request a proportional reduction in the price, or you may repair the defect at the company's expense, or have it repaired by another party, or, in the worst case, you may also withdraw from the contract.*

In the case of a contract between a consumer and a business for the sale of goods considered movable property, the provision of digital content, or the provision of digital services, you may not repair the defect at your own expense or have it repaired by another party as part of exercising your warranty rights. You can switch to another warranty claim, but you will bear the cost of the switch, unless it was justified or caused by the business.

Within what timeframe can you exercise your warranty rights?

You must notify the company of the defect immediately after its discovery, but no later than two months from the discovery of the defect. Please note that you cannot exercise your warranty rights after the two-year limitation period from the completion of the contract.

Against whom can you exercise your warranty rights?

You can exercise your warranty rights against the Service Provider.

What other conditions apply to exercising your warranty rights?

Within one year from the completion, there are no other conditions for exercising your warranty rights beyond reporting the defect, provided you prove that the product or service was provided by Programming and Marketing Solutions Betéti Társaság. After one year from the completion, you must prove that the defect you identified existed at the time of completion.

2. Product Warranty

When can you exercise your product warranty rights?

In the case of a defect in a movable property (product), you may, at your discretion, exercise either the warranty rights specified in point 1 or a product warranty claim, in accordance with the provisions of the Civil Code.

What rights do you have under your product warranty claim?

Under your product warranty claim, you may request the repair or replacement of the defective product.

Against whom can you exercise your product warranty claim?

You can exercise your product warranty rights against the product's manufacturer or distributor (hereinafter referred to as the manufacturer).

When is a product considered defective?

A product is considered defective if it does not meet the quality requirements in effect at the time it was placed on the market, or if it does not have the properties specified by the manufacturer.

Within what timeframe can you exercise your product warranty rights?

You may exercise your product warranty rights within two years from the product's release by the manufacturer. After this period, you lose your right to exercise this claim.

What proof requirements apply when exercising your product warranty rights?

When exercising your product warranty rights, you must prove that the defect existed at the time the product was placed on the market by the manufacturer.

When is the manufacturer exempt from product warranty obligations?

The manufacturer is only exempt from product warranty obligations if they can prove that:

- the product was not manufactured or placed on the market in the course of their business, or*
- the defect was not detectable at the time the product was placed on the market, according to the state of science and technology, or*
- the defect was caused by a legal regulation or mandatory authority requirement. The manufacturer only needs to prove one of these reasons for exemption.*

Please note that you can exercise both a warranty claim against the business and a product warranty claim against the manufacturer for the same defect, simultaneously and independently. However, if your product warranty claim is successfully exercised, you can only exercise the warranty rights related to the replaced product or the part of the product repaired by the manufacturer going forward.

13.3. Right of Withdrawal or Termination

13.3.1. According to Section 20 of Government Decree 45/2014 (II. 26.), if the individual contract is concluded in a distance contract format, the consumer has the right to withdraw or terminate the contract within fourteen days from the date of conclusion of the contract.

13.3.2. The consumer may exercise this right within fourteen (14) days from the conclusion of the individual contract. The exercise of the right is considered to include the case where the consumer sends the statement of withdrawal or termination by post on the fourteenth day or by email in accordance with point 9.2, even if the service provider receives the statement later. In this context, the parties also consider the consumer's written statement of withdrawal as valid if sent via email, provided it contains all the necessary information for the clear identification of the individual contract. The withdrawal/termination statement template for the consumer is included in Appendix 1 of these GTC.

13.3.3. In case of the consumer's withdrawal or termination, the Service Provider shall refund the paid business fee within fourteen (14) days from receiving the withdrawal/termination notice, according to the method chosen by the consumer. If the consumer does not choose the method of reimbursement, the following will apply: a) If the consumer's bank account number is known, the refund will be made to the bank account. b) If the consumer's bank account

number is not known or the consumer cannot receive bank transfers (e.g., account is closed, frozen, etc.), the refund will be made via postal money order ("pink check") addressed to the name and address specified in the individual contract.

If the consumer has provided an address, or in the absence of that, if known, the business fee will be refunded within five (5) years from the termination of the contract, and the Service Provider will keep the amount separately during this period. Upon a request for reimbursement, the Service Provider must immediately pay the amount to the consumer or their legal successor, provided they can verify their legal succession.

In case the refund is unsuccessful due to reasons within the client's control (e.g., lack of declaration, bank account closure, account freeze, or failure to provide new account details, or postal delivery failure), the Service Provider is not obliged to pay any interest or other fees for the unsuccessful refund.

13.4. Payment of Additional Amounts

13.4.1. The Service Provider is not entitled to additional monetary claims other than the payment for the performance of the main obligations under the contract, unless specifically agreed upon by the consumer. This especially does not apply to any pre-filled options that the consumer must actively reject to avoid additional payments. Therefore, the consumer (in the context of additional work, additional services, etc.) is only obligated to pay additional amounts if the consumer has accepted the payable amount by a clear statement based on the service provider's confirmation of the order.

13.5. Complaints Handling Procedure for User Contracts

13.5.1. Complaints Handling at the Service Provider

13.5.1.1. The Service Provider receives complaints from the Client regarding the fulfillment of the contract or the Service Provider's activities at the contact points specified in sections 2.1. and 2.2. of the Agreement. The reported complaint will be assigned a unique identifier (number) by the Service Provider, which must be communicated to the Client.

13.5.1.2. In the case of complaints made by phone, the Service Provider will record the conversation with the Client in a report, but the Service Provider does not use audio recordings. The complaint report will be kept by the Service Provider until the complaint has been satisfactorily resolved for both parties, but no longer than 90 days. A copy of the complaint report must be sent to the Client's known email address, or in the absence of that, to the billing address, within 15 (fifteen) days of the recording.

13.5.1.3. In the case of verbal complaints (made over the phone or in person at the customer service office), the Service Provider will immediately investigate and resolve the complaint if the nature of the complaint allows for it. If immediate investigation is not possible or the Client disagrees with the resolution, the Service Provider will send a copy of the complaint report to the Client's provided contact email address within 15 (fifteen) days.

13.5.1.4. In the case of written complaints (via email or post), the Service Provider is obliged to examine the complaint within 15 (fifteen) days and respond substantively within an additional 15 (fifteen) days. The response will be sent via email to the Client's registered email address, or, if specifically requested in the written request, to the Client's postal address.

13.5.1.5. The Service Provider must retain a copy of the complaint report, the submitted written complaint, and the response for 5 years.

13.5.2. Complaint to Consumer Protection

If the Client notices a violation of their rights, they are entitled to file a complaint with the relevant consumer protection authority based on their place of residence. The first instance of the consumer protection authority is the Government Office based on the Client's place of residence.

The contact details of the consumer protection authorities of the Government Offices can be found in Appendix 2 of this Agreement and are also available on the following website:

https://fogyasztovedelem.kormany.hu/#/fogyasztovedelmi_hatosag

If the Consumer intends to initiate a case as an individual and has access to the Customer Portal, they may also initiate Consumer Protection proceedings online at:

https://magyarorszag.hu/szuf_ugyleiras?id=61bf1c56-3705-4710-8d3d-8cfc972e26

13.5.3. Procedure at the Conciliation Board

In case of disputes between the Consumer and the Service Provider regarding the conclusion and performance of the contract, the Client can turn to the Conciliation Board operating next to the Chamber of Commerce and Industry, if negotiations with the Service Provider have not resulted in a resolution.

According to the provisions of the Consumer Protection Act 1997 CLV, the rules on the Conciliation Board apply not only to the Consumer defined in Appendix 1 of this Agreement but also to civil organizations, religious legal entities, condominiums, housing cooperatives acting for purposes outside their professional or economic activities who purchase, order, receive, use, or take advantage of goods, or are the recipients of commercial communications or offers related to goods.

The contact information of the Conciliation Boards can be found on the website:

<https://bekeltetes.hu>. Consumers can file complaints with the Conciliation Boards listed below:

Consumer's Residence (County)	Consumer's Residence (County)
Baranya vármegye Somogy vármegye Tolna vármegye	Baranya Vármegyei Békéltető Testület Régióközpont: Pécs www.baranyabekeltetes.hu 7625 Pécs, Majorossy I. u. 36., telefon: +36-72/507-154 Hivatali kapu KRID: 667360112, rövid neve: PBKIKBT e-mail: info@baranyabekeltetes.hu
Borsod-Abaúj-Zemplén vármegye Heves vármegye Nógrád vármegye	Borsod-Abaúj-Zemplén Vármegyei Békéltető Testület Régióközpont: Miskolc www.bekeltetes.borsodmegye.hu 3525 Miskolc, Szentpáli u. 1. Telefon: 46/501-090 (új ügyek) 46/501-871 (folyamatban lévő ügyek) E-mail: bekeltetes@bokik.hu Hivatali kapu azonosító: 466467335, rövid név: BOKIKBT
Budapest	Budapesti Békéltető Testület Régióközpont: Budapest www.bekeltet.bkik.hu 1016 Budapest, Krisztina krt. 99. Telefon: 06-1-488-2131 E-mail: bekelteto.testulet@bkik.hu Honlap cím : bekeltet.bkik.hu Hivatali kapu KRID: 469532362, rövid név: BBT
Csongrád-Csanád vármegye Bács-Kiskun vármegye Békés vármegye	Csongrád-Csanád Vármegyei Békéltető Testület Régióközpont: Szeged www.bekeltetes-csongrad.hu 6721 Szeged, Párizsi krt. 8-12. Telefon: +36-62/554-250/118 E-mail: bekelteto.testulet@cskik.hu Hivatali kapu KRID: 162127371, rövid név: CSMKIKBT
Fejér vármegye Komárom-Esztergom vármegye Veszprém vármegye	Fejér Vármegyei Békéltető Testület Régióközpont: Székesfehérvár www.bekeltetesfejer.hu 8000 Székesfehérvár, Hosszúsétatér 4-6. Telefon: 06-22/510-310 E-mail: bekeltetes@fmkik.hu Hivatali kapu KRID: 352258915, rövid név: FMBT

Consumer's Residence (County)	Consumer's Residence (County)
<i>Győr-Moson-Sopron vármegye Vas vármegye Zala vármegye</i>	<i>Győr-Moson-Sopron Vármegyei Békéltető testület Régióközpont: Győr www.bekeltetesgyor.hu 9021 Győr, Szent István út 10/a. Telefon: 06-96-520-217 email: bekelteto.testulet@gymsmkik.hu Hivatali kapu KRID: 363053930, rövid név: GYMSMKIKBT</i>
<i>Hajdú-Bihar vármegye Jász-Nagykun-Szolnok vármegye Szabolcs-Szatmár-Bereg vármegye</i>	<i>Hajdú-Bihar Vármegyei Békéltető Testület Régióközpont: Debrecen www.hmbekeltetes.hu 4025 Debrecen, Petőfi tér 10. Ügyintézés helyszíne: 4025 Debrecen Vörösmarty u. 13-15. Telefon: 06-52-500-710, 06-52-500-745 Fax: 06-52-500-720 E-mail: bekelteto@hbkik.hu Hivatali kapu KRID: 457289758, rövid név: HBKIKBT</i>
<i>Pest vármegye</i>	<i>Pest Vármegyei Békéltető Testület Régióközpont: Budapest www.pestmegyeibekelteto.hu 1055 Budapest, Balassi Bálint utca 25. IV/2. Levelezési cím: 1055 Budapest, Balassi Bálint utca 25. IV/2. E-mail cím: pmbekelteto@pmkik.hu Telefon: 06-1-792-7881 Panasz elektronikus beadása: http://www.panaszrendezes.hu/homepage/index.php Hivatali kapu rövid név: PMKIKBEKEL, KRID azonosító: 560351920</i>

The Conciliation Boards provide the Consumer with an opportunity for a personal hearing once a week, if requested, in county capitals located within their jurisdiction.

According to the Consumer Protection Act, the User, classified as a Consumer, may submit a complaint to the Conciliation Board online via the dispute resolution platform available at <https://bekeltetes.hu/publikus/online-ugy-inditas>. The task of maintaining the online dispute resolution contact point is carried out by the European Consumer Centre of the Ministry of Innovation and Technology, which can be reached by phone at +36 1 795 5233, by mail at 1440 Budapest, Pf.: 1, or by email at odr@itm.gov.hu.

This General Terms and Conditions (ÁSZF) is valid from June 1, 2024, until revoked.