General Terms and Conditions

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GENERAL CONDITIONS OF CONTRACT

1. WEBSHOP, CONTRACTED PARTNERS

1.1 The Webshop (hereinafter 'Webshop') is operated by T.EL.L. SOFTWARE HUNGARIA Szoftver-fejlesztő és Szolgáltató Korlátolt Felelősségű Társaság (T.E.L.L. SOFTWARE HUNGARIA Software Development and Service Provider Co. Ltd, Company seat: 4034 Debrecen, Vágóhíd utca 2, trade register number: 09-09-005193; registered at Debrecen Court of Law as registry court; tax number: 12203949-2-09; phone number:+36-52/530-130, fax number: +36-52/530-131, e-mail address: info@tell.hu, web page: www.tell.hu) accesible on its website http://tell.hu (hereinafter: Website) and by T.E.L.L. Biztonságtechnikai Rendszerek Kereskedelmi és Szolgáltató Korlátolt Felelősségű Társaság (T.E.L.L. Safety Engineering Systems Trading and Service Providing Co. Ltd, Company seat: 4034 Debrecen, Vágóhíd utca 2.; trade register number: 09-09-027345; registered at Debrecen Court of Law as registry court; tax number: 25406812-2-09; phone number:+36-52/530-130, fax number: +36-52/530-131, e-mail address: info@tell.hu, hereinafter together: T.E.L.L. Kft.) for the purpose of online selling of T.EL.L. SOFTWARE HUNGARIA Kft. products.

1.2 Particulars of the web hosting service:

UNAS Online Kft. (UNAS Online Co. Ltd)

9400 Sopron, Kőszegi út 14.

email: unas@unas.hu

1.3 The operation of the Webshop qualifies as providing electronic trade service. Conditions of using the Webshop, rights and obligations of T.E.L.L. Kft. and Buyers are stipulated in this General Conditions of Contract (GCC).

2. REGISTRATION

2.1 Only registered buyers (hereinafter: Buyers) can order products from the Webshop.

2.2 Registration for the Webshop can be made on the Homepage. For doing so, the following particulars are necessary: name, company name, e-mail address, phone number of contact person. The registree is also required to provide information where he has heard about the Webshop. After registration, the personal account of the Buyer will be immediately established.

2.3 The Buyer can modify their particulars given at the registration any time.

2.4 The Buyer can delete his personal account anytime. T.E.L.L. Kft. will send a notification of the account deletion to the e-mail address given by the Buyer.

3. DISPLAY OF PRODUCTS AND PRICES IN THE WEBSHOP

3.1 The Buyer can order the products (hereinafter: Product or Products) from T.E.L.L. Kft that are indicated in the current offerings of the Webshop.

3.2 The Products are offered with their main characteristics, article number and short description.

3.3 Along with the Product its current gross price will be indicated, which is considered the final consumer's price. The net price is also specified in the detailed information of the Products. Delivery costs are not included in prices.

3.4 In case of Products offered at discount prices the actual discount rate is indicated. The original gross price is also provided in the detailed product information.

3.5 T.E.L.L. Kft. reserves the right to change the prices of the Products, with the price change becoming valid when the Products are introduced in the Webshop. The price change does not apply to the prices of the Products ordered before the change's coming into force.

3.6 In case that despite due care and caution of T.E.L.L. Kft. a false price is specified on the Webshop interface, especially the price being obviously mistaken or resulting from system error, for example 0 or 1 HUF, which is by far different from the generally accepted or estimated price, T.E.L.L. Kft. is not bound to deliver the Product at false price but T.E.L.L. Kft has the right to offer the delivery for the correct price. The Buyer with knowledge of the correct price can give up his intention of buying or withdraw his order within 14 (fourteen) days upon having been informed about the correct price, or he can buy the Product.

3.7 T.EL.L. Kft. regularly updates the images of the Products in the Webshop, however, their current look or/and packing may differ from those shown in the Webshop. T.E.L.L. Kft does not take responsibility for such external differences.

4. PROCESS OF ORDERING

4.1 The Buyer can choose from and specify the quantity of the Products (hereinafter: Ordered Products) he wants to buy using the appropriate interface pages of the Webshop. In the process of ordering he can view and modify the content of the basket.

By clicking on GO TO CHECKOUT button the Buyer can proceed to the ordering interface .

Data needed for ordering:

- The buyer is a private person: Delivery and billing particulars: name; postal code; locality; street, street number. Accessibility of ordering person: name; phone number; e-mail address.

- The buyer is an end user company: Delivery and billing particulars: company name; postal code; locality; street, street number; tax number. Accessibility of ordering person: name; phone number; e-mail address.

After placing the Products into the basket, the delivery costs of the Ordered Products also appear along with the total price of the Products.

4.2 The Ordered Products can be delivered both in Hungary or abroad as well. In the course of ordering, the Buyer has to state the shipping address where he wants to take delivery of the Ordered Products. For one ordering only one shipping address can be given. The company seat of T.E.L.L. Kft can also be chosen as shipping address on the Webshop interface. In this case no shipping costs will be charged.

4.3 As for the person given in the shipping address to take delivery, the Buyer can entitle special requests and specify particular delivery time and mode. T.E.L.L. Kft. forwards these special requests to the courier service but takes no responsibility for their fulfilment.

4.4 The Buyer chooses the method of payment from the following options: bank card, bank transfer, cash on delivery, cash payment during personal receipt.

4.5 After choosing the method of payment, the Buyer makes his order ('Order') final by confirming it. Before confirmation, the Buyer has the possibility to check the price and delivery costs of the Product he wants to buy and its delivery and billing particulars one more time, and in case of any mistake he can correct them. If he finds everything all right he can send his order by pressing the 'Order' button.

Prior to confirmation of his Order, the Buyer has to accept the provisions of the present GCC. By ordering, the Buyer agrees and accepts that T.E.L.L. Kft., in order to perform and keep track of fulfilment of the Contract, forwards the following particulars to the

courier service: name of Buyer, given shipping address, Order ID and value, mobile phone number and e-mail address supplied by the Buyer at his registration.

In case of data entry mistakes perceived after sending the order, the Buyer can inform T.E.L.L. Kft on e-mail address info@tell.hu, thus the particulars of the order will be accordingly modified.

4.6 T.E.L.L. Kft. immediately sends a confirmation e-mail about the final Order to the e-mail address that is supplied by the Buyer. This e-mail will contain the Order ID. If the confirmation e-mail fails to arrive within 48 hours, the Order is not binding and the Buyer is not bound to receive the delivered Product.

The e-mail confirmation qualifies as acceptance of the Order which becomes valid according to paragraphs 4.7 and 5.1. of this GCC. The e-mail confirmation provides textual information to the Buyer.

4.7 If the Buyer has submitted the Order, and the e-mail confirmation comes in to him on a workday, he still can withdraw his Order on the same workday between 8:00 – 16:00h. The withdrawal of the Order can be performed by the Buyer on phone number +36-52/530-130/1, along with supplying the Order ID. The Buyer also gets an e-mail confirmation about the acceptance of Order withdrawal within 1 (one) hour after his telephone call.

4.8 In case of bank card payment, there is no possibility for the withdrawal of the Order pursuant to paragraph 4.7, but the Buyer can exercise his right of withdrawal or termination according to the provisions of paragraph 8 of this GCC.

5. CONCLUSION AND CHARACTERISTICS OF THE CONTRACT

5.1 If the Order has not been withdrawn pursuant to paragraph 4.7, the written confirmation pursuant to paragraph 4.6 becomes valid, and the contract for the Ordered Products (hereinafter: Contract) will be concluded between the Buyer as orderer and T.E.L.L. Kft. as supplier. Under the terms of the Contract T.E.L.L. Kft. sells the Ordered Products to the Buyer and arranges for their delivery to the shipping address given by the Buyer. On the other hand, the Buyer is bound to take over the Ordered Products and to pay for the purchase price and delivery costs. The obligations stipulated in this paragraph cease upon performing the contacted service.

5.2 The Contract is made for a definite time and it ceases when the obligations stipulated in paragraph 5.1 and other obligations deriving from the Contract cease, and neither of the contracted parties exercises his right of receding from the Contract. The Contract will be terminated if either party exercises his right of receding according to the provisions of the Contract. The cessation or termination of the Contract does not affect the warrantees of accessories and products derived from the Contract and the guaranty claims stipulated in paragraph 10.1.

5.3 The Buyer is bound to pay for the shipping costs of the Ordered Products according to paragraph 7. of the present GCC.

5.4 The Contract qualifies as made between absent parties, in Hungarian wording.

5.5 The Contract does not qualify as made in written form and will not be filed.

5.6 General deadline for Contract fulfilment: 5 workdays upon confirmation. If T.E.L.L. Kft and the Buyer have not agreed on the deadline of the fulfilment, T.E.L.L. Kft. is bound to meet his contracted duty within or at the time specified by the Buyer's demand or, failing that, not later than thirty days upon arrival of order at T.E.L.L. Kft.

5.7 If T.E.L.L. Kft. fails to meet its contractual liabilities because the ordered product is not available, it has to inform the Buyer immediately and to repay the amount paid by the Buyer without delay, but not later than within thirty days. The fulfilment of this obligation does not release T.E.L.L. Kft. from other consequences of its breach of contract.

6. DELIVERY AND RECEIPT OF ORDERED PRODUCTS

6.1 T.E.L.L. Kft. delivers the Ordered Products by a courier service to the delivery address specified by the Buyer.

6.2 The received Orders of the previous day are summarized every workday until 12:00h, and on the basis of this summary, the parcel(s) (hereinafter 'Parcel') will be separately assembled for each Order.

6.3 The courier service takes the completed Parcel from T.E.L.L. Kft between 16:00 – 19:00h and tries to deliver it to the delivery address specified by the Buyer on the following workday. If the Buyer has chosen the receipt of goods at the Supplier's seat, the Parcel can be taken only after crediting this item in the Supplier's invoice of Products purchase prices.

6.4 In case of home delivery, besides the addressee, his family members living in his household, or in their absence, the neighbours of the addresse are also entitled to receive the Parcel. When a company is specified in the shipping address, besides the manager or chief representative of the company, any other staff member of the company seat or plant qualifies as entitled recipient, who can acknowledge the receipt by his signature and company stamp.

6.5 At home delivery, the courier service attempts the delivery of the Parcel no more than twice. If the delivery fails for the second time, the Parcel will be returned to T.E.L.L. Kft., whereupon T.E.L.L. Kft. will charge the Buyer for the return costs. The Buyer can ask for repeated delivery of the Parcel on the e-mail address megrendeles@tell.hu. T.EL.L. Kft. will arrange the repeated delivery of the Parcel only upon payment of the repeated delivery. After unsuccesful delivery of the Parcel T.E.L.L. Kft. can terminate the Contract at its own option.

7. PAYMENT FOR ORDERED PRODUCTS

7.1 The Buyer pays the purchase price of the Ordered Products and the shipping costs by bank transfer in advance or pay on delivery, or pay in cash during personal receipt or pay online by bank card.

In case the place of delivery is outside of Hungary, payment is only possible according to paragraphs 7.2 and 7.4.

7.2. Payment by bank transfer in advance:

The confirmation e-mail includes the bank account number of T.E.L.L. Kft. and the ID number of the order which identifies the order of the Buyer. At bank transfer, the order ID has to be specified in the transfer notification. The Buyer has to transfer the equivalent value of the Ordered Products (price of products + shipping costs) to the specified bank account within 5 workdays counting from the order. Failing to do so, T.EL.L. Kft. cancels the order.

7.3. In case of Cash on Delivery payment method the payment is made on delivery. At home delivery the Buyer pays the Product price and shipping cost by cash or bank card. The courier service deliveres the collected amount to the Webshop.

If Cash on Delivery is the selected payment method, the costs is paid by the Buyer, which is 1% of the total amount of the order.

7.4. Credit card payment allows the Buyer to place an order conveniently and safely in our Webshop. After ordering the selected products the Buyer will be redirected to the Stripe's payment site, which allows the Buyer to pay by credit card through the most secure, encrypted transaction currently available. The Buyer has to select the Credit card as payment method and then on the Bank's payment server enter the card number, expiration date and also the security code (CVC) which is located on the back of the card. The Bank accepts only the embossed VISA and Mastercard cards which have security code (CVC).

Bank cards issued exclusively for electronic use can only be accepted if their use is authorized by the card issuing bank! Please check with your bank whether your card can be used for online shopping.

8. TERMINATION AND WITHDRAWAL OF CONTRACT BY THE BUYER

8.1 The provisions of the Hungarian Civil Code apply to the right of withdrawal and termination of the Buyer who does not qualify as a consumer.

8.2. According to Section 8:1 (3) point 3 of the Hungarian Civil Code, a consumer is defined as a natural person acting outside the scope of their profession, independent occupation, or business activity. Sections 8.3 – 8.9 contain provisions applicable to consumers.

8.3. A Buyer who qualifies as a consumer has the right to withdraw from the Contract within 14 (fourteen) days from the receipt of the Package without providing any reason. Similarly, in the case of a contract for the provision of services, if the performance of the contract has commenced, the Buyer is entitled to terminate the contract within 14 days without providing any reason.

The withdrawal period expires 14 days after the day on which the Buyer or a third party other than the carrier and indicated by the Buyer takes possession of the product. The Buyer exercises their right of withdrawal within the deadline if they send their withdrawal declaration before the expiry of the above-mentioned period.

In the event of exercising the right of withdrawal, the cost of returning the Ordered Product shall be borne by the Buyer.

8.4 However, the consumer does not have the right to withdraw without justification in the following cases, in accordance with § 29 of Government Decree No. 45/2014. (II.26.) on the detailed rules of contracts between consumers and businesses:

1. b) if the product price or service fee cannot be influenced by the money-market enterprise, or they depend on the instability of the money-market which may occur during the period of time specified in § 20.(2);
2. c) if the prefabricated product has been made on the basis of consumer's instructions or explicit request, or the product has been unambiguously customized;
3. i) if the sealed packing of the sold sound and image record or computer software copy is opened by the consumer after receiving the product;
4. m) if the undertaking has already started its performance with digital data content on non-material data carrier, having the explicit prior consent of the consumer, and the consumer declared, along with his consent, that he took notice of loosing his right of termination stipulated in §20 after the performance has started, furthermore, the undertaking has sent a confirmation to the consumer as specified in §12 (2) or §18.

8.5 If the Buyer terminates the Contract according to paragraph 8.1, he has to repack the Ordered Products in undamaged and complete condition and send them back to the address 4032 Debrecen, Vágóhíd utca 2. Besides sending by post, T.E.L.L. Kft. enables the Buyer to return the repacked Ordered Product personally at T.E.L.L. Kft. seat (4032 Debrecen, Vágóhíd utca 2.).

In the case of Buyers who qualify as consumers, T.E.L.L. Kft. provides the option, in addition to returning the Ordered Product by postal mail, for the Buyer to personally return the repackaged Ordered Product to the headquarters or branch office of T.E.L.L. Kft. (40342 Debrecen, Vágóhíd utca 2., 1082 Budapest, Corvin sétány 1. A. ép. 9th floor, door 1). The Product must be returned or handed over without undue delay, but no later than 14 days from the communication of the withdrawal declaration. The deadline is deemed to have been met if the goods are sent back before the 14-day period has expired. The Buyer can only be held liable for any decrease in the value of the product if it results from use beyond what is necessary to determine the nature, characteristics, and functioning of the goods.

8.6 The Buyer can exercise his right to terminate the Contract by giving a declaration of contract termination in written form. Therefore, along with sending or bringing back the Ordered Product according to the provisions of paragraph 8.3, the Buyer has to enclose his declaration of termination of contract. The Buyer can e-mail the declaration of termination to megrendeles@tell.hu, in this case he does not need to enclose his declaration to the Ordered Product. The declaration of termination must include the following particulars: which Ordered Product is it referred to, Buyer's name and address, date of Order, date of declaration and Order ID. If the Order ID is not available to the Buyer, he has to specify other particulars in his declaration which are suitable for identification of the Order. If the Buyer decides to use the electronic method, T.E.L.L. Kft. will promptly confirm the receipt of the withdrawal by email.

The right of termination can also be exercised using the sample declaration form provided in Appendix 2 of the Governmental Regulation No. 45/2014. (II.26) on Detailed Regulation of Contracts between Consumers and Suppliers, however, in this case the Order ID also has to be specified (for its lack, other particulars suitable for Order identification must be provided).

8.7 In case of termination of Contract by the Buyer, he will be charged with the costs of return of the Ordered Products to T.E.L.L. Kft. (including especially the postal fees).

8.8 T.E.L.L. Kft. will promptly, but no later than 14 (fourteen) days after receiving the withdrawal declaration and the returned product, refund the Buyer the paid purchase price and the shipping cost, as well as all other payments made by the Buyer, via postal payment order, except for any additional costs that arose because the Buyer chose a delivery method different from the least expensive standard delivery method offered by T.E.L.L. Kft. T.E.L.L. Kft. may withhold the refund until it has received the returned Ordered Product or the Buyer has provided credible proof of having returned it, whichever occurs earlier.

8.9 The refund will be made using the same payment method as the original transaction, unless the Buyer expressly agrees to a different payment method. If the Buyer provides their bank account number, the name of the bank managing the account, and requests a bank transfer of the paid purchase price in their withdrawal declaration, T.E.L.L. Kft. will refund the paid purchase price within 14 (fourteen) days after receiving the withdrawal declaration and the returned product.

9. WARRANTY FOR ACCESSORIES

9.1 In the event of defective performance by T.E.L.L. Kft., the Buyer may enforce a warranty claim according to the provisions of the Hungarian Civil Code.

9.2 The rules set out in Sections 9.3 to 9.11 apply to Buyers who qualify as consumers.

9.3 The Buyer may, at their discretion, exercise the following warranty claims. They may request the repair or replacement of the Ordered Product unless the fulfillment of the chosen request is impossible or would result in disproportionate additional costs for T.E.L.L. Kft. compared to fulfilling another request. If the Buyer does not request or cannot request repair or replacement, they may demand a proportionate reduction of the consideration or may repair the defect in the Ordered Product themselves at the expense of T.E.L.L. Kft., or have it repaired by someone else, or as a last resort, they may withdraw from the contract. Withdrawal is not permitted for minor defects. The Buyer may switch from the chosen warranty right to another, but the cost of this transition is borne by the Buyer, unless it was justified or caused by T.E.L.L. Kft.

In the case of a contract between the Consumer and T.E.L.L. Kft. involving the sale of a movable item, the provision of digital content, or the provision of digital services, the Buyer may not repair the defect at the expense of T.E.L.L. Kft. or have it repaired by someone else within the scope of exercising their warranty rights.

9.4 The Buyer is required to notify the defects immediately after discovering them. In the case of a Consumer, a defect reported within two months is considered to have been reported without delay.

Warranty claims expire two years from the date of performance. After the two-year limitation period from the date of performance, the Buyer who qualifies as a consumer can no longer enforce their warranty rights.

9.5 For Consumers, within one (1) year from the date of performance, enforcing a warranty claim requires nothing beyond reporting the defect, provided that the Buyer proves that they purchased the product from T.E.L.L. Kft. However, after the one (1) year from the date of performance, the Buyer is required to prove that the defect recognized by them already existed at the time of performance.

When asserting a warranty claim, the Buyer must prove the conclusion of the Contract. The conclusion of the Contract is considered proven if the Buyer presents the document evidencing payment of the consideration.

9.6 T.E.L.L. Kft. is required to record a report of the Buyer's warranty claim, in which it documents:

1. The name and address of the Buyer, along with their declaration of consent to the handling of their data as specified in the decree,

2. The name and purchase price of the Ordered Product,
3. The date of performance of the Contract by T.E.L.L. Kft.,
4. The date of the defect report,
5. A description of the defect,
6. The right the Buyer wishes to enforce based on their warranty claim, and
7. Except in the case described in Section 9.11, the method of settling the warranty claim or the reason for rejecting the claim and the right the Buyer wishes to enforce based on it.

9.7 If T.E.L.L. Kft. fulfills its warranty obligation in a way different from the right the Buyer wishes to enforce, the reason for this must be stated in the report.

9.8 T.E.L.L. Kft. will promptly provide the Buyer with a copy of the report in a verifiable manner.

9.9 If T.E.L.L. Kft. cannot declare the enforceability of the Buyer's warranty claim at the time of its report, it will notify the Buyer of its position within five (5) business days in a verifiable manner.

9.10 T.E.L.L. Kft. will strive to carry out the repair or replacement within 15 (fifteen) days at most.

9.11 T.E.L.L. Kft. will accept the Ordered Product for repair or, in the case mentioned in Section 9.9, for investigating the enforceability of the warranty claim, against an acknowledgment of receipt, which specifies:

1. The name and address of the Buyer,
2. The data necessary to identify the Ordered Product,
3. The date of receipt of the Ordered Product, and
4. The date when the Buyer can collect the repaired Ordered Product.

T.E.L.L. Kft. may also fulfill the provisions of Section 9.11 within the report of the warranty claim.

10. PRODUCT WARRANTY

10.1 In the event of a defect in the Product, the Buyer may enforce their right to a warranty claim or a product warranty claim according to the provisions of the Hungarian Civil Code.

As a product warranty claim, the Buyer may request only the repair or replacement of the defective Ordered Product from T.E.L.L. Kft. as the manufacturer of the Product.

The Ordered Product is considered defective if it does not meet the quality requirements effective at the time of its release to the market or if it does not possess the characteristics listed in the description provided by T.E.L.L. Kft. The burden of proving the defect in the Ordered Product lies with the Buyer.

10.2 The Buyer may enforce their product warranty claim within 2 (two) years from the date of the release of the Ordered Product by the manufacturer, after which this right expires.

10.3 When enforcing a product warranty claim, the Buyer must prove that the product defect existed at the time of release to the market by T.E.L.L. Kft. (manufacturer). T.E.L.L. Kft. (the manufacturer) is exempt from the product warranty claim if it proves that:

1. The Ordered Product was not manufactured or released to the market as part of its business activities, or
2. The defect was not recognizable according to the state of science and technology at the time of release to the market, or
3. The defect in the Ordered Product results from the application of a legal regulation or a mandatory authority provision.

10.4 For T.E.L.L. Kft. as the manufacturer, it is sufficient to prove one of the reasons listed in Section 9.14 for exemption.

10.5 The Buyer may simultaneously enforce both a warranty claim and a product warranty claim for the same defect. In the event of successful enforcement of a product warranty claim, the Buyer may enforce the warranty claim for the replaced Product or the repaired part against the manufacturer.

11. GUARANTEE

11.1 The duration of the guarantee is two years.

11.2 In the event of defective performance, the Buyer may enforce a guarantee claim based on the guarantee declaration issued by T.E.L.L. Kft. in accordance with the provisions of the Hungarian Civil Code.

11.3 A Buyer who qualifies as a consumer may enforce the rights specified in Section 9 due to defective performance under the conditions set out in the government decree on mandatory guarantees for certain durable consumer goods and in Sections 11.3 to 11.7.

11.4 During the guarantee period, the consumer may primarily request repair. Replacement is possible after the first repair attempt if it is determined that the Product cannot be repaired and the Buyer does not request the fulfillment of another claim. The Buyer may also request replacement if the repair is not carried out within thirty days following the notification of the repair claim. The right to replacement is also established if the Product fails again after three repairs during the guarantee period, provided the Buyer does not request the fulfillment of another claim. If replacement is not possible in the above cases, the Buyer may also claim a refund of the purchase price.

11.5 The consumer may exercise their rights under the guarantee with the guarantee certificate provided to them; the invalid issuance of the guarantee certificate or the failure to provide the guarantee certificate does not affect the validity of the guarantee. If the guarantee certificate is not provided, the conclusion of the contract is considered proven if the Buyer presents the receipt evidencing payment of the consideration. Fulfilling the guarantee claim does not require the return of the Product's opened packaging.

11.6 Special requirements (such as periodic inspections) may be imposed on the consumer for the proper installation or maintenance of the Product, provided that proper installation or maintenance cannot be ensured otherwise and fulfilling the requirement does not impose a disproportionate burden on the consumer.

11.7 T.E.L.L. Kft. is exempt from its guarantee obligation if it proves that the defect arose after the performance.

11.8 The Buyer may enforce both a warranty claim and a guarantee claim, as well as a product warranty claim and a guarantee claim, simultaneously or in parallel for the same defect. However, if the Buyer has successfully enforced a claim due to defective performance for a specific defect (e.g., T.E.L.L. Kft. replaced the product), they cannot make a further claim on the same legal basis for the same defect.

11.9 The provisions of the Hungarian Civil Code on guarantees and the exercise of warranty rights apply to the guarantee provided by T.E.L.L. Kft.

12. INFORMATION, COMPLAINTS, COMPLAINT MANAGEMENT

12.1 The Buyer can contact T.E.L.L. Kft with questions regarding the operation of the Webshop, his Orders and possible complaints, choosing from the following accessibilities:

1. postal correspondence address: 4034 Debrecen, Vágóhíd utca 2.
2. electronic correspondence address: info@tell.hu
3. telephone number: +36-52/530-130

Complaint management

12.2 T.E.L.L. Kft is available on phone from 8 to 17h on workdays.

12.3 Complaints made by phone call are immediately checked by T.E.L.L. Kft. and, if needed, remedied according to possibilities.

12.4 If the Buyer does not agree with the complaint management, or the immediate examination of the complaint by T.E.L.L. Kft. is not feasible, T.E.L.L. Kft. immediately records the complaint and its own related standpoint. T.E.L.L. Kft. sends a copy of the record to the Buyer at latest as enclosure to its response on the merits, specified in paragraph

12.5 T.E.L.L. Kft. provides the complaints made by phone or e-mail with unique ID.

12.6 T.E.L.L. Kft. responds, concerning the merits of the case, to oral complaints of the Buyer or if in Buyer's opinion the complaint is being not satisfactorily handled by T.E.L.L. Kft., and to written complaints within 30 (thirty) days upon their arrival.

12.7 If the Buyer wants to initiate the proceedings of an authority or reconciliatory body to be involved in his complaint, he can address – depending on the character of the case – the following organs:

1. Inspectorate of Consumer Protection of Hajdú-Bihar County Government Office (Hajdú-Bihar Vármegyei Kormányhivatal Fogyasztóvédelmi Osztály)

Postal address: 4025 Debrecen, Széchenyi utca 46.

Phone: 06-52/533-924

E-mail: fogyasztovedelem@hajdu.gov.hu

1. Reconciliatory Body of Hajdú-Bihar County (Hajdú - Bihar Vármegyei Békéltető Testület)

Address: 4025 Debrecen, Vörösmarty u. 13. -15.

Phone: 06 52-500-710

E-mail: bekelteto@hbkik.hu

13. MISCELLANEOUS PROVISIONS

13.1 For questions not explicitly stipulated in present GCC, provisions of the following legal rules are to be appropriately applied:

Act No.V of 2013. of Hungarian Civil Code

Act No.CVIII of 2001. of Some Questions about Electronic Commercial Services and Services Related to Information Society;

Act No.CLV of 1997. of Consumer Protection,

Governmental Regulation No.45/2014.(II.26.) on Detailed Regulation of Contracts between Consumers and Suppliers

Governmental Regulation No.151/2003.(IX.22) on Compulsory Guarantee for certain Durable Articles of Consumption

Regulation No. 19/2014.(IV.29.)NGM of Administration Proceedings of Warranty and Guarantee Claims on Goods Sold within Contract between Consumer and Enterprise

13.2 The Data Protection Guide of T.E.L.L. Kft. Webshop (http://.tell.hu) makes the inseparable constituent part of the present GCC, the content of which the Buyer learned in course of registration and agrees that T.E.L.L. Kft. manages his particulars supplied for registration, Order and Contract according to the conditions of these regulations.

14. CODE OF CONDUCT

T.E.L.L. Kft. is not subject to the Code of Conduct under the law prohibiting unfair commercial practices against consumers.