

GENERAL TERMS AND CONDITIONS

This document will not be archived; it is exclusively concluded in electronic form and does not constitute a written contract. It is written in Hungarian and does not refer to a code of conduct. If you have any questions regarding the operation of the webshop, the ordering process, or the delivery process, please feel free to contact us at the provided contact information.

These General Terms and Conditions (hereinafter referred to as "Terms") apply to the legal relationships on the Service Provider's website (<https://analogvinyl.com>) and its subdomains. These Terms are continuously available, downloadable, and printable at the following link: <https://analogvinyl.com/tartalom/gtc.pdf>

SERVICE PROVIDER'S DETAILS:

The name of the service provider: Svábhús Kkt.

The registered office (and the place of handling complaints): 67 Epreskert Street, 4030 Debrecen, Hungary.

The contact information of the service provider, regularly used for communication with customers, is: info@analogvinyl.com

Name of the authority registering the company: Company Registry Court of Debrecen

Regional Court (Debreceni Törvényszék Cégbírósága)

Company registration number: 09-03-000259

Tax identification number: 228113-72-2-09

EU Tax number: HU22811372

Phone number: +36 20 350 0491

Language of the contract: english

Name, address, and email address of the hosting service provider: Gedeon Nyomdaipari Bt., 9 Zrinyi Street, 2600 Vác, Hungary, info@gedeon.hu, +36 27 501 655

BASIC PROVISIONS:

2.1. Hungarian law, particularly the Civil Code (Act V of 2013, "Ptk."), the Act on Electronic Commerce Services and Services Related to the Information Society (Act CVIII of 2001), and Government Decree 45/2014 (II. 26.) on the detailed rules of consumer and business contracts, shall apply to matters not regulated in these Terms and the interpretation of these Terms. The mandatory provisions of the relevant laws shall apply to the Parties without any separate agreement.

2.2. These Terms are effective from July 01, 2023, and remain in force until further notice. The Service Provider reserves the right to unilaterally modify these Terms. The Service Provider will publish any modifications on the website 11 (eleven) days before they come into effect. By using the website, Users automatically accept all regulations related to its use.

2.3. By accessing the website operated by the Service Provider or reading its content in any way, even if not registered as a user, the User acknowledges and accepts the terms of these Terms as binding. If the User does not accept the conditions, they are not entitled to view the content of the website.

2.4. The Service Provider reserves all rights regarding the website, any of its parts, the content appearing on it, and the distribution of the website. Downloading, electronic storage, processing, and sale of the content appearing on the website or any part thereof is prohibited without the written consent of the Service Provider.

REGISTRATION / PURCHASE:

3.1. By making a purchase or registering on the website, the User declares that they have read and accepted the General Terms and Conditions and the Data Processing Information published on the website, and consents to data processing.

3.2. During the purchase/registration, the User is obliged to provide their own, accurate data. In the case of false or data attributable to another person, the resulting electronic contract is null and void. The Service Provider disclaims responsibility if the User uses their services under another person's name or with another person's data.

3.3. The Service Provider is not responsible for delivery delays or other issues or errors attributable to inaccuracies or mistakes in the data provided by the User.

3.4. The Service Provider is not responsible for damages arising from the User forgetting their password or from any unauthorized access due to reasons not attributable to the Service Provider.

RANGE OF AVAILABLE PRODUCTS AND SERVICES:

4.1. The displayed products can be ordered online. The prices displayed for the products are in Hungarian Forint and include the legally required value-added tax (VAT), but do not include the cost of home delivery. There is no separate packaging fee.

4.2. The webshop provides detailed information about the product name, description, and displays photos of the products. The images shown on the product pages may differ from the actual products and are for illustration purposes only. The Service Provider is not responsible for any differences in appearance between the images on the webshop and the actual products.

4.3. If a promotional price is introduced, the Service Provider will provide Users with comprehensive information about the promotion and its exact duration.

4.4. In case of an erroneous price appearing on the Webshop, especially if it is an obviously incorrect price, e.g., significantly different from the widely recognized or estimated price of the product, or if it appears as "0" HUF or "1" HUF due to a system error, the Service Provider is not obliged to deliver the product at the erroneous price. Instead, the Service Provider may offer delivery at the correct price, and the Customer may choose to cancel the purchase.

4.5. In the event of a pricing error, there is a noticeable disproportion between the actual price and the price displayed, which an average consumer should immediately notice. According to the Civil Code (Act V of 2013, "Ptk."), a contract is formed with the mutual and unanimous expression of will of the parties. If the parties cannot agree on the contractual terms, i.e., there is no mutual and unanimous expression of will of the parties, there is no validly concluded contract from which rights

and obligations would arise. Therefore, an order confirmed at the erroneous/incorrect price is considered null and void.

5., ORDER PROCESS

5.1. After registration, the User logs into the webshop, but they can also start shopping without registration.

5.2. The User sets the quantity of the desired product(s).

5.3. The User adds the selected products to the cart. The User can view the cart contents at any time by clicking on the "cart" icon.

5.4. If the User wishes to add more products to the cart, they can return to the webshop. If they do not want to purchase additional products, they verify the quantity of the desired product(s). They can delete the contents of the cart by clicking on the "Remove from cart" icon.

5.5. The User selects the delivery address and then the delivery/payment method, which includes the following types:

5.5.1. Payment methods:

Credit card: The User has the option to pay the order total online with a credit card through the secure payment system used by the Service Provider.

"I acknowledge that my personal data stored in the user database of Svábhús Kkt. (4030, Debrecen Vámraktáru.3) will be transferred to OTP Mobil Kft. as the data processor. The scope of data transmitted by the data controller includes the following: customer name, email address, billing address. The nature and purpose of data processing carried out by the data processor can be found in the SimplePay Data Processing Information, which is accessible at the following link:

<http://simplepay.hu/vasarlo-aff> . "

Bank transfer: The User must transfer the total amount of the ordered products to the bank account provided in the confirmation email within 3 days. After the amount is credited to the Service Provider's bank account, the User is entitled to receive the product(s) in the manner specified by them.

Paypal: Our website directs to the PayPal (fee 3.5%)

5.5.2. Shipping cost: The shipping cost can be found on the Cart page.

5.6. In case of errors or omissions in the products or prices on the webshop, we reserve the right to make corrections. In such cases, after recognizing or modifying the error, we will immediately inform the customer of the new data. The User can then confirm the order once again or cancel the contract.

5.7. The payable total amount includes all costs based on the order summary and confirmation email. The invoice (and, if applicable to the product, the warranty card) is included in the package. The User is obliged to inspect the package in front of the courier upon delivery, and in case of any damage to the products or packaging, request the creation of a record. The User is not obliged to accept the

package without a record. We do not accept subsequent complaints without a record! Packages are delivered on weekdays between 8 a.m. and 5 p.m.

5.8. After providing the information, the User can send the order by clicking on the "Submit Order" button. Before that, they can review the provided information once again or send a comment with the order, or send us any other order-related requests via email.

5.9. The User acknowledges that by placing the order, they incur a payment obligation.

5.10. Correction of data entry errors: Before completing the ordering process, the User can always go back to the previous stage to correct the entered data. In detail: During the order, there is an opportunity to view and modify the contents of the cart. If the cart does not contain the desired quantity, the User can set the quantity in the quantity column. If the User wishes to delete products from the cart, they can click on the "Remove from cart" (x) button. During the order, the User continuously has the opportunity to correct/delete the entered data.

5.11. After sending the order by email, the User receives a confirmation. If the User does not receive confirmation within the expected deadline, depending on the nature of the service but no later than within 48 hours from sending the order, they are exempted from the obligation to accept the offer or contract. The order and its confirmation are considered received by the Service Provider or the User when it becomes accessible to them. The Service Provider excludes responsibility for confirmation if it does not arrive on time because the User provided the wrong email address during registration or their mailbox cannot receive messages due to capacity limitations.

5.12. The User acknowledges that the confirmation described in the previous point is only an automatic confirmation and does not establish a contract. The contract is concluded when the Service Provider, after the automated confirmation mentioned in the previous point, notifies the User by email about the details and expected fulfillment of the order.

PROCESSING AND FULFILLMENT OF ORDERS

6.1. Order processing takes place during working hours. Orders placed after the end of working hours will be processed on the following day. The Service Provider's customer service electronically confirms when they can fulfill the User's order.

6.2. The general fulfillment deadline is within 2 business days from the confirmation.

6.3. Under the sales contract, the Service Provider is obligated to transfer ownership of the item, and the User is obligated to pay the purchase price and take delivery of the item.

6.4. If the seller is a business and the buyer is a consumer, and the seller undertakes to deliver the item to the buyer, the risk of damage transfers to the buyer when the buyer or the third party designated by them takes possession of the item. If the buyer entrusted the carrier with the transport, the risk transfers to the buyer when the carrier takes possession of the item, provided that the carrier was not recommended by the seller.

6.5. If the seller is a business and the buyer is a consumer, in the absence of a different agreement between the parties, the seller (as per this GTC: Service Provider) is obliged to make the item available to the buyer without delay, but no later than within thirty days of the conclusion of the contract.

6.6. In the event of a delay by the Service Provider, the User has the right to set an additional deadline. If the seller does not perform within the additional deadline, the buyer is entitled to withdraw from the contract.

6.7. The User is entitled to withdraw from the contract without setting an additional deadline if:

- a) the Service Provider refuses to fulfill the contract; or
- b) the contract should have been performed at a specific time - and not at another time - based on the agreement of the parties or the nature of the service.

6.8. If the Service Provider does not fulfill its obligations under the contract because the product specified in the contract is not available, the Service Provider must immediately inform the User and refund the amount paid by the User.

RIGHT OF WITHDRAWAL

7.1. Pursuant to the regulations of Directive 2011/83/EU of the European Parliament and of the Council and detailed provisions on contracts between consumers and businesses contained in Government Decree No. 45/2014 (II.26.), the Consumer may withdraw from the contract without giving any reason within 14 days of receiving the ordered product, and may return the ordered product. In the absence of this information, the Consumer is entitled to exercise the right of withdrawal for up to one year. If the Service Provider provides this information after 14 days from the receipt of the product or the conclusion of the contract but within 12 months, the withdrawal period shall expire 14 days after this information is provided.

7.2. The right of withdrawal shall expire 14 days after the day on which the Consumer, or a third party other than the carrier and indicated by the Consumer, takes possession of the product.

7.3. The Consumer may also exercise the right of withdrawal between the day of entering into the contract and the day of receiving the product.

7.4. The cost of returning the product shall be borne by the Consumer; the business does not assume this cost.

7.5. In the event of exercising the right of withdrawal, the Consumer shall not bear any cost other than the cost of returning the product.

7.6. The right of withdrawal shall not apply to non-premanufactured products produced at the Consumer's request or clearly personalized products.

7.7. The Consumer is also not entitled to exercise the right of withdrawal:

- a. in the case of a contract for the provision of services, after the service has been fully performed, if the performance began with the Consumer's express consent, and with the acknowledgment that they would lose the right of withdrawal once the contract has been fully performed;
- b. for products or services whose price depends on fluctuations in the financial market beyond the control of the business and which may occur within the withdrawal period;
- c. for perishable or quickly perishable products;

- d. for products that, after delivery, are, by their nature, inseparably mixed with other items;
- e. for alcoholic beverages, the actual value of which depends on market fluctuations that cannot be controlled by the business, and the price of which has been agreed upon at the time of concluding the sales contract, but which can only be delivered after 30 days from the conclusion of the contract, and the actual value of which depends on market fluctuations that cannot be controlled by the business;
- f. for a business contract where the business visits the Consumer on their explicit request for urgent repair or maintenance work;
- g. for sealed audio or sealed video recordings or sealed computer software carriers if they have been opened after delivery;
- h. for newspapers, periodicals, or magazines, except for subscription contracts;
- i. in the case of contracts concluded at a public auction;
- j. for the provision of accommodation services other than for residential purposes, transport of goods, car rental, catering, or services related to leisure activities if the contract provides for a specific date or period of performance;
- k. except for housing services, for the supply of digital content not supplied on a tangible medium if the performance has begun with the Consumer's prior express consent and with their acknowledgment that they thereby lose their right of withdrawal.

7.8. After the product is returned or the declaration of withdrawal is received, the Service Provider shall reimburse the Consumer, in accordance with the relevant laws, without delay and no later than within 14 days, including the shipping cost.

7.9. During the refund, the same payment method used in the original transaction shall be applied, unless the Consumer has expressly agreed otherwise, and no additional fees shall be charged to the Consumer due to this refund method.

7.10. The Consumer is obliged to return or hand over the goods to the Service Provider without undue delay but within 14 days of notifying the Service Provider of their withdrawal from the contract.

7.11. In the case of written withdrawal by the Consumer, it is sufficient to send the statement of withdrawal within 14 days.

7.12. The Consumer is deemed to have met the deadline if they send or hand over the product within 14 days.

7.13. The Consumer shall only bear the direct cost of returning the product, unless the business has agreed to bear this cost.

7.14. The Service Provider is not obliged to refund any additional costs incurred as a result of choosing a delivery method other than the cheapest standard delivery offered by the Service Provider.

7.15. The Service Provider may withhold the refund until it has received the goods back or the Consumer has provided evidence that they have returned the goods, whichever is earlier.

7.16. If the Consumer wishes to exercise their right of withdrawal, they may notify the Service Provider in writing (using the attached withdrawal form if desired), by telephone, or in person using the contact details provided. When notifying by post, the date of posting shall be considered, while in the case of notification by email or fax, the date of sending shall be considered.

7.17. The Consumer shall only be liable for any diminished value of the goods resulting from the handling other than what is necessary to establish the nature, characteristics, and functioning of the goods.

7.18. The detailed rules on contracts between the Consumer and the business are available here.

7.19. Directive 2011/83/EU of the European Parliament and of the Council can be accessed here.

7.20. The Consumer may also contact the Service Provider with any other complaints using the contact details provided in this Regulation.

7.21. The right of withdrawal is only available to Consumers as defined by the Civil Code.

7.22. The right of withdrawal does not apply to businesses, i.e., individuals who act in their profession, occupation, or business.

7.23. Procedure for exercising the right of withdrawal:

7.23.1. If the Consumer wishes to exercise the right of withdrawal, they must notify the Service Provider using the contact details provided.

7.23.2. The Consumer exercises their right of withdrawal within the deadline if they send their withdrawal statement within 14 days from the receipt of the product. In the case of written withdrawal, it is sufficient to send the withdrawal statement within 14 days. In the case of postal notification, the date of posting will be taken into account, and in the case of notification by email or fax, the time of sending the email or fax will be taken into account.

7.23.3. In the event of withdrawal, the Consumer is obliged to return the ordered product to the address of the Service Provider without undue delay, but no later than within 14 days from the notification of withdrawal. The deadline is considered met if the Consumer sends the product back before the 14-day period expires. The Consumer bears the cost of returning the product due to the exercise of the right of withdrawal.

7.23.4. However, the Service Provider is not obliged to reimburse the Consumer for any additional costs incurred as a result of choosing a delivery method other than the cheapest standard delivery offered by the Service Provider. The Consumer may also exercise the right of withdrawal between the date of conclusion of the contract and the date of receipt of the product.

7.23.5. In the case of the sale of multiple products, if the delivery of the individual products takes place at different times, the right of withdrawal may be exercised within 14 days of the receipt of the last product or, in the case of a product consisting of multiple lots or pieces, the receipt of the last lot or piece.

8. WARRANTY, GUARANTEE

Defective Performance

The obligor performs defectively if the service does not meet the quality requirements stipulated in the contract or by law at the time of performance. The obligor does not perform defectively if the defect was known to the beneficiary at the time of concluding the contract or should have been known.

In a contract between a consumer and a business, any provision that deviates to the detriment of the consumer from the provisions of this section on warranty and guarantee is void.

Warranty

8.1. In what cases can the User exercise the right to warranty?

In the event of defective performance by the Service Provider, the User may assert a warranty claim against the Service Provider in accordance with the rules of the Civil Code.

8.2. What rights does the User have based on the warranty claim?

The User, at their discretion, can assert the following warranty claims: request repair or replacement unless the User's chosen claim is impossible to fulfill or would result in disproportionate additional costs for the business. If repair or replacement is not requested or cannot be requested, the User can request a proportionate reduction in the price or, in the event of a significant defect, may repair the defect themselves or have it repaired by someone else, or, as a last resort, withdraw from the contract. The User may switch from one selected warranty claim to another, but any costs associated with this switch shall be borne by the User unless justified or caused by the business.

8.3. In what timeframe can the User assert their warranty claim?

The User must report the defect immediately after discovering it but no later than within two months from the discovery of the defect. However, please note that beyond the two-year limitation period from the performance of the contract, the User can no longer assert their warranty claims.

8.4. Against whom can the User assert their warranty claim?

The User can assert their warranty claim against the Service Provider.

8.5. What other conditions are there for asserting warranty claims?

Within the first six months of performance, there are no additional conditions for asserting warranty claims beyond reporting the defect, provided the User can prove that the product or service was provided by the business operating the webshop. After six months from the performance, the User must demonstrate that the defect existed at the time of performance.

Product Warranty

8.6. In what cases can the User exercise the right to product warranty?

In the case of a defect in a movable item (product), the User may, at their discretion, assert claims under both the warranty for defects and the product warranty.

8.7. What rights does the User have based on the product warranty claim?

Under the product warranty, the User can only request the repair or replacement of the defective product.

8.8. When is a product considered defective?

A product is considered defective if it does not meet the quality requirements in force at the time of placing it on the market or does not have the properties specified in the manufacturer's description.

8.9. In what timeframe can the User assert their product warranty claim?

The User may assert their product warranty claim within two years from the date of the product being placed on the market by the manufacturer. After this period, this entitlement is lost.

8.10. Against whom and under what other conditions can the User assert their product warranty claim?

The User can only assert their product warranty claim against the manufacturer or distributor of the movable item. The User must prove the defect when asserting a product warranty claim.

8.11. In what cases is the manufacturer (distributor) exempt from product warranty obligations?

The manufacturer (distributor) is only exempt from product warranty obligations if they can prove that:

they did not manufacture or market the product as part of their business activity,

the defect was not recognizable at the time of placing it on the market based on the state of the art,

the defect results from compliance with a legal or official requirement. The manufacturer (distributor) only needs to prove one of these reasons for exemption. Please note that for the same defect, both warranty and product warranty claims cannot be asserted simultaneously. However, if a product warranty claim is successfully asserted, the User can still assert their warranty claim for the replaced product or the repaired part.

Warranty

8.12. Under what circumstances can a consumer exercise their warranty rights?

In case of defective performance, the Service Provider is obliged to provide warranty under Government Decree No. 151/2003 (IX. 22.) on the mandatory warranty for certain durable consumer goods, if the User qualifies as a consumer.

8.13. What rights and deadlines apply to the User under warranty?

The warranty period is one year. The warranty period begins on the day of delivery of the consumer goods to the consumer or, if installation is carried out by the distributor or its agent, on the day of installation.

Based on the warranty claim, the entitled party may, at their choice:

i. request repair or replacement, except if the chosen warranty remedy is impossible to fulfill or would result in a disproportionate additional cost to the obligor compared to another warranty remedy, taking into account the value of the service represented in its defect-free state, the

seriousness of the breach of contract, and the damage caused to the entitled party by the fulfillment of the warranty right; or

ii. request a proportionate reduction of the consideration, repair the defect at the obligor's expense, or have it repaired by someone else, or ultimately withdraw from the contract, if the obligor did not undertake repair or replacement, cannot fulfill this obligation or the entitled party no longer has an interest in repair or replacement due to other reasons. Withdrawal is not possible for minor defects.

Repair or replacement must be carried out within a reasonable time, taking into account the characteristics of the item and the purpose expected by the entitled party, while safeguarding their interests.

8.14. When is the business exempt from warranty obligations?

The Service Provider is only exempt from warranty obligations if they can prove that the cause of the defect arose after performance. Please note that for the same defect, warranty and guarantee claims, as well as product warranty and guarantee claims, cannot be asserted simultaneously. However, consumers are entitled to warranty rights arising from this chapter independently of their rights described in the product and warranty sections.

8.15. Furthermore, the Service Provider is not liable for damages resulting from natural wear and tear beyond the warranty period (professionally expected lifespan).

8.16. The Service Provider is also not liable for damages resulting from incorrect or negligent handling, excessive use, impacts different from those specified, or other non-standard use of the products after the transfer of risk.

8.17. If a consumer requests an exchange due to a defect in the consumer goods within three working days from the date of purchase (installation), the Service Provider is obliged to exchange the consumer goods if the defect hinders the intended use.

9. PROCEDURE FOR WARRANTY CLAIMS

9.1. In contracts between consumers and businesses, the parties' agreement cannot deviate to the detriment of the consumer from the provisions of the decree.

9.2. The consumer's obligation is to prove the conclusion of the contract (with an invoice or even a receipt).

9.3. The costs related to the fulfillment of the warranty obligation are borne by the Service Provider (Section 6:166 of the Civil Code).

9.4. The Service Provider is obliged to prepare a record of the consumer's warranty or guarantee claim.

9.5. A copy of the record must be made available to the consumer immediately and in a verifiable manner.

9.6. If the Service Provider cannot immediately respond to the consumer regarding the feasibility of fulfilling their warranty or guarantee claim upon receipt of the claim, they are obliged to notify the consumer of their position within five business days in a verifiable manner, including the grounds for refusal and the possibility of recourse to the conciliation body in case of rejection.

9.7. The Service Provider must keep the record for three years from the date of its preparation and, upon request, present it to supervisory authorities.

9.8. The Service Provider must strive to carry out repairs or replacements within a maximum of fifteen days.

10. MISCELLANEOUS PROVISIONS

10.1. The Service Provider is entitled to involve a third party in fulfilling its obligations. The Service Provider is fully responsible for the unlawful conduct of this third party as if the Service Provider itself had committed it.

10.2. If any part of this Regulation becomes invalid, illegal, or unenforceable, it shall not affect the validity, legality, or enforceability of the remaining parts.

10.3. If the Service Provider does not exercise a right under this Regulation, its failure to exercise such right shall not be considered a waiver of that right. A waiver of any right shall only be effective if made in writing. Failure by the Service Provider to insist on strict compliance with any essential term or condition of this Regulation, or any breach thereof, shall not be deemed a waiver of the Service Provider's right to subsequently demand strict compliance with any terms or conditions, or to seek remedy for any breach.

10.4. The Service Provider and the User shall attempt to settle their disputes amicably.

11. PROCEDURE FOR HANDLING COMPLAINTS

11.1. Our store aims to fulfill all orders with appropriate quality, ensuring complete customer satisfaction. If the User has any complaints related to the contract or its fulfillment, they can communicate their complaint through the above-mentioned telephone, email address, or by mail.

11.2. The Service Provider shall promptly investigate and, if necessary, remedy verbal complaints. If the customer disagrees with the complaint handling or immediate examination of the complaint is not feasible, the Service Provider shall immediately prepare a record of the complaint and its position and provide a copy of it to the customer.

11.3. The Service Provider shall respond in writing to written complaints within 30 days. The Service Provider shall justify its position when rejecting a complaint. The Service Provider shall keep a record of the complaint and a copy of the response for five years and provide it to supervisory authorities upon request.

11.4. Please note that in case of rejection of the complaint, the User can initiate proceedings with an authority or an arbitration board as follows:

11.5. The Consumer may file a complaint with the consumer protection authority:

According to Government Decree No. 387/2016 (XII. 2.) on the designation of consumer protection authorities, in administrative matters, the district office or the district office according to the county seat has jurisdiction at the first instance, and at the second instance, with national competence, the Pest County Government Office. Contact information for district offices: <http://jarasinfo.gov.hu>

11.6. In the event of a complaint, the Consumer has the opportunity to turn to an arbitration board,

You can find their contact information here:

<p>Bács-Kiskun Megyei Békéltető Testület Címe: 6000 Kecskemét, Árpád krt. 4. Telefonszáma: (76) 501-525, (76) 501-500 Fax száma: (76) 501-538 Név: Mátyus Mariann E-mail cím: bkmkik@mail.datanet.hu;</p>	<p>Baranya Megyei Békéltető Testület Címe: 7625 Pécs, Majorossy Imre u. 36. Levelezési címe: 7602 Pécs, Pf. 109. Telefonszáma: (72) 507-154 Fax száma: (72) 507-152 Név: Dr. Bodnár József E-mail cím: bekelteto@pbkik.hu;</p>
<p>Békés Megyei Békéltető Testület Címe: 5601 Békéscsaba, Penza ltp. 5. Telefonszáma: (66) 324-976, 446-354, 451775 Fax száma: (66) 324-976 Név: Dr. Bagdi László E-mail cím: bmkik@bmkik.hu;</p>	<p>Borsod-Abaúj-Zemplén Megyei Békéltető Testület Címe: 3525 Miskolc, Szentpáli u. 1. Telefonszáma: (46) 501-091, 501-870 Fax száma: (46) 501-099 Név: Dr. Tulipán Péter E-mail cím: kalna.zsuzsa@bokik.hu;</p>
<p>Budapesti Békéltető Testület Címe: 1016 Budapest, Krisztina krt. 99. Telefonszáma: (1) 488-2131 Fax száma: (1) 488-2186 Név: Dr. Baranovszky György E-mail cím: bekelteto.testulet@bkik.hu;</p>	<p>Csongrád Megyei Békéltető Testület Címe: 6721 Szeged, Párizsi krt. 8-12. Telefonszáma: (62) 554-250/118 mellék Fax száma: (62) 426-149 Név: Dékány László, Jerney Zoltán E-mail cím: bekelteto.testulet@csmkik.hu</p>
<p>Fejér Megyei Békéltető Testület Címe: 8000 Székesfehérvár, Hosszúsétatér 4-6. Telefonszáma: (22) 510-310 Fax száma: (22) 510-312 Név: Kirst László E-mail cím: fmkik@fmkik.hu;</p>	<p>Győr-Moson-Sopron Megyei Békéltető Testület Címe: 9021 Győr, Szent István út 10/a. Telefonszáma: (96) 520-202; 520-217 Fax száma: (96) 520-218 Név: Horváth László E-mail cím: bekeltetotestulet@gymkik.hu;</p>
<p>Hajdú-Bihar Megyei Békéltető Testület Címe: 4025 Debrecen, Petőfi tér 10. Telefonszáma: (52) 500-749 Fax száma: (52) 500-720 Név: Dr. Hajnal Zsolt E-mail cím: info@hbkik.hu;</p>	<p>Heves Megyei Békéltető Testület Címe: 3300 Eger, Faiskola út 15. Levelezési címe: 3301 Eger, Pf. 440. Telefonszáma: (36) 416-660/105 mellék Fax száma: (36) 323-615 Név: Pintérmé Dobó Tünde E-mail cím: tunde@hkik.hu;</p>
<p>Komárom-Esztergom Megyei Békéltető Testület Címe: 2800 Tatabánya, Fő tér 36. Telefonszáma: (34) 513-010 Fax száma: (34) 316-259 Név: Dr. Rozsnyói György E-mail cím: kemkik@kemkik.hu;</p>	<p>Nógrád Megyei Békéltető Testület Címe: 3100 Salgótarján, Alkotmány út 9/a Telefonszám: (32) 520-860 Fax száma: (32) 520-862 Név: Dr. Pongó Erik E-mail cím: nkik@nkik.hu;</p>

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Szabolcs Szatmár megyei Békéltető Testület Címe: 4400 Nyíregyháza, Széchenyi u. 2. Telefonszáma: (42) 311-544, (42) 420-180 Fax száma: (42) 311-750 Név: Görömbeiné dr. Balmaz Katalin E-mail cím: bekelteto@szabkam.hu;	Tolna Megyei Békéltető Testület Címe: 7100 Szekszárd, Arany J. u. 23-25. Telefonszáma: (74) 411-661 Fax száma: (74) 411-456 Név: Mátyás Tibor E-mail cím: kamara@tmkik.hu;
Vas Megyei Békéltető Testület Címe: 9700 Szombathely, Honvéd tér 2. Telefonszáma: (94) 312-356 Fax száma: (94) 316-936 Név: Dr. Kövesdi Zoltán E-mail cím: pergel.bea@vmkik.hu	Veszprém Megyei Békéltető Testület Címe: 8200 Veszprém, Budapest u. 3. Telefonszáma: (88) 429-008 Fax száma: (88) 412-150 Név: Dr. Óvári László E-mail cím: vkik@veszpremiamara.hu
Zala Megyei Békéltető Testület Címe: 8900 Zalaegerszeg, Petőfi utca 24. Telefonszáma: (92) 550-513 Fax száma: (92) 550-525 Név: dr. Koczka Csaba E-mail cím: zmbekelteto@zmkik.hu	

11.7. The arbitration board is competent for the out-of-court settlement of consumer disputes. Its task is to attempt to reach an agreement between the parties for the purpose of settling consumer disputes. If this proves unsuccessful, the board makes a decision in order to ensure the simple, fast, efficient, and cost-effective enforcement of consumer rights. Upon the request of the consumer or the Service Provider, the arbitration board provides advice regarding the rights of the consumer and the obligations of the consumer.

11.8. In the case of cross-border consumer disputes related to online sales or online service contracts, only the arbitration board operating alongside the Budapest Chamber of Commerce and Industry is competent.

11.9. In case of a complaint, the Consumer can use the EU Online Dispute Resolution platform. Using the platform requires a simple registration on the European Commission's system. Afterward, upon logging in, the consumer can submit their complaint through the online platform, whose address is: <http://ec.europa.eu/odr>

11.10. The Service Provider has an obligation to cooperate in the arbitration board proceedings. Within this framework, it is obliged to send its response to the arbitration board and ensure the participation of the person authorized to conclude an agreement at the hearing. If the business is registered in a county other than the one where the chamber operating the locally competent arbitration board is located, the obligation to cooperate of the business extends to offering the possibility of concluding a written agreement corresponding to the consumer's claim.

11.11. If the consumer does not turn to the arbitration board or if the proceedings do not yield results, the consumer has the option to go to court to settle the dispute. The lawsuit must be initiated by submitting a statement of claim, which should include the following information:

The competent court;

The names, addresses, and legal status of the parties and their representatives;

The right to be asserted, with the presentation of the facts on which it is based and their evidence;

The data from which the jurisdiction and competence of the court can be established;

A specific request for the court's decision.

The statement of claim must be accompanied by the document or its copy to which it refers as evidence.

12. DATA PROTECTION

The website's data processing information is available on the following page:

https://analogvinyl.com/tartalom/privacy_policy.pdf