

Record

on quality complaint(s) made by the consumer

According to Decree 19/2014 of 29 April 2014 of the Ministry for National Economy on the treatment of warranty and guarantee claims for articles sold in the framework of a contract between consumers and businesses

Name of consumer:			
Address of consumer:			
Identification data and description of consumer article:			
Purchase price of consumer article:			
Serial number of invoice:			
Date of purchase:			
Date of failure reporting:			
Description of failure: 			
The consumer wishes to enforce:		Other:	
Repair	Replacement	Discount	Cancellation
Method for the settlement of the complaint:			
If the method for the settlement is different from the consumer's claim, the reasons thereof:			
<i>If, at the time the complaint is lodged, the business cannot declare about the claim submitted by the consumer, it must give a notice to the consumer about its position within 5 working days – and in case the claim is rejected, about the reasons thereof and about the option of application to a conciliatory body.</i>			
If the complaint is rejected, the reasons thereof:			
The time, at which the consumer may collect the product:			

In case of legal disputes lodged by the consumer, the consumer may request the proceedings before the conciliatory body attached to the county (Metropolitan) chambers of trade and industry. These proceedings will be conducted by the conciliatory body, which is competent as to the place of residence or dwelling of the consumer. For contact details of the said bodies see www.bekeltetes.hu.

I, the undersigned consumer give my consent by signing this Record that my data recorded in the Record be treated by the business for the purpose of the handling of the quality complaint according to those set forth in Decree 19/2014 of 29 April 2014 of the Ministry for National Economy.

I, the undersigned consumer declare hereby that on this day I have received a copy of this Record.

I, the undersigned distributor have accepted the consumer article referred to above, for the purpose of further action:

.....daymonthyear

.....

Consumer

Distributor

According to Section 6:159(2) and Section 6:173(2) of the Hungarian Civil Code the consumer can – on the basis of a claim for warranty and guarantee – choose from the following options:

firstly, he/she can claim repair or replacement, unless the fulfilment of the selected right for warranty is impossible, or if it would result in disproportionate extra charges – in comparison to the fulfilment of any other claim for warranty – for the business, by taking account of the value represented by the service in a faultless condition, the weight of contract violation and the prejudice to interest caused to the claimant by the fulfilment of the right for warranty.

secondly, he/she can claim a proportionate reduction of the counter-service, he/she can repair the failure by himself/herself or get it repaired by a third party, at the expense of the business, or he/she can withdraw from the contract, if the business has not agreed with the repair or the replacement, it cannot meet this obligation within due time, by protecting the interests of the consumer, or if the consumer has no more interest in the repair or the replacement. No cancellation is possible for any insignificant failures.