

# GENERAL TERMS AND CONDITIONS OF SALE AND USE

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## **BillionHerbs.eu**

### **1. Operator of the Online Store**

The online store available at <https://billionherbs.eu/> is operated by:

KONRÁD - Solutions Korlátolt Felelősségű Társaság

Abbreviated company name: KONRÁD - Solutions Kft.

Company registration number: 07-09-026248 – Company Court of the Székesfehérvár Regional Court

Tax number: 25362073-2-07

Registered office: 2063 Óbarok, Vázsony puszta 11., Hungary

Place of business: 2837 Vértesszőlős, Határ út 014/38 hrsz. (B&T Terminál Kft. Office Building), Hungary

Telephone: +36 20 272 2510; +36 20 293 7775

E-mail: [info@billionherbs.eu](mailto:info@billionherbs.eu)

Website: <https://billionherbs.eu/>

(hereinafter: the “Service Provider”).

Bank account details of the Service Provider:

Account-holding bank: OTP Bank Nyrt.

Bank account number: 11736020-29910180-000000000

IBAN: HU40 1173 6020 2991 0180 0000 0000 0000

SWIFT/BIC: OTPVHUHB

Commercial activity registration: pending registration.

Chamber registration number: FE25362073 – Fejér County Chamber of Commerce and Industry.

### **2. Customer Service**

#### **2.1. By telephone**

Telephone: +36 20 272 2510; +36 20 293 7775. Calls are not premium-rate calls. Customer service is available Monday to Friday from 08:00 to 14:00 Central European Time.

#### **2.2. By e-mail**

E-mail: [info@billionherbs.eu](mailto:info@billionherbs.eu). The Service Provider will respond to e-mails received at this address within 2 business days.

### **3. Governing Hungarian Law**

3.1. The Service Provider operates the website from Hungary and provides its services from Hungary. The service is governed by Hungarian and European Union law. In particular, the following legislation applies, as amended from time to time:

- Regulation (EU) 2018/302 of the European Parliament and of the Council on addressing unjustified geo-blocking and other forms of discrimination based on customers’ nationality, place of residence or place of establishment within the internal market;
- Act V of 2013 on the Civil Code of Hungary (the “Civil Code”);

- Act CLXIV of 2005 on Trade;
- Act CLV of 1997 on Consumer Protection;
- Government Decree 45/2014 (II. 26.) on the detailed rules of contracts between consumers and businesses;
- Government Decree 373/2021 (VI. 30.) on the detailed rules applicable to contracts between consumers and businesses for the sale of goods and the supply of digital content and digital services;
- Act CVIII of 2001 on electronic commerce services and certain issues related to information society services;
- Act XLVII of 2008 on the prohibition of unfair commercial practices against consumers;
- Act XXXIV of 2004 on small and medium-sized enterprises and support for their development; and
- NGM Decree 19/2014 (IV. 29.) on the procedural rules for handling warranty and guarantee claims relating to goods sold under contracts between consumers and businesses.

3.2. All times and time periods referred to in these Terms and Conditions are to be interpreted according to Central European Time.

3.3. References to business days, public holidays and non-working days mean Hungarian business days, public holidays and non-working days.

## 4. Scope and Parties

4.1. These General Terms and Conditions of Sale and Use (the “Terms” or “GTC”) apply to the services available on the website, the use of the website, and the sale and purchase of products ordered through the online store.

4.2. The parties to contracts concluded under these Terms are: (i) the Service Provider identified above, as operator of the website and seller of the products; and (ii) the User, meaning a customer ordering a product from the online store or any person visiting the website.

4.3. A User may be any natural person or legal entity with legal capacity, or any business organisation without legal personality, including foreign persons and entities, provided that they accept these Terms as binding. Persons lacking or having limited legal capacity may conclude contracts only in accordance with the Civil Code.

4.3.1. “Consumer” means a natural person acting for purposes outside his or her trade, business, craft or profession who purchases, orders, receives, uses or benefits from goods or is the recipient of commercial communications or offers relating to goods. Where Hungarian consumer-protection legislation extends specific consumer rights to civil organisations, ecclesiastical legal persons, condominiums, housing cooperatives or qualifying micro, small and medium-sized enterprises, those provisions shall apply accordingly.

4.3.2. “Micro, small and medium-sized enterprise” has the meaning set out in Hungarian law. The consumer rules of the Civil Code concerning defective performance also apply, where required by law, to qualifying micro, small and medium-sized enterprises acting outside their profession, independent occupation or business activity.

4.3.3. “Consumer contract” means a contract between a Consumer and a business for the sale of movable goods, the supply of digital content or the provision of digital services.

4.4. These Terms take effect upon publication on the website and remain in force for an indefinite period.

## **5. General Information on Distance Contracts Concluded Electronically**

5.1. Before ordering, the User may obtain information about the essential characteristics of each product on the relevant product page.

5.2. The Service Provider sells products only through the online store; services cannot be ordered through the store.

5.3. The language of the contract is Hungarian. This English version is provided for the BillionHerbs.eu website as an English-language version of the Terms.

5.4. Orders placed through the website constitute contractual declarations made by conduct and create a payment obligation for the User.

5.5. The Service Provider shall confirm receipt of an order electronically without delay. If confirmation is not received by the User within 48 hours, the User is released from the binding effect of the offer.

5.6. A contract concluded through the online store is not regarded as a written contract; the Service Provider does not file it as such and it will not subsequently be accessible in written form.

5.7. The Service Provider has not submitted to a code of conduct.

5.8. Before submitting an order, the User is informed of the product price, current delivery charges, any additional costs, any delivery restrictions, the method of receipt and available payment methods. Where individual coordination is necessary, the Service Provider will contact the User.

5.9. The Terms and legally required information documents are provided with the order confirmation in a durable form with the content applicable when the order was received. They are also made available on the website for saving and/or printing.

## **6. Determination of the Purchase Price**

6.1. Current product prices are displayed on the relevant product pages.

6.2. Displayed prices are gross consumer prices and include applicable taxes.

6.3. Unless the website expressly displays another currency for the relevant market, prices under these Terms are stated in Hungarian forints (HUF).

6.4. Product prices do not include delivery charges.

6.5. The Service Provider does not charge a separate packaging fee.

6.6. The order summary and order confirmation show the total gross amount payable, including any applicable delivery and other charges.

6.7. The Service Provider reserves the right to change product prices. A price change does not affect products already ordered and accepted by the Service Provider.

6.8. If an obviously incorrect price, including HUF 0 or HUF 1, is displayed, the Service Provider is not obliged to sell the product at that incorrect price. The User's electronic order is an offer to purchase. The first automatically generated confirmation only confirms receipt; the contract is formed when the Service Provider sends the second, non-automatic confirmation accepting the order. Before acceptance, the Service Provider may notify the User of the correct price and invite the User to place a new order at that price.

## 7. Ordering Process and Formation of the Contract

### 7.1. Product selection

7.1.1. Essential product characteristics are available on the product pages.

7.1.2–7.1.4. The User may add one or more products to the virtual shopping cart by using the order/add-to-cart function shown on the website. Questions may be addressed to Customer Service before ordering.

### 7.2. Submission and confirmation of an order

7.2.1. Orders are placed online through the store.

7.2.2. Registration is not a condition of ordering unless the website interface expressly provides otherwise.

7.2.3–7.2.4. The User may review the contents and quantity of products in the cart and remove products before checkout.

7.2.5. At checkout the User must provide the billing address. Where the purchaser is a taxable person (for example a company, sole trader or primary producer), the company/name, tax number and billing address must be provided correctly. The person acting on behalf of the purchaser is responsible for the accuracy and authenticity of the data.

7.2.6. If the delivery address differs from the billing address, the User may provide a separate delivery address.

7.2.8. The order summary shows the products, total consumer price, delivery charge and any other payable costs.

7.2.9. Before submission, the User may identify and correct input errors. Missing or obviously incorrect data may trigger a warning. Cart contents and order data may be reviewed, amended or deleted until the order is submitted.

7.2.10–7.2.11. The order is validly submitted after the User accepts these Terms and activates the button that sends the order. By submitting the order, the User acknowledges that the order entails an obligation to pay.

7.2.12. Receipt is confirmed automatically by e-mail without delay. If the confirmation is not received within 48 hours, the User is released from the offer. This automatic confirmation does not itself constitute acceptance.

7.2.13. Orders are processed on Hungarian business days between 08:00 and 16:00 CET. Orders received during this period are processed within 24 hours; orders received outside the processing period are treated as received at the beginning of the next processing period. For online payments, processing may depend on receipt of transaction confirmation.

7.2.14. If the order is accepted, the Service Provider sends a separate e-mail confirming acceptance. The sales contract is formed when that acceptance e-mail becomes accessible to the User.

7.3. If the User requests deletion of data necessary to perform the order before performance, or objects to its use for that purpose, the Service Provider may request a declaration as to whether the User intends to withdraw from the order.

## 8. Subsequent Correction of an Order

8.1. If the User wishes to amend an order already placed or has provided incorrect data, the User must contact Customer Service as soon as possible so that correction may be made before performance begins.

8.2. Where an order is corrected, the Service Provider sends a new confirmation reflecting the amended content; the contract is formed or amended accordingly.

8.3. The Service Provider may instead cancel the incorrectly submitted order and ask the User to place a new order, following individual coordination with the User.

## **9. Payment Terms**

9.1. Available payment methods are those displayed during checkout.

9.1.1. Where cash on delivery is offered, the User pays the amount due upon delivery in accordance with the payment methods supported by the GLS delivery service and the applicable delivery arrangement.

9.1.2. Where delivery to a GLS parcel point or other GLS-supported pickup point is offered, payment on collection may be available depending on the selected location and the options displayed at checkout. The conditions of payment and delivery are governed by the applicable rules of the relevant GLS service.

No Magyar Posta, MPL Parcel Point or MPL PostaPont delivery is offered under these Terms.

## **10. Performance and Delivery Conditions**

### **10.1. Performance and delivery time**

10.1.1. The ordered products are delivered to the delivery address provided by the User within the period stated in the order acceptance confirmation.

10.1.2. For products in stock, the Service Provider hands the parcel over to the logistics chain within 1 business day following receipt of the order; delivery is normally completed by the carrier within approximately 2 business days after handover, subject to the carrier's operating conditions.

10.1.3. If the goods are not in stock when ordered, they are handed over for delivery within 7–30 days following receipt of the order and are then delivered by the carrier in accordance with its delivery terms.

10.1.4. If the Service Provider cannot perform within the stated period, it informs the User without delay after becoming aware of the obstacle.

### **10.2. Logistics and carrier**

10.2.1. The Service Provider uses Pactic as its logistics/shipping service provider. Physical parcel delivery is performed through GLS within the applicable Pactic/GLS logistics arrangement.

10.2.2. GLS delivery conditions, delivery attempts, parcel handling, pickup-point services and other carrier-specific matters are subject to the applicable GLS terms and the delivery option selected at checkout.

10.2.3. The Magyar Posta Zrt./MPL delivery provisions contained in the Hungarian source Terms do not apply to BillionHerbs.eu and have therefore been removed from this English version.

### **10.3. Pickup points**

Where available at checkout, the User may select a GLS-supported parcel/pickup point. Delivery to and collection from such points are governed by the applicable GLS rules and the conditions shown during checkout.

### **10.4. Delivery charge**

The gross delivery charge payable by the User is displayed during the ordering process before the order is submitted.

## **10.5. Receipt of products**

10.5.1. The User is obliged to pay the product price, delivery charge and any other charges disclosed before finalisation of the order, and to take delivery of the product. If the User fails to take delivery without exercising a statutory right of withdrawal or making a warranty complaint, the Service Provider may claim the ordinary costs arising from the failed receipt and may resell returned goods. Where the User prepaid, the purchase price may be refunded after deduction of transaction and return-delivery costs where permitted by law; original delivery and other costs are handled in accordance with the applicable legal rules and these Terms.

10.5.2. The User should check the quantity, apparent condition and accompanying documents at delivery and report visible damage, shortage or other discrepancy to the carrier. At the User's request, the carrier should record visible delivery damage or discrepancies. Failure to inspect at delivery does not prejudice statutory warranty or withdrawal rights.

## **11. Defective Performance, Warranty Rights, Product Liability, Guarantee and Right of Withdrawal**

### **11.1. Defective performance**

11.1.1. Performance is defective if, at the time of performance, the product does not comply with the quality requirements established by the contract or by law.

11.1.2. Performance is not defective if the User knew, or should have known, of the defect when the contract was concluded.

11.1.3. In a Consumer purchase, a defect discovered within one year after performance is presumed to have existed at the time of performance unless that presumption is incompatible with the nature of the goods or the defect. Where Hungarian law extends a corresponding rule to qualifying SMEs, the applicable statutory period applies.

11.1.4–11.1.5. The statutory rules concerning defective installation apply where installation forms part of the sales contract or is carried out under the Service Provider's responsibility.

### **11.2. Statutory warranty for defective performance (kellékszavatosság)**

11.2.1. In the event of defective performance, the User may assert statutory warranty claims against the Service Provider under the Civil Code; Consumers may also rely on Government Decree 373/2021 (VI. 30.).

11.2.2. The User may primarily request repair or replacement unless the chosen remedy is impossible or would impose disproportionate additional costs on the Service Provider compared with another remedy. Where the statutory conditions are met, a Consumer may request a proportionate reduction of the price or terminate the contract.

11.2.3–11.2.7. A Consumer may also request a proportionate price reduction or termination where the Service Provider fails or refuses to repair or replace, a defect recurs despite attempted remedy, the defect is sufficiently serious to justify immediate price reduction or termination, or it is clear that conformity will not be restored within a reasonable period or without significant inconvenience. Termination is not available for an insignificant defect; the burden of proving insignificance lies with the Service Provider where required by law.

11.2.8–11.2.10. The User may withhold an appropriate outstanding part of the price until the Service Provider fulfils its obligations relating to conformity. A User may switch between available warranty remedies, but bears the cost of switching unless the change was justified or caused by the Service Provider.

Defects must be reported without delay; for Consumer contracts, a defect reported within two months of discovery is deemed reported without delay.

11.2.10–11.2.11. General statutory warranty claims expire one year after performance; Consumer warranty claims expire two years after performance, subject to the special rules applicable to used goods and any legally extended rights of qualifying SMEs. The statutory rules on burden of proof apply.

11.2.12–11.2.20. Repair or replacement must be completed within a reasonable time, taking account of the nature and intended purpose of the goods. The Service Provider bears the legally required costs of bringing goods into conformity, including return of replaced goods. In the event of lawful termination due to defective performance, the User returns the affected goods at the Service Provider's expense and the Service Provider refunds the corresponding purchase price after receiving the goods or evidence of their return, as required by law.

### **11.3. Product liability / product warranty (termékszavatosság)**

11.3.1. In the event of a defect in movable goods, a Consumer may choose between a statutory warranty claim against the Service Provider and a product-liability/product-warranty claim against the producer or distributor, as provided by Hungarian law.

11.3.2. Under a product-warranty claim, the Consumer may request only repair or replacement of the defective product.

11.3.3. A product is defective if it does not meet the quality requirements applicable when placed on the market or does not have the characteristics stated in the producer's description.

11.3.4. Such claims may be asserted within two years after the product was placed on the market by the producer; after this period the entitlement is lost.

11.3.5–11.3.7. The Consumer must prove the defect existed when the product was placed on the market. The producer or Service Provider is exempt only on the statutory grounds, including that the product was not manufactured or marketed in the course of business, the defect was not discoverable according to the state of science and technology at the time, or it resulted from mandatory law or authority requirements. Claims relating to the same defect may be pursued in the manner permitted by law.

### **11.4. Commercial/mandatory guarantee**

The Service Provider does not sell products subject to a mandatory statutory guarantee under the source Terms and does not voluntarily provide an additional guarantee unless expressly stated for a specific product.

### **11.5. 14-day right of withdrawal without giving reasons**

11.5.1. A Consumer has the right to withdraw from a distance contract within 14 days without giving any reason.

11.5.2. For a sales contract, the 14-day period expires 14 days after the day on which the Consumer, or a third party other than the carrier and indicated by the Consumer, acquires physical possession of the goods. For multiple goods delivered separately, it runs from receipt of the last product; for goods consisting of multiple lots or pieces, from receipt of the last lot or piece. The Consumer may also exercise the right between conclusion of the contract and receipt.

11.5.3. To exercise the right, the Consumer must send an unequivocal statement of withdrawal to the Service Provider through one of its contact channels. The statement may be made in writing or by any other method permitted by law, including an online withdrawal function if provided on the website.

Model withdrawal form:

Addressee: KONRÁD - Solutions Kft.

Postal address: 2837 Vértesszőlős, Határ út 014/38 hrsz. (B&T Terminál Kft. Office Building), Hungary  
E-mail: info@billionherbs.eu

I/We hereby give notice that I/We withdraw from my/our contract of sale of the following goods:

\_\_\_\_\_  
Date of receipt: \_\_\_\_\_

Name of consumer(s): \_\_\_\_\_

Address of consumer(s): \_\_\_\_\_

Signature of consumer(s) (only if this form is notified on paper): \_\_\_\_\_

Date: \_\_\_\_\_

11.5.4. The withdrawal is exercised in time if the Consumer sends the statement before the expiry of the withdrawal period. The Consumer bears the burden of proving timely exercise.

11.5.5. For products supplied in sealed packaging for health-protection or hygiene reasons, the right of withdrawal cannot be exercised after the relevant hygienic seal has been removed where the statutory exception applies. Opening outer packaging that is not the hygiene seal does not in itself prevent withdrawal.

11.5.6. The Consumer organises and bears the direct cost of returning the product, unless the law or an express undertaking by the Service Provider provides otherwise. Personal return may be possible by prior arrangement with Customer Service.

11.5.7. The Consumer may not exercise the right of withdrawal in the statutory cases, including goods made to the Consumer's specifications or clearly personalised, goods liable to deteriorate or expire rapidly, and sealed goods not suitable for return for health-protection or hygiene reasons once unsealed.

#### **11.6. Effects of withdrawal**

11.6.1. If the Consumer withdraws, the Service Provider refunds all payments received from the Consumer, including the cost of the least expensive standard delivery offered, without undue delay and no later than 14 days after being informed of the withdrawal. Additional delivery costs caused by the Consumer choosing a more expensive delivery method need not be refunded. Refunds are made using the same means of payment unless the Consumer expressly agrees otherwise and incurs no fee as a result. For sales of goods, the Service Provider may withhold reimbursement until the goods are returned or the Consumer supplies evidence of return, whichever occurs first.

11.6.2. Where only part of a multi-product order is withdrawn, delivery costs are refunded only to the extent required by the rules stated in the source Terms and applicable law.

11.6.3. The Consumer must return or hand over the goods without undue delay and no later than 14 days after communicating withdrawal. The deadline is met if the goods are sent before the period expires. Direct return costs are borne by the Consumer.

11.6.4. The Consumer is liable only for diminished value resulting from handling beyond what is necessary to establish the nature, characteristics and functioning of the goods, subject to the statutory hygiene exceptions.

#### **11.7. 60-day money-back guarantee**

11.7.1. Within 60 days after receipt, the Consumer may return an unopened product without giving reasons. In that case the Service Provider refunds the purchase price of the returned product. The original delivery cost and the cost of returning the product are borne by the Consumer.

11.7.2. This 60-day guarantee applies only to products returned unopened, intact and complete.

11.7.3. The 60-day money-back guarantee is independent of the statutory 14-day withdrawal right. Returning a product under the 60-day guarantee does not automatically constitute exercise of the statutory right of withdrawal.

## **12. Application to Become a Business Partner**

Users may apply for reseller cooperation through the relevant “Become our reseller” function on the website. The online form serves only to submit an application. The terms of any reseller cooperation are agreed separately between the parties outside the website and outside the scope of these consumer-facing Terms.

## **13. Limitation of Liability**

13.1. The Service Provider is not subject to a general statutory obligation to conclude a contract and may accept or reject a User’s order, subject to mandatory law.

13.2. The Service Provider does not guarantee that a product is suitable for a purpose planned by the User that was not communicated and expressly confirmed before conclusion of the contract. Product descriptions and instructions govern intended use.

13.3. The Service Provider may discontinue access to the website for individual Users or terminate operation of the website. Validly accepted orders and pending lawful requests remain subject to the applicable contractual and legal obligations.

13.4. The Service Provider is not responsible for delay, error or other problems caused by incorrect or inaccurate order data supplied by the User, to the extent permitted by law.

13.5. External content accessed through links on the website is outside the Service Provider’s control. If requested by a rights holder, the Service Provider may remove or amend a link. Liability for external content is excluded to the extent permitted by law.

## **14. Display of Customer Videos**

14.1. The Service Provider may publish product-review videos made with customers on the website.

14.2. The Service Provider verifies from its purchase records that persons providing such reviews have actually purchased the relevant product.

14.3. Published videos are visible to website visitors.

14.4. The Service Provider does not display sponsored reviews.

14.5. The Service Provider publishes all customer-review videos produced under this process, as stated in the source Terms.

## **15. Miscellaneous Provisions**

15.1. The Service Provider reserves its rights concerning legal protection of website content and the rules governing use of the website, including in relation to Users browsing without ordering. Applicable rules and statements are available in the legal notice, these Terms and other information documents published on the website.

15.2. The contracting parties shall exercise their rights and perform their obligations in good faith and fairness and shall cooperate with each other.

## 16. Data Processing and Data Protection

Information on the Service Provider's processing of personal data is contained in the Privacy Notice and the Cookie Notice published on the website.

## 17. Amendment of the Terms

17.1. The Service Provider reserves the right to amend these Terms unilaterally at any time without prior individual notice. Amended Terms apply to contracts concluded after the amendment takes effect.

17.2. Each order is governed by the version of the Terms accepted by the User when placing that order. Later amendments do not apply retroactively to contracts already concluded.

## 18. Applicable Law

18.1. Matters not regulated by these Terms are governed by the Hungarian and EU legislation listed in Section 3 above, including Regulation (EU) 2018/302, the Hungarian Civil Code, the Trade Act, the Consumer Protection Act, Government Decrees 45/2014 and 373/2021, the Electronic Commerce Act, the Unfair Commercial Practices Act, the SME Act and NGM Decree 19/2014, as amended from time to time.

## 19. Complaints and Enforcement of Rights

### 19.1. Consumer complaints

A Consumer complaint is an objection concerning an act, activity or omission directly connected with the distribution or sale of goods to consumers and aimed at remedying an individual infringement of rights or interests, excluding statutory warranty, product-warranty and guarantee claims.

Complaints may be submitted to:

KONRÁD - Solutions Kft.

Address: 2837 Vértesszőlős, Határ út 014/38 hrsz. (B&T Terminál Kft. Office Building), Hungary

Telephone: +36 20 272 2510; +36 20 293 7775

E-mail: [info@billionherbs.eu](mailto:info@billionherbs.eu)

The Service Provider examines oral complaints immediately and remedies them immediately where possible. If immediate resolution is not possible, or the Consumer disagrees, and for written complaints, the Service Provider provides a substantive written response within 30 days in a verifiable manner. Repeated complaints with identical content and no new information, and complaints by unidentified persons, may be handled as permitted by law.

Where required, the Service Provider prepares a record of an oral complaint containing the Consumer's identifying/contact data, the place, time and method of submission, a detailed description and list of documents/evidence, the Service Provider's position where immediate examination is possible, the signatures required by law, the place and time of recording, and the complaint's unique identifier for telephone/electronic oral complaints. Complaint records, written complaints and copies of substantive responses are retained for three years and presented to the competent authority upon request.

If a complaint is rejected, the Service Provider provides the legally required reasons and information on the competent authority or conciliation body.

### 19.2. Conciliation bodies

Consumers may request the free procedure of a Hungarian conciliation body in disputes concerning product quality and safety, product liability, service quality, and the conclusion or performance of contracts. Territorial competence is determined under Hungarian consumer-protection law.

For Consumers without a Hungarian residence or place of stay, the conciliation body competent according to the Service Provider's registered office is:

Fejér County Conciliation Board

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

Postal address: 8000 Székesfehérvár, Hosszúsétatér 4-6., Hungary

Telephone: +36 22 510 310

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

Website: <https://www.bekeltetesfejer.hu/>

The Service Provider is subject to the statutory duty to cooperate in conciliation proceedings. Hearings may be conducted online or in person in accordance with the applicable Hungarian rules.

### 19.3. Cross-border consumer disputes

Where the Consumer and the Service Provider are established/resident in different eligible European countries, the Consumer may contact the European Consumer Centre in the Consumer's own country. The European Consumer Centre provides free assistance in the out-of-court resolution of individual cross-border consumer complaints.

European Consumer Centre competent according to the Service Provider's registered office:

National Trade and Consumer Protection Authority – European Consumer Centre

Postal address: 1536 Budapest, Pf. 324., Hungary

Telephone: +36 1 896 77 47

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

Website: <https://www.magyarefk.hu/>

### 19.4. Consumer-protection authority

A Consumer may submit complaints concerning product quality, the conduct, activity or omission of the Service Provider or persons acting on its behalf, service quality and the application of liability rules to the competent Hungarian county government office acting as consumer-protection authority.

Authority competent according to the Service Provider's registered office:

Fejér County Government Office

Department of Transport, Technical Authorisation, Metrology and Consumer Protection – Consumer Protection Division

Address: 8000 Székesfehérvár, Honvéd utca 8., Hungary

Postal address: 8050 Székesfehérvár, Pf. 936., Hungary

Telephone: +36 22 501 751

E-mail: [fogyved@fejer.gov.hu](mailto:fogyved@fejer.gov.hu)

### 19.5. Judicial enforcement

The parties shall cooperate to resolve disputes out of court through negotiation as quickly and cost-effectively as possible. If no settlement is reached, proceedings may be brought before the court having jurisdiction under applicable Hungarian law, including, where applicable, the court of the Consumer's residence or place of stay, or the Bicske District Court / Székesfehérvár Regional Court according to the Service Provider's registered office and the value/nature of the claim.

### 19.6. Representative actions

Qualified entities may bring representative actions against businesses that infringe EU or Hungarian consumer-protection law. Such proceedings may seek cessation or prohibition of unlawful conduct and, where legally available, redress such as compensation, repair or price reduction. The competent Hungarian authorities publish information on qualified entities and the conditions of such actions.

### 19.7. Enforcement relating to personal data

Rights relating to personal data may be exercised against the Service Provider and before the courts as described in the Privacy Notice. A User may also contact:

Hungarian National Authority for Data Protection and Freedom of Information (NAIH)

Address: 1055 Budapest, Falk Miksa utca 9-11., Hungary

Postal address: 1363 Budapest, Pf. 9., Hungary

Telephone: +36 1 391 1400

E-mail: [ugyfelszolgalat@naih.hu](mailto:ugyfelszolgalat@naih.hu)

Website: <https://www.naih.hu/>

Court proceedings relating to data protection may also be initiated before the competent regional court according to the data subject's residence or place of stay where permitted by law.

Effective date / version date: 31 August 2026

KONRÁD - Solutions Kft.