



**ELECTRONIC COMMERCE SERVICE
GENERAL TERMS AND CONDITIONS**

1. General data and contact details

1.1. Name and address of the Service Provider

Name: Magyar Posta Zártkörűen Működő Részvénytársaság
Registered office: H-1138 Budapest, Dunavirág u. 2-6.
Postal address: 1540 Budapest
Trade register number: 01-10-042463 (incorporated by the Court of Justice, as the Court of Registry)
Tax number: 10901232-2-44

1.2. Customer Service Directorate (hereinafter: Customer Service) contact details

Customer Service contact details	Retail Customer Service	Business Customer Service
Opening hours for customers in person	H-1101 Budapest, Üllői út 114-116.	H-1101 Budapest, Üllői út 114-116.
Postal address	H-3512 Miskolc	H-3512 Miskolc
Phone	+36 (40) 46 46-46	+36 (40) 313-233
Fax	+36 (46) 320-136	+36 (46) 503-899
E-mail	ugyfelszolgalat@posta.hu	uzleti.ugyfelszolgalat@posta.hu
Opening hours for customers by phone and on the Internet	Monday to Wednesday and Friday 8 a.m. to 17 p.m., Thursday 8 a.m. to 20 p.m.	Monday to Friday 8 a.m. to 19 p.m.
Opening hours for customers in person	Monday to Wednesday 8 a.m. to 17 p.m., Thursday 8 a.m. to 20 p.m., Friday 8 a.m. to 16 p.m.	Monday to Wednesday 8 a.m. to 17 p.m., Thursday 8 a.m. to 20 p.m., Friday 8 a.m. to 16 p.m.

For further Customer Service contact details visit the website of Magyar Posta Zrt. (hereinafter: Posta) under [CUSTOMER SERVICE](#), and for postal contact details see the document [POSTAL CONTACT DETAILS](#) published on the website of Posta.

1.3. Internet contact details: WWW.POSTA.HU

1.4. Availability of the General Terms and Conditions

These General Terms and Conditions (hereinafter: GTC) are available on the website of Posta under [GENERAL TERMS AND CONDITIONS](#). The GTC can be downloaded in pdf format, stored and printed in this format.

2. Introductory provisions

- 2.1. The present GTC contain the legal terms and conditions for orders and purchases made on the website WWW.POSTA.HU operated by Posta.
Any issue not covered by these GTC is governed by the provisions of Act V of 2013 on the Hungarian Civil Code (hereinafter: Civil Code), Act CVIII of 2001 on certain issues of e-commerce services as well as services related to information society for purchases in webshops (hereinafter: Act on E-commerce Services), Government Decree 45/2014 of 26 February 2014 on the detailed rules of agreements between consumers and businesses, as well as those set forth in general terms and conditions for the given product.
- 2.2. The contract is concluded in a non-written form by the customer (hereinafter: the Customer) electronically ordering the chosen items in Hungarian or English on the online interface accessible in Hungarian and English (hereinafter: the webshop). The thus created contract is not recorded separately, it is not deemed a contract made in written form, but can be traced 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 the present GTC and the special rules and general terms and conditions applying to products sold under the Electronic Commerce Service ([GTC FOR PHILATELIC SERVICES, 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 applying to products sold under the Electronic Commerce Service at any time without stating a reason and without any separate 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. -¹
- 2.6. The main features of the products and services offered in the webshop are stated in the description attached to each product.

¹Expired on 1 March 2014

- 2.7. Posta handles the written and visual information given on the website with due care, but points out that the information may be subject to change and may contain typographical errors.

3. Products that can be ordered under the Electronic Commerce Service (products available online)

- 3.1. The following product groups can be ordered in the webshop:

- 3.1.1. Tax forms**
- 3.1.2. Stamp subscriptions**
- 3.1.3. Philatelic products**
- 3.1.4. Your Own Stamps**
- 3.1.5. Coins and coin sets²**
- 3.1.6. Envelopes and Packing boxes**
- 3.1.7. Prepaid postal products**
- 3.1.8. Private label products**
- 3.1.9. Letter boxes**
- 3.1.10. Christmas catalogue products (seasonally)**
- 3.1.11. Newspaper subscription**

4. Registration and log-in

- 4.1. To order through the webshop, registration is required. For this an online form must be completed and approved [MY POST OFFICE](#). Posta is entitled to refuse any request for registration, if the user provides 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 web page.
- 4.2. Posta is entitled to delete the registration in the event that abuse, illegal behaviour or 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 given during registration, either before or after compiling the contents of their basket³ using the “Enter” function. After logging in the User is free to change his registered data and view his earlier orders. The deletion of personal data given in the course of registration may be requested by providing the identification data (family name, first name, username, e-mail address, phone number) and by sending an e-mail to the Customer Service contact details at ugyfelszolgalat@posta.hu, calling +36 40/46-46-46, sending a letter to Magyar Posta Zrt. Customer Service Directorate, H-3512 Miskolc, or faxing +36 46/320-136. If

² Between 27 March 2014 and 15 July 2014 Posta did not apply the provisions included in this section.

³ Virtual basket, in which the Purchaser places the products she/he wishes to buy.

the User wishes to make another order after his data have been deleted, he must register again.

- 4.4. Registered Users may only make purchases and act in their own name, while for business organisations the duly authorised natural persons may make purchases and act on behalf of the organisation. As regards the activity of any person acting without due entitlement or authorisation, the principle of negotiorum gestio of the Civil Code will apply.
- 4.5. In order to purchase any products the Purchaser must log in in each case.

5. Orders, stages of contract conclusion

5.1. Placing an order with a basket containing one type or a mixture of products⁴ from the following list: tax forms, philatelic products, coins, coin sets, prepaid postal products, envelopes, packing boxes, private label products, letter boxes, Christmas catalogue products and newspaper subscription

5.1.1. The Customer can compile his order by placing the webshop products into a basket. The process of ordering can be started by clicking the “Basket” 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. When stocks are very low, the item may become unavailable as the order is being made. In such cases Posta will immediately contact the Customer and inform him that the item is out of stock and suggest alternative purchase options.

5.1.3. By clicking on the “Basket” button the items already placed in the basket may be viewed, items in the basket can be removed or changed, and placing the order can be started using the “Order” button.

5.1.4. The Customer can correct any errors of data input, remove items from the basket or change the number 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 items from other product groups. If the Customer wishes to order other types of product as well, a new order must be started and placed for that.

⁴ A basket with mixed items from different product groups.

5.2.2. After selecting the product, the Customer must give the characteristics of the product he wishes to subscribe for, which can be the following: stamp or stamp on a cover, unused or used.

5.2.3. Apart from this the frequency of delivery must be chosen. If the Customer chooses

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

5.2.3.2. six-monthly 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).

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 service ordered plus service charge.

5.2.6. Only debit/credit cards may be chosen from the available payment methods.

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 Your Own Stamps and move on by clicking the "Basket" 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 mixed, all the ordered products will appear in the basket.

5.4. - Newspaper subscription

5.4.1 Newspaper subscription cannot be ordered with products of other categories in the same basket. If the Customer intends to order products of different types too, they need to start and post a new order.

5.4.2 At Posta you can subscribe for

5.4.2.1 newspapers published in Hungary, distributed by Posta across the country, to be delivered in Hungary and abroad, and

5.4.2.2 newspapers published abroad to be delivered in Hungary.

For a short description of the newspapers available on order, visit our [WEBSHOP](#).

5.4.3 After selecting the newspaper, the Customer must provide the following information: subscription period, number of copies, start of subscription, invoicing, transportation (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 with 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 the 21st day of the month or on any prior date, the first day of the subsequent month can still be selected as the first day of its execution,

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 Contrary to 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 more rarely, the above deadlines do not apply in the definition of 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 Posta delivers the ordered newspaper to the specified delivery address.

5.4.7 No costs, 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.

5.5. Selecting the delivery and payment method

5.5.1. The delivery and payment methods must be given on the page summarising the order. On this page the Customer has the option of adding notes to his order. After entering the necessary information, the order can be finalised and sent.

5.5.2. The Customer must choose one of the delivery/payment methods and accept the general terms and conditions for the product by ticking the box for this purpose in order to send the order.

5.5.3. Section 6 describes the methods of payment, 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 web interface 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) ordered, the chosen delivery and payment methods, and the total price of the order.

5.6.2 Posta is obliged to confirm the order not later than within 48 hours. Should Posta fail to confirm the order within 48 hours, the Customer will be exempted from its obligation for 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 goods can be dispatched and are available. If the requested quantity is not available, 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.

6. Payment methods

6.1. "Delivery after payment" letters / postal parcels with payment for goods - except for stamp subscriptions (Online payment information: "cash on delivery")

6.1.1. The Customer has the additional option of choosing to pay for the price of the goods ordered using the "Delivery after payment" letter service or the special payment for goods service that can be requested with postal parcels when completing the order form, provided that delivery is within Hungary. When delivery is outside Hungary, payment can only be made online.

6.1.2. With the "Delivery after payment" letter service or the special payment for goods service that can be requested with postal parcels, the price of the ordered goods and the service charge must be paid on delivery.

6.2. Online payment

6.2.1. Payment online is not made on Posta's website but on a site operated by OTP Bank Nyrt. 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 and account behind it including its number or date of expiry.

6.2.3. The payment page will perform the payment transaction and communicate its result to the webshop, which advises the Customer of the result of the transaction.

6.2.4. In order to prevent any debit and credit card fraud, the Bank is entitled to modify or restrict the range of debit/credit cards accepted while notifying the Point of Acceptance retrospectively, if a large number of unauthorised/blocked debit/credit card transactions is detected on the virtual terminal operated by the Point of Acceptance.

7. Delivery methods and deadline, delivery charge

The amount of the currently valid service charge will be marked when the online order is placed.

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

7.1.1. With the exception of newspapers ordered in newspaper subscription, a postal service point can also be chosen as the delivery location for ordered goods. The customer may collect the ordered newspaper at a postal service point only if a post box is specified in the newspaper subscription order as the delivery address.

7.1.2. Any postal service point may be chosen as the place of collection [PERMANENT POSTAL SERVICE POINTS](#).

7.1.3. 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 postal service point chosen as the place of collection.

7.1.5. The Customer must collect the ordered goods within 10 working days following the item's arrival at the postal service outlet.

7.2. Delivery to an address

7.2.1. The Customer may request the product to be posted to an address.

7.2.2. Posta will attempt delivery of the item containing the goods twice. If neither of the delivery attempts is successful, the Customer can collect the item at the postal service point marked on the notification within 10 working days following the second delivery attempt.

7.3. Delivery deadline

7.3.1. Delivery is by post. The invoice 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 goods will be posted within 15 working days following the date of order for domestic deliveries and within 30 working days for deliveries abroad (except for Stamp subscriptions and Your Own Stamps) (with the exception of the provisions of Sections 7.3.3 and 7.3.4).

7.3.2.⁵

7.3.3. The GTC for stamp subscriptions and for Your Own Stamps contain provisions for the delivery deadline for Your Own Stamps.

7.3.4 The [GTC FOR DISTRIBUTION SERVICES TO NEWSPAPER SUBSCRIBERS](#) provide for the delivery of newspapers ordered based on newspaper subscriptions.

7.4. Delivery charge (HUF)

With the exception of newspapers ordered in a newspaper subscription, a delivery charge is applied per order for delivering the products to the address.

The service charge is subject to 27% VAT.

	net	gross
Postal service point delivery within Hungary	472 HUF	600 HUF
Home delivery within Hungary	630 HUF	800 HUF
Non-priority outside Hungary	1,063 HUF	1,350 HUF
Priority outside Hungary	1,732 HUF	2,200 HUF
"Stamp subscription" delivery within Hungary, per delivery	220 HUF	280 HUF

"Tax forms" are delivered free of charge.

8. **Purchase price, delivery, warranty, cancellation**

8.1. **Tax forms, philatelic products, your own stamps, coins, coin sets, prepaid postal products, envelopes, packing boxes, private label products, letter boxes, Christmas catalogue products, newspaper subscription.**

8.1.1. Customers, who registered online, can order products online against the payment of both the purchase price of the product and the charge for the postal service offered for the possible delivery.

8.1.2. The price indicated next to the product in the webshop is the product's sales price, which includes VAT, if the product is subject to value added tax, but does not include the charge

⁵ Expired on 1 March 2014.

for the postal service offered for delivery, if applicable. The system automatically calculates a service charge of HUF 0 for product groups on which Posta makes no extra charge for the performance of the postal service offered for delivery. The asking price is valid at the given moment, and for products on special offer for the period of time advertised on the web page, and is only finalised when Posta sends confirmation after the order has been placed as described in section 5.6.

8.1.3. For some products (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.

8.1.4. 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 consumer⁶ as defined by the Civil Code (hereinafter: Customer as the Consumer) may cancel the contract, or, if the performance of the service based on the order began within that deadline, may terminate the contract, without any obligation to state a reason, but not later than

- 8.1.6.1. within 14 days of receiving the ordered product if the item ordered was a product,
- 8.1.6.2. and within 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 his intention to cancel the contract to Posta as follows – but taking account of those set forth in section 8.1.9, as well:

- 8.1.7.1. prior to receiving the ordered goods, informing the 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 the [Customer Service](#) in person, in writing ([Declaration of Cancellation](#) described in Annex no 1, 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

⁶ Consumers as defined in article 8:1 section (1) 3 of Civil Code are natural persons acting beyond their profession, their independent employment or business activity.

to the 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 that the declaration of cancellation has been made in due time. Products, which have been returned as a letter “with Delivery after payment” or as a postal parcel posted as goods payment with additional service, will not be accepted by Posta. In case of cancellation no further costs will be borne by the Customer in addition to the costs of returning.

8.1.8. If the price of the ordered product (including the costs of delivery) has been paid by the Customer as the Consumer, 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 as this is a custom product, the production of which has been carried out upon the explicit request of Customer as consumer. If delivery already started based on the Customer’s newspaper subscription 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 his right of cancellation according to those set forth in section 8.1.6 to 8.1.7, but he himself 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

Posta renders warranty for the ordered products, services according to the rules of the Civil Code. For further details of the conditions thereof see [WARRANTY SPECIMEN INFORMATION](#) in Appendix no 3. In case of faulty performance (failure in quality) the Customer is obliged to inform Posta on his complaint at the Customer Service contact details 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](#) illustrated in Appendix no 2. Customer is responsible for any damage arising from the delay of the said information.

8.1.11.1.⁷

8.1.11.2.⁸

8.1.11.3.⁹

⁷ Revoked on 21 November 2015

⁸ Revoked on 21 November 2015

⁹ Revoked on 21 November 2015

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 he himself must assess the potential risks related to browsing and purchasing, and he himself must ensure the safe use of 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 website there are possibilities to access other websites through links. By navigating to these, the user can access pages maintained by other service providers where Posta has no influence over the handling of personal data, and Posta bears no liability whatsoever for the information and data published on the related websites.

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.

10.2. Legal basis for data handling:

- a) the voluntary consent of the relevant person by taking account of the proposal of the Customer for the performance of the order;
- b) Section 13/A of Act on E-commerce Services;
- c) the Civil Code;
- d) Act C of 2000 on Accounting.

10.3. Posta will use the personal particulars for 5 years following the contract performance, the accounting documents for 8 years, if there is a legal obligation for Posta arising from the performance of the order, it remains until the existence of the legal obligation irrespective of the terms referred to in the foregoing.

10.4. Information on the use of data, as well as the correction, deletion or blocking of the data can be requested by providing the identification data (family name, first name, username, e-mail address, phone number) at any time, and any objection against data handling can be made at any time at the Customer Service contact details, by e-mail sent to ugyfelszolgalat@posta.hu, or by phone (06 40/46-46-46), or by mail (Magyar Posta Zrt. Customer Service Directorate, H-3512 Miskolc), or by fax (06 46/320-136).

Upon request, Posta will give information to the Customer on his data handled by Posta or processed by Posta or by the data processing entity charged according to Posta's instruction, on the sources of the data, the purpose, legal basis, duration of data handling, the name, address of the data processing entity and its activity related to data handling, on the circumstances, effects of the incident for data protection, and on the actions taken for the elimination thereof, furthermore – in case the particulars of Customer are transmitted – on the legal basis and the addressee of the data transmission. The said information is free of charge, provided that those asking for information have not submitted any request for information for the same range of data in the current year to Posta. Otherwise the refund of the costs can be claimed.

Personal data will be corrected by Posta, if the personal data are not correct, and the correct personal data are available to Posta.

Posta will delete the data upon request – with the exception of obligatory data handling. Instead of deletion Posta will block the personal data, if so requested by Customer, or if according to the available information it can be assumed that the deletion would violate the rightful interests of the relevant person. The personal data blocked may exclusively be handled as long as the purpose of data handling exists, which has excluded the deletion of personal data.

In case an objection is submitted against the handling of the data, Posta will examine the objection within the shortest possible time of the submission of the objection, but not later than within 15 days, it will decide on the justifiability thereof, and will inform the Customer in writing regarding its decision.

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

10.6 If according to Customer's opinion his data are handled in a detrimental manner, he can ask for remedy from the court, or from the Hungarian National Authority for Data Protection and Freedom of Information.

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

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 the Customer Service, and at the postal service point selected as the place for making complaints.

For further details of complaint handling, see [CUSTOMER SERVICE](#) and [COMPLAINT COMPENSATION](#) published at the website of the Posta.

12.2 In order to settle any disputes whatsoever related to the order other than before the court, the Customer can submit himself to the conciliatory body, which is competent for his place of residence (registered office) [CONCILIATORY BODIES](#).

Annex no 1

Special rules for ordering tax forms electronically

Posta sells tax forms, which are available commercially and are required by the National Tax and Customs Administration.

Retailers and private Customers can still obtain these forms from wholesalers or other traders, but can also acquire them through Magyar Posta electronically on the following conditions.

The electronic order can be made pursuant to section 5 of the GTC.

When placing an order, the following must be noted:

- a) The prices given include VAT.
- b) The minimum amount that can be ordered is 1 set of forms.

Posta provides no information to Customers about the type of form to be used by them, and thus accepts no liability for damage arising from the use of an inappropriate form. As regards tax forms to be used by the Customer and submission deadlines, the effective legislation is authoritative. Information about this is given on the **National Tax and Customs Administration's website** ([HTTP://NAV.GOV.HU](http://nav.gov.hu)).

Annex no 2

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¹⁰ Expired on 1 December 2014

Annex no 3

Special rules for ordering coins and coin sets electronically

The Act CXXXVI of 2007 on the prevention of money laundering and the funding of terrorism, amended by the Act LII of 2013, states that in order to prevent the funding of terrorism and to prevent money laundering Posta, engaged in the sale of precious metals, is obliged to ensure that during the sale of any articles of precious metals the data of Customers are checked for correctness and are recorded by the identification of the Customer, if necessary.

In order to comply with the law Posta will not accept any transaction order for coins, which have contents of precious metals with a value of three hundred thousand HUF or more, via webshops, and such orders will be fulfilled only at the designated postal service points.