

## WEBSHOP FAQ

### 1. I can't remember my password. What can I do? ->

If you have forgotten your password, click "Login" in the top green band on the [www.posta.hu](http://www.posta.hu) internet page and then choose the "Forgot your password?" option. The system will then generate a new password for you, which you can use to log in. After logging in, you can change your password at any time by clicking on your name appearing in the top green band and choosing "Change Password".

### 2. I can't remember my login name. What can I do? ->

If you have forgotten your login name, try logging in with the email address you used for registration. If you still can't log in, ask Customer Service to send you the login name (and/or email address) given in the course of the MYPOST registration at the [ugyfelszolgalat@posta.hu](mailto:ugyfelszolgalat@posta.hu) email address (Customer Service will request your personal data to identify you).

### 3. I registered at the website but I didn't receive the activating link by email. What shall I do? ->

Check the Spam folder in your mailing program. If you can't find the email, you might have given your email address incorrectly when you registered. Please try registering again. If the system allows you to do that, this suggests that the email address was given incorrectly. If, however, there is an error message during registration indicating that the same email address has been used to register previously and you do not receive an activating link within the next few hours, please contact Customer Service at the [ugyfelszolgalat@posta.hu](mailto:ugyfelszolgalat@posta.hu) email address.

### 4. I did not receive an email confirming my order. What shall I do? ->

Sometimes the mailing system for the registered email address perceives our confirmation e-mail as spam. So please check your Spam folder. If you can't find our confirmation there, please check your orders after logging in by clicking on "My Webshop Profile" at the bottom of the Dashboard on the MYPOST page. If you see your order here in the list of orders with the current date, this means that your order was received by us.

### 5. My email address/telephone number/postal address has changed. What shall I do? ->

You can easily change any saved personal data by logging in to our page, clicking on your name appearing in the top green band and choosing "Profile Settings". You can also give and choose a new shipping and invoicing address in the Cart after clicking on the "Checkout" button.

### 6. The product disappeared from my Cart. ->

This is likely to have happened after a long period of inactivity. Place the product you wish to purchase in the Cart again. Before paying, please double check that the required number of items appears with all products in the Cart.

**7. What can be written in the Notes field? ->**

In the Notes field you can provide all information that you consider important for the fulfilment of your order. This field can be useful to clarify postal address details, for example, when the name given for shipping differs from the name on the doorbell, or, if you wish to receive the ordered item at your workplace, you can provide the information necessary to do so in this section.

**8. How can I use the Postfinder application? ->**

After clicking on the "Checkout" button in the Cart icon, choose the "Select post address" option. After that make sure to set the filter that is relevant to you in the search windows in order to narrow the hits. Click the "Search" button and scroll down to see the list of hits. Choose the required post office from the list by clicking on "Select". If you know the exact address, you may also narrow the search list by entering the name of the street or square in the appropriate lines.

**9. I can't tick the box to accept the GTC. What shall I do? ->**

This problem may occur with browsers with a version number below Internet Explorer 9. We suggest you use a newer version or a different browser (Chrome, Firefox, etc.).

**10. I'd like to receive information which I can't find on the website. What can I do? ->**

Please contact Customer Service.

**11. I have placed two orders one after the other. Can the two orders be combined? ->**

Unfortunately, orders cannot be combined retrospectively.

**12. Can I change my order after it has been sent? ->**

If you would like to change your order, please write to Customer Service giving the identification number for your order and specifying what you would like to change in it and, if necessary, we will contact you by email or using the phone number you gave in the course of registration.

**13. How long do I have to collect my mail item if I choose delivery at a post office? ->**

If you choose the option to collect your mail item from a post office, your order may be collected for 5 working days at the post office in question during its opening hours. We will advise you by email when your order arrives at the post office.

**14. When will orders made at the weekend be processed? ->**

We start processing orders made at the weekend on the first working day of the following week from 8 in the morning.

**15. I have not received the ordered products. What can I do? ->**

Please contact Customer Service. They will find the tracking number based on the order number you give, check the parcel's status using the Tracking application, and take measures to ensure that the mail item reaches you.

**16. I did not receive an ordered item. What shall I do? ->**

Please send the order number you are interested in to Customer Service, stating which item is missing from the mail.

If you ordered products which belong to different product types, it can occur that these cannot be packed together in the same parcel. In certain cases orders are fulfilled from different warehouses and each warehouse sends a separate parcel. Naturally, in these cases, too, the shipping cost is only charged once for each order but shipping may take longer.