

ELECTRONIC COMMERCE SERVICE
GENERAL TERMS AND CONDITIONS

1. General data and contact details

1.1. Name and address of service provider

Magyar Posta Zártkörűen Működő Részvénytársaság
Registered office: 1138 Budapest, Dunavirág utca 2-6
Postal address: Budapest 1540
Trade register number: 01-10-042463 (incorporated by the Court of Justice, as the Court of Registry)
Tax identification number: 10901232-4-44
Group identification number: 17784083-5-44
Commercial registration number: XIII/13650/2018/B

1.2. Contact details of central customer service

Contact details of Central Customer Service	Customer Service for private customers	Customer Service for business customers
Customer Service in person	1062 Budapest, Teréz körút 51-53.	
Postal address	3512 Miskolc	
Telephone number	+36-1-767-8282	+36-1-767-8272 Thursday 5 p.m. to 8 p.m. on +36-1-767-8282
Fax number	+36 (46) 320-136	
E-mail	ugyfelszolgalat@posta.hu	uzleti.ugyfelszolgalat@posta.hu
Hours for customer service by phone	Monday to Wednesday and Friday 8 a.m. to 5 p.m., Thursday 8 a.m. to 8 p.m.	
Hours for customer service in person	Monday 7 a.m. to 7 p.m., Tuesday to Friday 8 a.m. to 4 p.m.	

Other contact details of customer service are given on the page Customer service on Magyar Posta's website.

1.3. Online contact

Address: www.posta.hu/international_main

1.4. Availability of the General Terms and Conditions

These General Terms and Conditions (hereinafter referred to as "GTC") are available under General Terms and Conditions on Magyar Posta's website.

1.5. Intermediary service provider providing web hosting for Magyar Posta

1.5.1. Magyar Posta does not use an intermediary service provider offering external web hosting to provide the electronic commerce service. As the service provider indicated in point 1.1, Magyar Posta provides the web hosting service itself.

2. Introductory provisions

2.1. These GTC contain the legal terms and conditions for orders and purchases made on the website www.posta.hu/international_main operated by Posta, electronically ordering the chosen items in Hungarian or English on the online interface accessible in Hungarian and English (hereinafter referred to as the "Webshop") on the understanding that it is not possible to order products and services from the WEBSHOP to delivery addresses located in the European Union, outside Hungary.

Any issue not covered by these GTC is governed by the provisions of Act V of 2013 on the Hungarian Civil Code (hereinafter referred to as "Civil Code"), Act CVIII of 2001 on certain issues of e-commerce services as well as services related to information society (hereinafter referred to as "Electronic Commerce Act") for purchases in webshops, Government Decree 45/2014 of 26 February 2014 on the detailed rules of agreements between consumers and businesses (hereinafter referred to as "Government Decree"), Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (hereinafter referred to as "General Data Protection Regulation") as well as the provisions set forth in the general terms and conditions for the given product/service.

2.2. Based on the conditions specified in these GTC, the contract is concluded in a non-written form by the customer (hereinafter referred to as the "Customer") on the "Webshop". The thus concluded contract is not registered separately and is not deemed a contract made in written form, but can be retrieved later by the order number.

2.3. By registering, prior to confirming the order, the Customer states being aware of, and accepting to be bound by these GTC and the special rules and general terms and conditions applying to products/services sold via the electronic commerce service (Philately Services GTC, GTC For Distribution Services to Newspaper Subscribers, General Terms and Conditions).

2.4. Posta is entitled to unilaterally amend the GTC and the special rules and general terms and conditions' applied regarding products/services sold via the electronic commerce service at any time without stating reasons and without previous notice with the proviso that the changes may not affect the orders currently being processed. Posta shall publish the amendment to the GTC at least 8 days before the changes enter into force, and post the notice about the change on its website, under Other General Terms and Conditions, page 2.

2.5. The main features of the products and services offered in the Webshop are stated in the description of each product/service.

2.6. Magyar Posta will treat the written information and visual representations appearing on the website with due care and exclude satisfying claims based on the reasons described in point 9.1.

3. Products and services that can be ordered via the electronic commerce service

3.1. Products and services that can be ordered are arranged in the Webshop in the following product groups:

3.1.1. Chip-Card readers and tax forms (for special rules on ordering tax forms electronically, see ANNEX 1)

3.1.2. Stamp subscriptions

3.1.3. Philatelic products

3.1.4. Your Own Stamps

3.1.5. -[1]

3.1.6. Envelopes and Packing boxes

3.1.7. Prepaid postal products

3.1.8. [2]

3.1.9. Newspaper subscription

3.1.10. -[3]

4. Registration and log-in

[1] Repealed on 1 July 2024.
[2] Repealed on 1 January 2024.
[3] Repealed on 8 January 2020.

4.1. To order through the Webshop, registration is required. For this an online form accessible on the MyPost page must be filled in. Posta reserves the right to refuse any request for registration if the user provided untrue or insufficient data on the registration form, or if the data or circumstances indicate that the purpose of registration is not the proper use of the website.

4.2. Posta is entitled to delete the registration in case of abuse, illegal behaviour or if an illegal act by the user is perceived while using the web page (browsing or ordering).

4.3. Registered users can log in by entering their user name and password set during registration either before or after compiling the contents of their basket[4] using the "LOGIN" function. After logging in, the User is free to change registered data and view previous orders. Users may request the deletion of their personal data provided in the course of registration via e-mail to Customer Service at ugyfelszolgalat@posta.hu, calling +36 (1) 767-8282, sending a letter to Magyar Posta Zrt. Ügyfélszolgálati Igazgatóság, H-3512 Miskolc, or sending a fax to +36 46/320-136 providing the identification data (family name, first name, user name, e-mail address, phone number). In case the User wishes to make another order after their data have been deleted, he or she must register again.

4.4. Registered Users may only make purchases and act on their own behalf, while for business organisations the duly authorised natural persons may make purchases and act on behalf of the organisation. Regarding the activity of any person acting without due entitlement or authorisation, the principle of Negotiorum gestio of the Civil Code shall apply.

4.5. In order to purchase any products/services the User must log in in every case.

5. Orders, steps of contract conclusion

5.1. Placing an order of a basket (or cart) containing homogenous or heterogeneous products[5] from the following list: tax forms, card readers, philatelic products, prepaid postal products, envelopes, packing boxes, newspaper subscription

5.1.1. The Customer can compile an order by placing the products into the cart. The process of ordering can be started by clicking the "ADD TO CART" button next to the product. In order to buy more than one of the same product, the Customer can enter the desired number of items next to the price of the product after placing the item in the basket.

5.1.2. Only items that are in stock in the Webshop may be ordered. In case of low stock, an item may become unavailable as the order is being made. In such cases Posta shall contact the Customer without delay to inform that the item is out of stock and to suggest a substitute.

5.1.3. By clicking on the "Cart" button the actual content of the basket may be viewed, removed or changed. Placing the order can be started using the "Checkout" button.

5.1.4. The Customer can correct any errors of data input, remove items from the basket or change the quantity of items ordered at any stage of the ordering process.

5.2. Ordering stamp subscriptions

5.2.1. A stamp subscription cannot be ordered in the same basket together with other products. If the Customer wishes to order other types of product as well, a separate order must be placed.

5.2.2. After selecting the product/service, the Customer must set the desired parameters of the product/service he wishes to subscribe for, which can be the following:

5.2.2.1. stamp or stamp on a cover,

5.2.2.2. mint or cancelled.

5.2.3. Furthermore, the frequency of delivery must be chosen. If the Customer chooses

5.2.3.1. yearly delivery, the stamps will be delivered together at the end of the year in question;

5.2.3.2. half-yearly delivery, the stamps will be delivered twice a year (in July and December);

5.2.3.3. quarterly delivery, the stamps will be delivered four times a year (in April, July, October and December).

[4] Virtual basket, in which the Purchaser places the products she/he wishes to buy.
[5] A basket with mixed items from different product groups.

5.2.4. For Customers who order a stamp subscription, Posta guarantees that the number of items ordered will be delivered of the stamps to be issued during the year.

5.2.5. The fee for ordering the subscription is the selling price of the product/service ordered plus the full fee payable to Magyar Posta.

5.2.6. Only debit/credit cards may be used for payment.

5.2.7. The Customer is only entitled to a stamp subscription gift if he or she also orders special stamps or unused special covers or special first day covers and pays the full amount of the fee payable to Magyar Posta by 30 June of the year in question. Magyar Posta does not provide a subscription gift for orders placed only for definitive stamps, unused definitive covers or definitive first day covers.

5.3. Editing and ordering Your Own Stamp

5.3.1. The Customer may start an order for Your Own Stamps in the Webshop by clicking the "Edit" button next to the Your Own Stamp products.

5.3.2. The process of editing and ordering Your Own Stamps consists of four main stages:

Stage 1 "Upload your photo": In stage 1 the Customer can select and upload the photograph he wishes to appear on the label of Your Own Stamp by clicking the "Select" button. After the photo has been uploaded, the next stage can be reached by clicking "Go to edit".

Stage 2 "Edit if required": In stage 2 the Customer can replace the chosen stamp sheet, if necessary, and set the desired detail of the uploaded photo for the label of the stamp with the help of the navigation buttons next to the sample picture or using the free hand editing option. To move on, click the "Go to check" button.

Stage 3 "Preview": In stage 3 the Customer can view the entire sheet of the edited Your Own Stamps. At this stage the Customer can edit further sheets of personalised stamps and move on by clicking the "ADD TO CART" button.

Stage 4 The Customer can specify the desired quantity of Your Own Stamp sheets in the basket and move on to provide the personal details required to place the order.

5.3.3. If the contents of the basket are heterogeneous, all the ordered products will appear in the basket.

5.4. Newspaper subscription

5.4.1 Newspaper subscription cannot be ordered in the same basket together with items from other products. If the Customer wishes to order other types of product as well, a separate order must be placed.

5.4.2 At Magyar Posta one can subscribe for

5.4.2.1 newspapers published in Hungary, - distributed by Posta countrywide -, to be delivered in Hungary and abroad.

5.4.2.2 -[6]

For a short overview of the newspapers available for order, visit our Webshop.

5.4.3 After selecting the newspaper, the Customer shall provide the following information: subscription period, number of copies, start of subscription, invoicing, delivery address and name(s). If the Customer already has a subscriber ID based on any former or existing subscription, the ID may be used in the order.

5.4.4 The Customer may define the start of subscription taking account of the following deadlines.

5.4.4.1 With the exception of the provisions of Section 5.4.4.3 and the newspapers referred to in Section 5.4.4.5, the subscription will be executed from the first day of the subsequent month,

5.4.4.2 If the subscription is made on or before the 21st day of the month, the first day of the subsequent month can still be selected as the first day of its execution,

[6] Repealed on 1 November 2018.

5.4.4.3 If the subscription is made after the 21st day of the month, the first day of the subsequent month cannot be chosen as the start day of execution, i.e., the subscription will start one month later,

5.4.4.4 Aside from the above, a later (even several months) date may also be selected as the start date of the subscription, providing that it is the first day of the month.

5.4.4.5 For newspapers that are published on 12 occasions a year or less, the above deadlines do not apply when specifying the "Start date" of subscription in the order. In such cases, the "Start date" of subscription may be different from the first delivery date.

5.4.5 The subscription contract is established for an indefinite term based on the order for the service and the payment of the subscription fee(s) made only in compliance with Section 6.2.

5.4.6 The subscription fees are stated in HUF, based on which the invoice is issued to the Customer. Transfers shall be made in HUF. In the case of the reversal of the subscription fee, Magyar Posta shall also transfer the remaining subscription fee in HUF, and the possible conversion of this amount to a foreign currency shall be ensured by the Customer's bank.

5.4.7 Posta delivers the ordered newspaper to the specified delivery address.

5.4.8 No further costs, incurred by Magyar Posta, other than the subscription fee - payable only in compliance with Section 6.2 - may be charged to the Customer in relation to the order and execution of the service. The Customer's bank may charge other costs for settlement in a foreign currency.

5.4/A -[7]

5.5. Selecting the delivery and payment method

5.5.1. The delivery and payment method must be selected on the website summarising the order. On this website the Customer has the option to add notes to the order. After entering the required information, the order can be finalised and sent.

5.5.2. The Customer must choose a delivery and payment method and accept the general terms and conditions for the product(s)/service(s) by ticking the appropriate checkbox in order to send the order.

5.5.3. Section 6 describes the payment methods, and section 7 describes the delivery methods and deadlines.

5.6. Order confirmation

5.6.1. The Customer receives confirmation both by e-mail and on the site for every order placed. The order will be confirmed within a few minutes of the order being placed. The confirmation contains the details of the order: the order number, the Customer's particulars, the name, quantity and price of the product(s)/service(s) ordered, the chosen delivery and payment methods, and the total price of the order.

5.6.2 Posta is obliged to confirm the order within 48 hours. Should Posta fail to confirm the order within 48 hours, the Customer will be exempted from its obligation concluded from making an offer.

5.6.3 With the exception of the provisions of Section 5.6.4, the confirmation only verifies the placement of the order and not the fact that the product can be dispatched and is available. If the ordered product is not available, Magyar Posta will act as described in section 5.1.2.

5.6.4 Confirmation of a newspaper subscription order also means that Posta delivers the ordered newspapers to the delivery address as specified in the subscription/order.

[7] Repealed on 8 January 2020.

6. Payment methods

6.1. Postal parcels with payment for goods - except for stamp subscriptions (Payment option on the site: “Cash on Delivery”)

6.1.1. The Customer may choose to pay for the product/service ordered using the “Payment for goods” additional service available for postal parcels while completing the order form provided delivery is to a domestic address. In case of an international destination, payment can only be made online.
6.1.2. With the “Payment for goods” additional service available for postal parcels, the price of the ordered product/service and the fee payable to Magyar Posta must be paid on delivery.
6.1.3 The amount related to delivery after payment and the payment for goods may be paid
a) upon delivery at the address in cash or by bank card payment transaction to a DELIVERY PERSON EQUIPPED WITH A POS TERMINAL or a MOBILE POST EQUIPPED WITH A POS TERMINAL;
b) upon collection at a delivery point in cash and at workplaces stated in information available at postal service outlets by bank card payment transaction.

6.2. Online payment

6.2.1. Payment online is not made on Magyar Posta’s website but – in accordance with detailed information accessible on the Webshop site – on a site operated by the payment provider cooperating with Magyar Posta in order to ensure online payment in compliance with the rules and security regulations of international card companies.
6.2.2. During the transaction Posta can neither see nor access, by any means, the details of the debit/credit card or account including its number or date of expiry.
6.2.3. The payment page will perform the transaction and communicate its result to the Webshop, which advises the Customer of the result of the transaction.

7. Delivery methods and deadline, delivery charge

7.1. Collection at a postal service point (only with domestic delivery)

7.1.1. With the exception described in section 7.1.6, a postal service point may also be chosen as the delivery location for the ordered product.
7.1.2. Any postal service point may be chosen as the place of collection (Permanent Postal service points).
7.1.3. Magyar Posta informs the Customer by e-mail on the day the product has been forwarded to the postal service point.
7.1.4. The product can be collected during the opening hours of the chosen postal service point.
7.1.5. The Customer must collect the ordered product within 10 working days following the item’s arrival at the postal service outlet.
7.1.6. The Customer may only collect the ordered newspaper at a postal service outlet if a Post Office box is specified in the newspaper subscription order as the delivery address.

7.2. Delivery at an address

7.2.1. The Customer may request the ordered product to be delivered to any address in Hungary or, where the GTC permits, to a foreign address.
7.2.2. Magyar Posta will attempt the delivery of a mail item containing a product ordered to a delivery address in Hungary twice. If neither of the delivery attempts is successful, the Customer may collect the item at the postal service point marked on the notification within 10 working days following the second delivery attempt.
7.2.3. As regards a mail item containing a product ordered to a delivery address abroad, delivery is made or attempted based on the rules of delivery undertaken by the foreign postal service provider

cooperating with Magyar Posta in the destination country. Further information on this is given in the Country Guide and the foreign postal service provider's general terms and conditions.

7.3. Delivery deadline

7.3.1. Delivery is made by post. The invoice as well as a Summary of the GTC in accordance with Appendix 4 of these GTC published on Magyar Posta's website[8] will be sent together with the item to the given delivery address. The details given on registration will feature as the Customer's details on the invoice. Ordered products will be posted within 15 working days following the date of order for domestic deliveries and within 30 working days for deliveries abroad (with the exception of the provisions of Sections 7.3.2 and 7.3.3).

7.3.2. Information regarding delivery deadlines of stamp subscriptions and for Your Own Stamps can be found in the "Philately Services GTC"

7.3.3 Information regarding delivery deadlines of subscribed newspapers can be found in the GTC For Distribution Services to Newspaper Subscribers.

7.4. Delivery fees (HUF)

With the exception of card readers and tax forms, a delivery fee is charged per order for the products delivered to address within the country and postal service points.
The service charge is subject to 27% VAT.

Delivery method	gross (HUF)
Delivery to Postal service point within Hungary	**1 035**
Delivery within Hungary	**1 280**
Priority delivery to Europe (per occasion)	**2 410**
Priority delivery to outside Europe (per occasion)	**3 025**
"Stamp subscription" delivery within Hungary, per delivery	**550**

In the case of newspapers ordered in a newspaper subscription, point 5.4.8 shall apply.

8. Price, delivery, warranty, cancellation

8.1. Tax forms, card readers, philatelic products, your own stamps, prepaid postal products, envelopes, packing boxes, newspaper subscription

8.1.1. Customers can order products against the payment of both the purchase price of the product/service and the charge for the postal service offered for delivery if applicable.

8.1.2. The price indicated next to the product/service in the Webshop is the sales price of the product/service, which includes VAT if the product is subject to value added tax, but does not include the charge for the postal service offered for delivery if applicable. The system automatically calculates a service charge of HUF 0 for product groups on which Magyar Posta makes no extra charge for the delivery. The sales price is valid at the given moment, and for products/services on special offer for the period of time advertised on the web page and is only finalised after Magyar Posta has sent confirmation following an order being placed as described in section 5.6.

8.1.3. For some products/services (e.g. Your Own Stamps) there is a discount over a certain quantity, which will be automatically deducted from the selling price for the given quantity by the system.

[8]Based on the information obligation stated in Government Decree.

8.1.4. If there is a price change, for orders placed before the change comes into effect the previous selling price (confirmed to the Customer) will be charged.

8.1.5. **If the contents of the basket are mixed, the ordered goods will be invoiced and delivered separately for each product group (section 3).**

8.1.6. After the order is forwarded, the Customer deemed consumer[9] as defined by the Civil Code (hereinafter referred to as a Customer as the Consumer) may cancel the contract or, if the performance of the service based on the order has already begun, may terminate the contract without any obligation to state a reason, any time from the date of forwarding the order but not later than

8.1.6.1. 14 days of receiving the ordered product by the Customer or by a third party designated by the Customer if the item ordered was a product,

8.1.6.2. and 14 days of the date of entering into a contract if the item ordered was a service.

8.1.7. The Customer as the Consumer may indicate an intention to cancel the contract to Magyar Posta as follows – but taking account of the provisions set forth in section 8.1.9 as well:

8.1.7.1. prior to receiving the ordered goods, informing customer service of the cancellation of the order in writing (by post, fax or e-mail) or verbally (in person, by phone),

8.1.7.2. by refusing to accept the ordered product at the time of its delivery,

8.1.7.3. by informing customer service in person, in writing (Declaration of Cancellation described in Appendix no. 1 of these GTC published on Magyar Posta's website, by post, fax or e-mail) or verbally (by phone) by the 24th hour of the 14th day following the day the product was received (or the date of entering into a contract in the case of a contract to provide a service), and posting the product(s), which was (were) ordered but returned due to cancellation, and as far as possible together with the invoice to customer service within 14 days of communicating the cancellation of the contract, or handing over them in any other verifiable manner. The Customer is responsible for the payment of returning the product and for confirming (in particular by providing the identification number of the mail item) that the declaration of cancellation has been made in due time. In case of cancellation, no further costs will be borne by the Customer apart from the costs of returning. If the Customer exercises his or her right of cancellation at the postal service outlet in person, the Customer is also entitled to return the product at the same time.

8.1.7.4 If the Customer returns a product to Magyar Posta as described in section 8.1.7.3 due to cancellation by sending it as a mail item, the mail item thus returned may not be a postal parcel sent with the "Payment for Goods" additional service.

8.1.8. If the price of the ordered product/service (including the costs of delivery) has been paid by the Customer as the Consumer, Magyar Posta will refund the amount to the Customer as the Consumer immediately, but within no later than 14 days of learning about the cancellation. The refund may be withheld as long as the Customer as the Consumer has returned the product, or (if it occurs earlier) has proven the return thereof without any doubt.

8.1.9. With Your Own Stamp orders there is no cancellation option according to the Government Decree as this is a custom product, the production of which has been carried out upon the explicit request of Customer as consumer. With newspaper subscription if delivery has already been started based on the Customer's order, the Customer is only entitled to a pro rata subscription fee, prevailing for the outstanding subscription period.

8.1.10. In case of ordering other products or services the Customer can exercise the right of cancellation according to the provisions set forth in section 8.1.6 to 8.1.7, but is responsible for any depreciation, which may arise from the use exceeding the use necessary for the identification of the nature, features and operation of the product. Posta reserves the right to determine the price of the depreciation, which may arise from the use beyond this.

8.1.11. Warranty, guarantee

With regard to the ordered products and services, Magyar Posta renders warranty according to the

[9] Consumers as defined in point 3 of paragraph (1) of Section 8:1 of the Civil Code are natural persons acting beyond their profession, their independent employment or business activity.

rules of the Civil Code and guarantee provided that the statutory conditions prevail (the period of guarantee applicable to card readers is given in ANNEX 3). For further details of the conditions thereof see Warranty Specimen information in Appendix no. 3 of these GTC published on Magyar Posta's website. In case of faulty performance (failure in quality) the Customer is obliged to inform Magyar Posta in a complaint at the customer service contact details given in point 1.2 without delay after detection of the failure – within two months in case of Customers as the Consumers – by indicating the data required for the Record provided in Appendix no. 2 of these GTC published on Magyar Posta's website. The Customer is responsible for any damage arising from the delay of the said information.

9. Exclusion of liability

9.1. In the case of making purchases through the Webshop it is assumed that the Customer is aware and accepts the possibilities and restrictions offered by the Internet. The user or the Customer notes that she or he must assess the potential risks related to browsing and purchasing, and must also ensure the safe use of her or his computer and the protection of the data stored on it. Posta is not liable for damage caused by force majeure or other events beyond its control including, but not limited to damage arising from or caused by:

a) the use of the website or the interruption of service,
b) changes to data by any person,
c) a delay in forwarding information,
d) viruses,
e) a software fault or an error in the Internet network, or other technical defect,
f) a fault in the line or system.

9.2. At the www.posta.hu/international_main website it is possible to access other websites through links. By navigating to these, the user can access pages maintained by other service providers where Magyar Posta has no influence over the handling of personal data and bears no liability whatsoever for the information and data published on the related pages.

10. Data protection

10.1. Customers must give their personal particulars during purchase (compulsory details: password, name, e-mail address, phone number, delivery and invoicing address), which are treated by Posta in order to create the contract for the performance of the order, to define, to amend and to monitor the contents of the contract, to invoice the charges originating therefrom, as well as to enforce the claims related thereto. Furthermore, Posta will use the data of the time, duration and place of the order for the purpose of the invoicing of the charges. If Posta intends to use the personal details for a different purpose, it will clearly advise the Customer thereof and will request the Customers' prior express consent to do this. Magyar Posta will process personal data it has acquired acting as a data controller observing the provisions of the General Data Protection Regulation.

10.2. Magyar Posta's privacy statement and information on data processing is available on the page Privacy Statement.

10.3. Posta does not enforce any sanctions against Customers who refuse non-obligatory data supply.

11. Copyright

The content of the website, in whole or in part, may only be used, printed, reproduced, published, disseminated, stored, transferred or used in any way for public or commercial purposes beyond the scope and purposes of fair personal use with Posta's prior written permission.

12. Complaints, objections

12.1 The Customer can lodge any comments, complaints to the order made on the Internet or to invoices at the contact details listed in section 1.2 of customer service, and by entering a comment into the Complaints Book at the postal service point selected as the place for making complaints.

12.2 Magyar Posta investigates complaints and objections, and informs the Customer of the result of the investigation in writing within 30 days of the report being made.

12.3 For further details of complaint handling, see Customer service and Complaints compensation published at the website of the Posta.

12.4 If the Customer as the Consumer in accordance with Act CLV of 1997 on consumer protection[8] (hereinafter referred to as the CP Act) does not accept the answer given to the complaint or objection, or Magyar Posta does not reply to the complaint or objection within the deadline set for answering, the Customer may turn to the Government office with competence for the User's place of residence or stay with regard to the complaint or objection.

In order to provide for the out of court settlement of any disputed matter arising in relation to the complaint or objection, the Customer as the Consumer pursuant to the rules of the CP Act applying to conciliatory councils[9] may also turn to the Conciliatory Council with competence for the User's place of residence or stay. The address of the locally competent Budapest Conciliatory Council according to the seat of Magyar Posta is 1016 Budapest, Krisztina krt. 99.

12.5. - [10]

[8] In accordance with Section 2 (10) of Act CLV of 1997, a consumer is a natural person acting for purposes falling outside his or her profession, individual occupation or business activity who purchase, order, receive or use goods, or is the addressee of commercial communication or commercial offers related to the goods, an undertaking which is a customer within the meaning of Regulation (EU) 2018/302 of the European Parliament and of the Council of 28 February 2018 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 and amending Regulations (EC) No 2006/2004 and (EU) 2017/2394 and Directive 2009/22/EC [hereinafter: Regulation (EU) 2018/302].

[9] In the application of rules pertaining to conciliatory councils, with the exception of the application of Regulation (EU) No 524/2013 of the European Parliament and of the Council of 21 May 2013 on online dispute resolution for consumer disputes and amending Regulation (EC) No 2006/2004 and Directive 2009/22/EC, apart from the above, a consumer may also constitute a non-governmental organization, ecclesiastical legal entity, condominium, housing cooperative acting for purposes falling outside its profession, individual occupation or business activity who or which purchases, orders, receives or uses goods, or is the addressee of commercial communications or commercial offers related to the goods, or is the addressee of commercial communications or commercial offers related to the goods, as well as micro, small or medium-sized enterprises (hereinafter referred to as "SMEs") which use public services or, within the scope of retail activities as defined by the Trade Act, purchase, use or utilise products, or are the addressee of commercial communications or commercial offers related to such products.

[10] Repealed on 1 May 2026.