



GENERAL TERMS AND CONDITIONS

These General Terms and Conditions (hereinafter: **GTC**) contain the general contractual terms and conditions related to the services and purchases provided on the website of **Cosmopolit Publisher Limited Liability Company; Cosmopolit Ltd.** (hereinafter: **Service Provider**), as follows:

The scope of the GTC extends to all persons who use the services of the Service Provider in any form. Under this GTC, a buyer is any person who uses the services of the Service Provider (hereinafter: **Buyer** or **Customer**).

The provisions of the GTC apply to all contracts, orders, purchases, and deliveries.

This GTC has been prepared in Hungarian; the contracts falling under its scope are concluded in Hungarian. This GTC is issued exclusively in electronic form. The contract regulated by the following conditions qualifies as a distance contract pursuant to Act V of 2013 on the Civil Code (hereinafter: **Civil Code**).

The Service Provider's details

- Name: Cosmopolit Publisher Limited Liability Company
- Registered office: H-1033 Budapest, Kaszásdűlő utca 5. Fsz. 1. ajtó
- Mailing address: 1033 Budapest, Kaszásdűlő utca 5. Fsz. 1. ajtó
- Company registration number: 01-09-442873
- Tax number: 32792331-2-41
- Representative: Sándor György Jászberényi managing director
- E-mail address: info@cosmopolit.hu
- Website: <https://cosmopolit.hu/>

The Hosting Provider's details

- Name: Calvus Communications Limited Liability Company
- Registered office: H-1134 Budapest, Róbert Károly körút 41. III. em. 13. ajtó
- Company registration number: 01-09-982412
- Tax number: 23875270-2-41
- Contact: +36 20 392 8776; info@calvus.hu
- Website: <https://calv.us/>



1. Definitions

Product: A movable item offered for sale on the Website, including goods containing digital elements.

Goods containing digital elements: A movable item that incorporates or is connected to digital content or a digital service in such a way that, without the digital content or service, the item would not be able to fulfil its intended functions.

Digital service: A service that allows the consumer to create, manage, store, or access digital data; or a service that enables the sharing or other interaction with digital data uploaded or created by the consumer or other users of the service.

Digital content: Data produced or supplied in digital form.

Parties: Service Provider and Buyer jointly.

Consumer: A natural person acting outside the scope of their trade, profession, or business activity.

Consumer contract: A contract in which one of the parties qualifies as a consumer.

Functionality: The ability of goods containing digital elements, digital content, or a digital service to fulfil their intended functions.

Manufacturer: The producer of the Product, in the case of imported Products, the importer bringing the Product into the European Union, as well as any person or entity presenting itself as the manufacturer by placing its name, trademark, or distinguishing mark on the Product.

Interoperability: The ability of goods containing digital elements, digital content, or a digital service to operate with hardware and software that differ from those generally used with such products.

Compatibility: The ability of goods containing digital elements, digital content, or a digital service to operate with hardware or software – without the need for modification – that is generally used with such products.

Website: The website serving as the platform for concluding the contract.

Contract: A sales contract concluded via the Website and electronic correspondence between the Service Provider and the Buyer.

Durable medium: Any device enabling the Buyer or Service Provider to store data addressed personally to them in a way that is accessible for an appropriate period and allows unchanged reproduction of the stored data.



Means of distance communication: Tools suitable for making contractual declarations in the absence of the parties, such as addressed or unaddressed printed matter, standard letters, advertisements in the press with order forms, catalogues, telephone, telefax, or internet-enabled devices.

Distance contract: A consumer contract concluded within an organised distance sales system without the simultaneous physical presence of the parties, exclusively by means of distance communication.

Business: A person acting within the scope of their trade, profession, or business activity.

Buyer/You: The person making a purchase offer through the Website.

Service Provider: The person making an invitation to offer through the Website.

Warranty: In consumer contracts, a warranty under the Civil Code for proper contract performance, voluntarily assumed by the business in addition to or in the absence of legal obligations, as well as statutory mandatory warranty.

Purchase price: The consideration payable for the Product or for the provision of digital content.

2. Scope of the GTC

2.1. The provisions set out in this GTC, together with the contracts concluded with the Service Provider and the prices in effect at the time as indicated on the Service Provider's website <https://cosmopolit.hu/>, apply to the Products offered by the Service Provider.

2.2. This GTC sets forth the rights and obligations of the Buyer and the Service Provider, the conditions of contract formation, performance deadlines, delivery and payment terms, liability rules, and the conditions for exercising the right of withdrawal.

2.3. Before finalising their order, the Buyer is obliged to familiarise themselves with the provisions of this GTC. By clicking on the icon offered prior to completing the purchase on the Website, the Buyer accepts the provisions of this GTC and acknowledges that they form part of the contract concluded between the Buyer and the Service Provider.

3. Range of Products and Services Provided by the Service Provider

3.1. The Service Provider offers the following products and services (**Products or Services**):

- Printed books
- Audiobooks
- E-books



3.2. The essential characteristics of the Products available for purchase on the Website are described in the product descriptions for each item.

3.3. The appearance of Products may differ from what is shown on the Website.

4. Prices

4.1. AZ Prices are in Hungarian Forints (HUF) and include 5% value-added tax (VAT). The Service Provider reserves the right to modify prices for business policy reasons. Price changes do not apply to contracts already concluded. If the Service Provider mistakenly lists an incorrect price and an order is placed for the Product but no contract has yet been concluded, the Service Provider shall act in accordance with section 4.3 of this GTC.

4.2. Prices do not include shipping fees, which are governed by section 6 of this GTC.

4.3. Prices are considered obviously incorrect in the following cases:

- a price listed as 0 HUF,
- a discounted price incorrectly calculated in relation to the correct original price and stated discount percentage (e.g., for a 2,000 HUF Product, showing a 10% discount but incorrectly offering it for 600 HUF instead of the correct 1,800 HUF).

In addition to the above, any price that the Buyer could reasonably recognise as incorrect under the circumstances, considering the prohibition of unfair commercial practices as set out in Act XLVII of 2008, 4. § (1), shall also be considered obviously incorrect.

If an incorrect price is displayed, the Service Provider will offer the Product at the correct price, and the Buyer may decide whether to order it at that price. If not, no contract will be concluded between the Parties.

5. Payment Methods

5.1. The Buyer may choose from the following payment methods:

- **Bank card:** Through Barion Payment Zrt. The system redirects the Buyer from the Service Provider's Website to Barion's payment page, where the Buyer can pay the amount due by entering bank card details and their email address.
- **Advance bank transfer:** Payment is made by transfer. After placing an order and receiving the automatic confirmation email, the Buyer must transfer the purchase price and indicate the confirmation number in the payment reference. Payment must be made within 5 calendar days. If payment is not received by the deadline, the order will be cancelled.



5.2. Online card payments and other payment methods are carried out through the Barion system. The Service Provider does not receive bank card or other payment details. Barion Payment Zrt. is an institution under the supervision of the Magyar Nemzeti Bank, licence number: H-EN-I-1064/2013.

5.3. The invoice for the order will be sent to the Buyer by email within 8 days of payment.

6. Delivery Methods and Fees

6.1. Within Hungary, the ordered Products are delivered by Foxpost courier service or the Magyar Posta (MPL). Collection is possible at a parcel point or via parcel machines.

6.2. For deliveries abroad, the shipping fee is determined based on an agreed quotation by email (considering the destination country and order quantity).

Foxpost courier service availability on working days: 7:00 – 20:00

Phone: 06-1-999-0-369;

E-mail: info@foxpost.hu

The Buyer may track the package on the courier's website (<https://foxpost.hu/>) using the parcel number. The courier service also sends the parcel number and estimated delivery date by email.

When using MPL courier service, the package can be tracked here: <https://posta.hu/ugyfelszolgalat/nyomkovetes>

Delivery times:

- For products in stock: 2–7 working days from order confirmation.
- For pre-orders or items not in stock: 2–5 working days after receipt by the Service Provider.

During peak periods, delivery times may increase due to courier overload.

6.3. Delivery fees:

- MPL delivery:
As listed on the Website.
- Foxpost delivery:
As listed on the Website.
- Foxpost parcel machine delivery:



As listed on the Website.

6.4. Products remain the property of the Service Provider until the purchase price, shipping, and postage fees are paid in full.

6.5. A The Buyer must check the package upon delivery in the presence of the courier. In case of visible damage or missing items, a report must be made, and acceptance of the package must be refused. Without a report, subsequent complaints cannot be accepted.

6.6. If the Buyer fails to accept the ordered Product delivered for shipment and does not notify the Service Provider of withdrawal within the statutory 14-day period, the Buyer breaches the contract. In such a case, the Service Provider may attempt redelivery (if this can be agreed with the Buyer), but the additional shipping costs are borne by the Buyer.

If redelivery fails, or if agreement with the Buyer is not possible due to lack of cooperation, the Service Provider may terminate the contract immediately for breach and enforce the costs of unsuccessful delivery and return as a penalty. The Parties agree that the email address provided at ordering may serve as the communication channel, and termination shall be deemed delivered once the email reaches the Buyer's inbox.

7. Ordering

7.1. The Buyer selects the desired Product and places it into the "Cart" – without incurring any payment obligation at this stage.

7.2. During the use of the Website, the Buyer may check the contents of the cart at any time and modify it at will. Here, the Buyer may remove selected Products from the cart or change their quantity.

7.3. Next, the Buyer selects the preferred delivery method from those listed in section 6 and provides the information necessary for processing the order and delivery: email address, name, phone number, billing address, and (if different) delivery address.

7.4. During the order process, and before finalising the order, the Buyer may continuously review and modify the entered data and the contents of the cart – including by returning to the previous page. It is the Buyer's responsibility to ensure that the data provided is accurate, as billing, delivery (or in the case of e-books and audiobooks, electronic sending) is carried out on this basis. Incorrectly provided email addresses or full mailboxes may prevent receipt of the confirmation and thus hinder contract formation.

7.5. If, after finalising the order, the Buyer notices an error in the provided data, they must initiate correction as soon as possible by sending an email from the email address provided during ordering or by telephone.



7.6. Before proceeding to payment, the Buyer must read and accept the provisions of this GTC. If the Buyer disagrees with any term, they may still exit the ordering process at this stage without incurring any obligation.

7.7. After accepting the GTC, the summary page will display the selected Products in detail, together with their total cost including shipping fees. Before finalising the order, the Buyer must select the preferred payment method from those listed in section 5. After finalising the order, if payment is by bank card, the Buyer must provide the payment details; if payment is by bank transfer, the indicated amount must be transferred to complete the order.

7.8. Upon successful payment, the Buyer will receive confirmation of the order on the Website and via email. If, after recording the order (e.g., in the confirmation email), the Buyer detects incorrect data, they must notify the Service Provider immediately, but no later than within 24 hours.

7.9. By clicking the “*Payment*” button when choosing the bank card payment option, the Buyer acknowledges their payment obligation towards the Service Provider. After submitting the order and completing payment, the system automatically sends an email to the Buyer’s provided address, containing all order details. This is an automatic system response and not considered official confirmation. Within 2 (two) working days of the order, the Service Provider will send an official confirmation by email.

7.10. The Service Provider processes incoming orders within 2 (two) working days and, for items in stock, hands them over to the selected courier service within 5 (five) working days of receiving the order.

7.11. If the Buyer submits an order via the Website and the Service Provider confirms the order by email, a sales contract is concluded between the Buyer and the Service Provider.

7.12. In the case of out-of-stock or pre-ordered Products, the Service Provider’s confirmation will include the expected delivery deadline. If this deadline passes without performance, the prepaid amount will be refunded to the Buyer’s payment card within 14 days. The Buyer will not be charged any additional costs related to the cancelled transaction.

7.13. The current prices are listed on the Service Provider’s Website.

7.14. Products with the status “*Pre-orderable*” may also be placed in the cart and ordered – even together with other Products. If a pre-ordered Product is ordered along with other Products, the shipping fee will be calculated based on the combined value, but the pre-ordered item will be shipped separately after release.

7.15. If the expected release date is known, the Service Provider will indicate it next to the pre-orderable Product, however, publishers reserve the right to change the release date. Sometimes, it may happen that the publisher's plan does not yet include an expected release date, but pre-orders can already be placed for certain Products. If the Service Provider does not receive satisfactory information from the publisher in a timely manner about the release date, or about the new date after the planned release date has passed, then the Service Provider will not indicate a release date next to the pre-orderable Product (the previous date will be deleted)



and will not confirm the expected delivery time when the pre-order is placed. The expected or confirmed delivery time indicated for the pre-orderable Product is not mandatory information and does not create a legal obligation for the Service Provider.

7.16. It may happen that the publication is delayed, but the publisher is unable to provide a new expected publication date, or fails to inform the Service Provider of the new expected publication date. In such cases, the Service Provider will inform the Customer of the fact of the later publication, and if known, of its expected date, based on the data at its disposal.

7.17. It may also happen that a publication is not immediately included in the Products that can be sold by the Service Provider after its publication. The delivery of the pre-ordered Product always takes place after the actual publication and the arrival of the product at the Service Provider's warehouse, the deadline for which is 5 (five) working days from the publication of the Product. In all cases, the Service Provider sends the same information to the pre-orderers about the pre-orders and their fulfillment as for normal orders. It may happen that the publisher does not publish a book contrary to plans (the fulfillment of the order becomes impossible), in such a case the Service Provider cancels the order containing the book and informs the Customer.

7.18. The pre-order is valid until it is fulfilled, the pre-orderer cancels it through the Service Provider's customer service, or until the publisher withdraws its intention to publish, in which case the Service Provider will delete the given product from the books available for pre-order and inform the pre-orderer of this by e-mail to the e-mail address provided when placing the pre-order.

8. Effects of withdrawal

8.1. According to Section 8:1. § (1) Point 3 of the Civil Code, a consumer is only a natural person acting outside the scope of his profession, independent occupation or business activity, so legal entities are not entitled to exercise their right of withdrawal without justification.

Accordingly, the Customer, who is a consumer, has the right to withdraw without giving any reason in accordance with 20. § of Government Decree 45/2014 (II. 26.). The Customer, who is a consumer, has the right to withdraw from the contract in the event of a purchase and sale contract:

- a) the Product,
- b) in the case of the sale of several Products, if the individual Products are provided at different times, for the last Product provided,
- c) in the case of a Product consisting of several items or pieces, for the last item or piece provided,
- d) if the Product must be provided regularly within a specified period, for the first service



the Customer who is a consumer or a third party other than the carrier indicated by him may exercise his right of withdrawal within a period of 14 calendar days from the date of receipt of the Product by the Customer who is a consumer or by a third party other than the carrier indicated by him.

The provisions of this clause do not affect the right of the Buyer to exercise the right of withdrawal specified in this clause during the period between the date of conclusion of the contract and the date of receipt of the Product.

If the Buyer has made an offer to conclude the contract, the consumer has the right to withdraw the offer before the contract is concluded, which terminates the binding nature of the offer for the conclusion of the contract.

8.2. The Customer may exercise his right provided for in 20. § of Government Decree 45/2014. (II. 26.) by means of a clear declaration to this effect.

8.3. The right of withdrawal shall be deemed to have been exercised within the deadline if the Buyer sends his declaration within the deadline.

8.4. In the case of withdrawal or termination in writing, it is sufficient to send the declaration of withdrawal or termination within the deadline.

8.5. The Buyer shall bear the burden of proving that he has exercised his right of withdrawal in accordance with this provision.

8.6. The Service Provider is obliged to confirm the consumer's withdrawal statement on an electronic data medium upon its receipt.

8.7. If the Customer withdraws from the contract in accordance with 22. § of Government Decree 45/2014 (II. 26.), the Service Provider shall refund the full amount paid by the Customer as consideration, including the costs incurred in connection with the performance, including the delivery fee, no later than 14 (fourteen) days after becoming aware of the withdrawal. The Customer is hereby informed that this provision does not apply to additional costs caused by choosing a method of transport other than the least expensive standard method of transport.

8.8. In the event of withdrawal or termination in accordance with 22. § Government Decree 45/2014 (II. 26.), the Service Provider shall refund the amount due to the Customer in the same manner as the payment method used by the consumer. With the express consent of the Customer, the Service Provider may use another payment method for the refund, but the consumer may not be charged any additional fees as a result. The Service Provider shall not be liable for any delay resulting from the Customer providing an incorrect and/or inaccurate bank account number or postal address.

8.9. If the Customer expressly chooses a method of transport other than the least expensive standard method of transport (e.g. delivery abroad), the Service Provider is not obliged to refund the resulting additional costs. In such a case, we are obliged to refund up to the amount of the indicated general transport rates.



8.10. The Service Provider may withhold the amount due to the Customer until the Customer has returned the Product or has proven beyond doubt that it has been returned; whichever is earlier. We are unable to accept shipments sent by cash on delivery or courier.

8.11. In the event of withdrawal or termination of the Buyer's obligations

- **return of the Product:**

If the Buyer withdraws from the contract in accordance with Section 22 of Government Decree 45/2014. (II. 26.), he is obliged to return the Product immediately, but no later than 14 (fourteen) days from the date of notification of withdrawal. The return is deemed to have been completed within the deadline if the Buyer sends the Product before the deadline expires.

- **direct costs related to the return of the Product:**

The Customer shall bear the direct costs of returning the Product. The Product shall be returned to the Service Provider's address. If the Customer terminates the contract for the provision of services concluded outside the business premises or between distant parties after the commencement of performance, he shall be obliged to pay the Service Provider a fee proportional to the services provided up to the date of notification of the termination to the Service Provider. The amount to be paid by the Customer in proportion shall be determined on the basis of the total amount of the consideration agreed in the contract plus tax. If the Customer proves that the total amount determined in this way is excessive, the proportional amount shall be calculated on the basis of the market value of the services provided up to the date of termination of the contract. Please note that we are unable to accept Products returned by cash on delivery or postage paid.

- **Buyer's liability for depreciation:**

The Buyer is liable for depreciation resulting from use beyond that necessary to establish the nature, characteristics and functioning of the Product.

9. Warranty, guarantee, warranty of materials

9.1. In the event of defective performance by the Service Provider, the Customer may assert a warranty claim against the Service Provider in accordance with the provisions of the Civil Code.

9.2. The Customer may – at his/her choice – make the following claims under the warranty of the goods: request repair or replacement, unless the fulfillment of the claim chosen by him/her is impossible or would entail disproportionate additional costs for the Service Provider compared to the fulfillment of the claim not chosen. If the Customer did not or could not request the repair or replacement, the Customer may request a proportionate reduction in the consideration or the Customer may repair the defect at the Service Provider's expense, or have



it repaired by someone else, or – as a last resort – may withdraw from the contract. The Customer may also switch from the chosen warranty of the goods to another, but the Customer shall bear the cost of the switch, unless the switch was justified or the Service Provider gave reason for it.

9.3. The Buyer is obliged to notify the defect immediately after its discovery, but no later than within 1 (one) month from the discovery of the defect. However, we would like to draw your attention to the fact that the Buyer may no longer enforce its warranty rights beyond the 2 (two) year (1 (one) year in the case of a business) limitation period from the performance of the contract.

9.4. The Customer has the right to assert a warranty claim against the Service Provider.

9.5. Within 6 (six) months from the date of performance, the Buyer shall not have any other condition for asserting a warranty claim other than notification of the defect, if the Buyer proves that the Product or Service was provided by the Service Provider. However, after 6 (six) months from the date of performance, the Buyer shall be obliged to prove that the defect recognized by the Buyer already existed at the time of performance.

9.6. In the event of a defect in a movable item (book), the Buyer may – at his/her choice – assert a warranty claim for materials or a product warranty.

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

9.8. The Product is defective if it does not meet the quality requirements in force at the time of its release, or if it does not have the properties specified in the description provided by the manufacturer, or if it has a manufacturing (printing) defect.

9.9. The Buyer may assert his product warranty claim within 1 (two) years (in the case of a business, 1 (one) year) from the date the product was put on the market by the manufacturer. This deadline is forfeiture.

9.10. The Buyer may exercise his product warranty claim exclusively against the manufacturer or distributor of the movable property. In the event of a product warranty claim, the Buyer must prove the defect of the product.

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

- the Product was not manufactured or placed on the market as part of its business activities, or
- the defect was not recognizable at the time of placing on the market according to the state of science and technology, or
- the defect in the Product results from the application of a law or a mandatory official regulation.

9.12. The manufacturer (distributor) only needs to prove one reason for exemption.

9.13. The Buyer is not entitled to assert a warranty claim and a product warranty claim simultaneously and in parallel for the same defect. However, if the product warranty claim is



successfully asserted, the Buyer may assert a warranty claim against the manufacturer for the replaced product or repaired part.

10. Intellectual property protection and confidentiality obligations

10.1. Pursuant to 1. § (1) of the Copyright Act LXXVI of 1999 (hereinafter: **Copyright Act**), the website is considered a work of authorship, and therefore all parts of it are protected by copyright. Pursuant to Section 16 (1) of the Copyright Act, the unauthorized use of graphic and software solutions, computer programs on the website, or the use of any application with which the website or any part of it can be modified is prohibited. Any material may be taken from the website and its database only with the written consent of the copyright owner, with reference to the website and indication of the source.

10.2. The Buyer undertakes and expressly agrees not to duplicate or modify the purchased Product/Service. Violation of this provision shall entail copyright and civil liability. The Service Provider reserves the right to enforce its rights through legal means in the event of unauthorized use.

The Products are protected by copyright under the Hungarian Copyright Act. The Products may not be copied, modified or used by third parties for any purpose except with the prior written permission of the Service Provider. The Buyer shall refrain from any conduct that infringes the intellectual property of the Service Provider.

11. Data processing

11.1. By placing an order, the Buyer declares that he/she has read and accepts the Service Provider's data processing information. The Service Provider's current data processing information is available on the Website.

12. Complaints and legal remedies

12.1. A The Service Provider is available to Buyers at the following contact details in case of a complaint regarding a warranty claim, product warranty claim or warranty claim related to the Product or in case of an objection to the conduct, activity or omission of the Service Provider or a person acting in the interest or benefit of the Service Provider directly related to the distribution or sale of the Product to the Buyer, or in case of an individual right or interest violation:

- In writing to the following e-mail address: info@cosmopolit.hu
- In writing by post: 1033 Budapest, Kaszásdűlő utca 5. Fsz. 1. ajtó

12.2. The Service Provider shall respond to the written complaint in writing within 30 (thirty) days of its receipt and send it to the Buyer, primarily to the e-mail address provided by the



Buyer. The Service Provider shall justify its position rejecting the complaint. In the event of rejection of the complaint, the Service Provider shall inform the Buyer in writing of which authority or conciliation body he may initiate proceedings with his complaint – depending on its nature. The seat, telephone and internet contact details, and mailing address of the competent authority or, in the case of a Buyer who is a consumer, the conciliation body at his place of residence or stay must be provided.

12.3. The Buyer may contact the regionally competent government offices with a complaint in consumer protection matters, using the contact details found on the following website: <https://kormanyhivatalok.hu/>.

The conciliation board is responsible for the out-of-court settlement of disputes (consumer disputes) between the consumer (natural person Buyer) and the enterprise (in this case Service Provider) regarding the quality of the Product and the conclusion and performance of the contract between the parties. For this purpose, the conciliation body attempts to reach an agreement between the parties, and if this fails, it makes a decision on the matter in order to ensure the simple, fast, efficient and cost-effective enforcement of consumer rights. At the request of the consumer or the enterprise, the conciliation body provides advice on the rights and obligations of the consumer. The conciliation body is an independent body operating under the county chambers of commerce and industry.

List of conciliation boards in Hungary operating as of January 1, 2024:

Name	Address	Contact details	Jurisdiction
Budapesti Békéltető Testület	Budapest	address: 1016 Budapest, Krisztina krt. 99. tel: (1) 488-2131 e-mail: bekelteto.testulet@bkik.hu website: www.bekeltet.hu	Budapest
Baranya Vármegyei Békéltető Testület	Pécs	address: 7625 Pécs, Majorossy Imre u. 36. postal address: 7602 Pécs, Pf. 109. tel: (72) 507-154 (20) 283-3422 fax: (72) 507-152 e-mail: info@baranyabekeltetes.hu website: www.baranyabekeltetes.hu	Baranya vármegye, Somogy vármegye, Tolna vármegye
Borsod-Abaúj Zemplén Vármegyei Békéltető Testület	Miskolc	address: 3525 Miskolc, Szentpáli u. 1. tel: (46) 501-091 (new cases) (46) 501- 871 (ongoing cases) e-mail: bekeltetes@bokik.hu	Borsod-Abaúj- Zemplén vármegye, Heves vármegye,



		website: www.bekeltetes.borsodmegye.hu	Nógrád vármegye
Csongrád- Csanád Vármegyei Békéltető Testület	Szeged	address: 6721 Szeged, Párizsi krt. 8-12. tel: (62) 554250/118 e-mail: bekelteto.testulet@csmkik.hu website: www.bekeltetescsongrad.hu	Békés vármegye, Bács-Kiskun vármegye, Csongrád- Csanád vármegye
Fejér Vármegyei Békéltető Testület	Székesfehérvár	address: 8000 Székesfehérvár, Hosszúsétatér 4-6. tel: (22) 510-310 e-mail: bekeltetes@fmkik.hu website: www.bekeltetesfejer.hu	Fejér vármegye, Komárom- Esztergom vármegye, Veszprém vármegye
Győr-Moson- Sopron Vármegyei Békéltető Testület	Győr	address: 9021 Győr, Szent István út 10/a. tel: (96) 520-217 e-mail: bekeltetotestulet@gymkik.hu website: www.bekeltetesgyor.hu	Győr-Moson- Sopron vármegye, Vas vármegye, Zala vármegye
Hajdú-Bihar Vármegyei Békéltető Testület	Debrecen	address: 4025 Debrecen, Petőfi tér 10. ügyintézés helyszíne: 4025 Debrecen, Vörösmarty u. 1315. tel: (52) 500-710, (52) 500-745 Fax: (52) 500-720 e-mail: info@hbkik.hu website: www.hmbekeltetes.hu	Jász-Nagykun- Szolnok vármegye, Hajdú-Bihar vármegye, Szabolcs- Szatmár-Bereg vármegye
Pest Vármegyei Békéltető Testület	Budapest	address: 1119 Budapest, Balassi Bálint utca 25. IV/2. tel: (1)-792-7881 e-mail: pmbekelteto@pmkik.hu website: www.panaszrendezes.hu	Pest vármegye

13. Legal dispute

13.1. The Buyer and the Service Provider intend to resolve disputes primarily amicably, through negotiation. If the out-of-court settlement does not lead to a result within a reasonable



time limit, the contracting parties agree to submit to the exclusive jurisdiction of the Budapest II. and III. District Court for the resolution of their disputes arising from the contract.

14. Final provisions

14.1. These GTC shall enter into force on the date of publication on the Service Provider's website and shall remain in force until withdrawn, amended or until new GTC are adopted.

14.2. The Service Provider is entitled to unilaterally amend the terms of these GTC at any time. Any amendment shall enter into force simultaneously with its publication on the Service Provider's website. The invalidity of any provision of these GTC shall not affect the validity of the remaining provisions of the GTC.

14.3. These GTC are protected by copyright. Part or all of the content displayed on the website may only be used in any form with the prior written consent of the Service Provider.

14.4. The Service Provider does not have a code of conduct under the Act on the Prohibition of Unfair Commercial Practices Against Consumers.

The provisions of the Civil Code shall govern any issues not regulated in these GTC.

Date: Budapest, 2025. 12.01.