Effective from 15 March 2022

I. General Provisions

Service Provider`s details:

Service Provider`s Name:	INTERTICKET Ltd.
Seat and Postal Address:	1139 Budapest, Váci út 99., 6th floor
Registration Authority:	Metropolitan Court acting as Registry Court
Company Registration Number:	Cg. 01-09-736766
Tax number:	10384709-2-41
Email address:	interticket@interticket.hu
Website:	www.jegy.hu
Customer service and complaint handling:	Chat: through http://jegy.hu Mon - Fri: 9:00 AM - 8:00 PM Weekends & holidays: 10:00 AM - 7:00 PM
Name of Data Storage Provider:	T-Systems Adatpark
Address of Data Storage Provider:	1087 Budapest, Asztalos Sándor u. 13.
Phone number:	+36 1 266 0000

COVID-19 (coronavirus) information and rules for event visitors

According to the Government, the obligation to wear a mask will be abolished on March 7, 2022,

and the regulations on the use of the protection card will be removed. Accordingly, events can be attended from now on without restrictions.

What does this document contain?

1. These General Terms and Conditions (hereinafter: **GTC**) define conditions between the **Provider**, and the natural or legal person using the Internet system (hereinafter: the Customer; or in the case of the joint mention of the Service Provider and the **Customer**, hereinafter: the **Parties**) tickets and season tickets between and vouchers, as well **Ticket**sas the conditions for using the service for the purchase of

These General Terms and Conditions (hereinafter: **GTC**) define conditions between the **Service Provider**, and the natural or legal person using the Internet system (hereinafter: the **Customer**; or in the case of the joint mention of the Service Provider and the Customer, hereinafter: the **Parties**). Conditions include the use of tickets, season tickets and vouchers, as well as viewing / downloading rights and possibly other products for the purchase of services between the Service Provider and a natural or legal person using its Internet system. As well as the rights and obligations arising between the Service Provider, the event organizer and the Customer.

Accordingly, the GTC contains the following:

- the data and contact details of our company,
- the rights and obligations of you as a Customer and us as a Service Provider, as well as the organizer of the Event,
- information related to the use of our Website, the ordering process (eg registration, purchase process, whether the contract is in writing, language of the contract, filing rules, data entry error correction, binding on the offer, confirmation, etc.)
- certain rules on performance deadlines,
- liability rules,
- terms of delivery and payment,
- information on the right of withdrawal and the conditions for exercising it,
- warranty, supplies and product warranty information,
- a detailed description of the enforcement options available to you.

2. The Service Provider operates an online Internet system (hereinafter: the **System**) primarily to facilitate the purchase of Tickets for theatrical, musical, sports and other events held live, or recorded (hereinafter: the **Event**) and for the sale of products and services online. (purchase of voucher, book, sound carrier, parking ticket, etc.). If the rules for the sale of the latter products differ from the general rules, these GTC shall indicate this separately. The Service Provider thus provides the Customers with the online purchase of the Tickets and other products listed in its System (hereinafter: the **Service**).

3. The Service Provider does not participate in the organization and execution of the Event, its activities and responsibilities are limited only to the participation as a commission agent or intermediary (agent) in the sale of the Tickets. It is the responsibility of the Event Organizer (hereinafter: the **Event Organizer**) to carry out the Event as advertised. The Service Provider does not take any responsibility in connection with the participation of artists, athletes or other performers performing at the Event attended with the purchased Ticket, or in connection with the quality, conduct, manifestation or cancellation of the performance.

The Service Provider sells the Tickets and related services for the Events organized by the Event Organizer as a commission agent, acting as a service mediated in ticket sales, or - in the case of such a contract concluded with the Event Organizer - as an intermediary (agent). If the Service Provider sells the Tickets as a commission agent, the ticket purchaser will receive an invoice from the Service Provider for the consideration of the Tickets, and if the Service Provider acts as an

intermediary in the sale of the Tickets, the Event Organizer will issue an invoice for the Tickets.

4. The Service Provider does not sell a product that requires a license and is therefore subject to a license.

Basic information: who makes an offer and who accepts it?

5. The information provided on the Website does not qualify as an offer of a contract by the Service Provider. In the case of orders falling within the scope of these GTC, you are considered a bidder according to the law, the Service Provider accepts your offer and thus the contract is concluded between us. Orders can only be placed electronically. It is not possible to place orders by fax, telephone, e-mail or letter, the Webshop cannot fulfill orders received in this way.

The services and products listed in these GTC may be purchased by a company, organization or a natural person who has reached the age of 18. The provision of any personal data is also a legal statement by the Buyer that he has reached the age of 18. By clicking on the "Payment" or "Order with payment obligation" button, the Customer accepts the terms and conditions of the Service Agreement, the provisions of these GTC and the specific terms and conditions for the purchase of specific products. By concluding the contract (hereinafter: the Contract), the Buyer declares that he has read and accepted the conditions included in the GTC, and the information contained in the II.nd paragraph of this GTC, and has agreed to be bound by it, and has consented to the processing of the data required for the use of the Service to the extent specified in the GTC and the Data Management Information.

Basic information: is the contract between us in writing?

6. The concluded Contract qualifies as a written contract, the conclusion of the Contract is confirmed by the electronically saved purchase data provided by the Customer, which the Service Provider keeps until the deadline specified in the legislation on accounting and taxation. The data entered by the Customer, the data stored in the Service Provider's system regarding the product, the bank confirmation of the transaction, and the wording of the GTC together constitute the written Agreement. The Service Provider shall not file the concluded Contract separately, but shall ensure the preservation of the text of the applicable GTC, as well as the data and confirmations specified in the previous sentence, as permitted by the rules of the GDPR.

Language of the Agreement

7. The Agreement between the Parties shall be concluded in English.

Amendments to the GTC

8. In the event of an amendment to the GTC, the Service Provider shall notify the Customer by publishing the changes on www.jegy.hu. The amended provisions shall enter into force for the Customer upon the first use of the Website after their entry into force, and shall apply only to orders placed after the amendment. The amendment to the GTC is not retroactive, so it does not affect previous purchases, unless the given rules stipulate that they are more favorable to the Buyer or that the legislation does not allow derogations.

Definitions

9. The definitions of the terms used in the GTC are collected in Annex 5. For the sake of better comprehension, we also define concepts here, in the main body of the text.

Relevant legislation

10. The law governing the Agreement is the directly applicable legislation of Hungary and the EU. We have listed the most important pieces of legislation so that you can ascertain your rights first-hand and from a completely credible source:

- 1997 CLV law on Consumer Protection
- LXXVI of 1999 on Copyright law
- CVIII of 2001 on certain issues of electronic commerce services and services related to the information society
- 151/2003 (IX.22.) Government Decree on a mandatory guarantee for durable consumer goods
- 2011 CXX. Act on the Right to Information Self-Determination and Freedom of Information
- On the mandatory guarantee for durable consumer goods CXX. Act V of 2013 on the Right to Self-Determination of Information and Freedom of Information
- Act V of 2013 on the Civil Code (especially the Sixth Book)
- 45/2014. (II.26.) Government Decree on the detailed rules of contracts between the consumer and the business
- 373/2021. (VI. 30.) Government Decree on the detailed rules of contracts between consumers and businesses for the sale of goods and the provision of digital content and the provision of digital services
- 9/2014 (IV.29.) NGM rules of procedure for the handling of warranty and guarantee claims for items sold under a contract between a consumer and a business
- European Parliament and of the Council (EU) 2016/679 Decree of 27 April 2016 on the rules on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Regulation 95/46/EK
- REGULATION (EU) 2018/302 OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 28 February 2018 on taking action against unjustified territorial restrictions and other forms of discrimination based on the nationality, place of residence or place of establishment of the buyer in the internal market, and 2006/2004/EK and (EU) 2017/394 Regulations, and Amending 2009/22/EK

EC A 45/2014. (II. 26) of the Government Decree, pre-contractual information on contracts concluded in absentia

1. The Service Provider informs the Customer about the following data. We kindly ask our Customers to review this information before purchasing a ticket (or possibly another product) and to purchase only in the knowledge of it (in the wording of the law: "enter into a contract")!

a) The essential features of the Event can be found on the Event Data Sheet. The data sheet contains complete information on the currently available tickets and their prices, in gross value (including the VAT payable in some cases), with a reference to the legal tender in Hungarian, in "HUF" format. The Service Provider does not sell products for which the indication of the unit price would be required by law (products available in several packages or in several pieces). On the Service Provider's website, the Customer can view the data of the performances without registration.

b) The name of the Service Provider can be found in point I.

c) The registered office, postal address, telephone number and electronic mail address of the Service Provider can be found in point I. The Service Provider sells the Tickets and other products sold through the System to the Customers as an intermediary (agent) of the Event Organizer or - according to the rules of the contract between the parties - as a commission agent. In the case of commission sales, the service includes an intermediary service. In case of ticket sales, the Service Provider acts as a commission agent or intermediary of the Event organizer. The name and postal address of the Event Organizer can be found in the description of the event or event. The name and other identification details of the Event Organizer are also included on the Ticket.

d) The place of business of the Service Provider is the Headquarters indicated in point I. The consumer may submit his complaints at the contact details indicated by the Service Provider in point “Contact details of customer service and complaint handling”.

e) The total amount for the product or service, including value added tax, is determined by the so-called included on the "cart" page, indicating gross ticket prices, convenience fees, and any shipping costs. In addition to the gross prices shown here, no additional costs may be incurred by the consumer.

f) The Service Provider does not apply for an indefinite-term or flat-rate contract. The amount of the consideration includes all costs associated with that purchase.

g) For the usage of the device that is used to make the purchase (mobile phone, telephone, computer with internet connection, tablet, etc.), there may be extra fees that the Buyer pays to its Internet, or mobile service provider, or for possibly using a special payment method (eg mobile payment). The Buyer's may be charged for its individual subscription or other contract with the telecommunications provider. However, the Service Provider does not add extra fees for those.

h) The indicated prices include the total amount of the consideration increased by tax, expressed in Hungarian forints, gross price includes the amount of VAT. Due to the nature of the service, it is not possible to indicate the unit price. If the Customer has to pay a convenience fee for the use of the System, it will be specified by the System during the purchase process. The convenience fee is the fee for the Service Provider's Service, not the amount calculated due to the use of a bank card or other payment method. The selected shipping and payment methods (eg courier service) may incur additional costs, which will be specified by the System. The total amount of the fee includes all costs. In addition to the usual credit card payment, the Service Provider accepts several payment methods. The detailed description is contained in the Service Provider's Customer Information and Frequently Asked Questions. Payment and delivery of the electronic ticket to the e-mail box provided by the Customer will take place practically in real time, immediately. There is no way for physical delivery of the e-ticket, it will be delivered electronically by the Service Provider. The service is completed automatically and the delivery time is immediate. The rules for handling complaints are included in Annex XII of this document.

(i) Information on the time limit and other conditions for exercising the consumer's right of withdrawal and cancellation is listed in Annex VII and 2, and 3 of this document.

j) Information on the cost of returning the product is provided in Section VII and Annexes 2 and 3 of this document.

k) The Service Provider does not carry out transactions in the course of which the consumer would be obliged to reimburse the Service Provider's reasonable costs due to the exercise of the consumer's right of withdrawal and cancellation.

l) Based on Government Decree 45/2014. (II.26.) and Government Decree. (1) l), The Buyer may not exercise the right of withdrawal or cancellation if the Ticket for the Event is for a specific date (on a given day, deadline).

The Buyer shall comply with Decree 45/2014. (II.26.) of the Government Decree. (1) l), you may not exercise your right of withdrawal or cancellation if the Ticket for the Event is for a specific date (date, deadline). Further information on the conditions for exercising the consumer's right of withdrawal and cancellation is provided in Annex VII and Annexes 2 and 3 of this document.

m) The legal obligations regarding the warranty of supplies and the warranty of the product are set out in Annex VIII and Annex 4 of this document.

n) Customer service, complaint handling.

The Service Provider operates a customer service on work days from 9 a.m. to 8 p.m., on public holidays from 10 a.m. to 7 p.m. which is readily available to Customers via the chat application - through any page of jegy.hu website - or at the e-mail address interticket@interticket.hu. In case of an online event, please use the e-mail address online@interticket.hu.

Pursuant to the applicable legislation, the product range sold by the Service Provider is not subject to the warranty obligation.

o) The Service Provider is not a signatory to the Code of Conduct on the Prohibition of Unfair Commercial Practices against Consumers and has not submitted to it.

p) The contract between the Service Provider and the Customer is for a finite period of time. In case of Ticket purchase, the end of the contract is the date of the Event or the time of visiting the Event (eg non-scheduled Exhibition Tickets). In the case of other products, until the receipt of the product.

q) The contract will not be converted into a contract of indefinite duration.

r) During the purchase process, the Buyer has no other obligations beyond payment.

s) The Customer does not provide a deposit or other financial security to the Service Provider.

t) Operation of digital data content, and technical protection measures: The availability of the servers providing the data is over 99.9% per year. Data is stored on servers on multiple hard disks using RAID technology. If one of the hard disks becomes damaged, the system will remain functional with the remaining hard disks. All data content is backed up regularly so that in case of a problem, the original data content can be restored.

u) Interoperability of digital data content with hardware and software: The Service Provider stores data in MSSQL and MySQL databases. Sensitive data is stored with encryption, and the Service Provider uses hardware support built into the processor to encrypt it.

v) Contact details of consumer protection authorities. Based on the 378/2016 (XII. 2.) Government Decree, which is about the legal succession of certain central offices and ministerial background institutions operating in the form of budgetary bodies and on the taking over of certain public tasks, the National Consumer Protection Authority ceased to exist on 31 December 2016, by legal succession. In second degree cases, the Hungarian Pest County Government Office acts with national jurisdiction. In 197 districts, the duties of the first-degree consumer protection authority will appear, so from 1 January 2017, consumers are able to turn their complaints primarily to the territorially competent district offices. Further information on the various enforcement options can be found in Section XII of these GTC.

(w) The conciliation body has the power to settle out-of-court disputes (consumer disputes) between the consumer and the business concerning issues about product quality, safety, the application of product liability rules, the quality of service, and the conclusion and performance of the contract between the parties. To that end, the conciliation body shall endeavor to reach an agreement between the parties and, in the event of failure to do so, decide on the matter in order to ensure that consumer rights are enforced easily, quickly, efficiently and cost-effectively. At the request of the consumer or the business, the conciliation body shall provide advice on the consumer's rights and obligations. The conciliation body is an independent body operating alongside the Pest county chambers of commerce and industry. Name of the conciliation body according to the registered office of the Service Provider: Budapest Conciliation Body, registered

office: 1016 Budapest, Krisztina krt. 99. III. em. 310., mailing address: 1253 Budapest, Pf .: 10.

We would like to draw the attention of our customers residing in the European Union to the fact that if they have a cross-border consumer dispute - ie their usual place of residence is not in Hungary - in connection with a product or service purchased online they can also use the online dispute resolution platform. Further information on the different enforcement options can be found in Section XII.5 of these GTC. are located in.

III. Customer's data

1. Service Provider reserves the right to refuse the Customer's order in justified cases and subsequently invalidate the purchased ticket, especially in case of providing false or incomplete data or any misuse of the System or Tickets.

2. Registration

By entering a password during registration, it is possible for the Buyer to enter his data only once and not for each purchase. Registration is not required for making a purchase on the Website, but it will make re-purchases easier. Registration rules:

You can register by clicking on the "Login / Register" button and entering an e-mail address along other data (for more details, see the Privacy Notice).

- After successful registration, you will be able to log in to your account by entering your login details in the login interface.
- You have the right to cancel your registration at any time via the Website user interface created for this purpose (My account, My profile, Delete account). Your user data will be removed from the system immediately after deletion. However, this does not affect the retention of data and documents related to orders already placed, nor does it result in the deletion of this data. Once removed, there is no way to restore the data.
- You agree to update your personal information you provided during registration as it is necessary to ensure that it is up to date, complete and accurate.

In order to prevent the misuse of the Customer's data or e-mail address, the Service Provider will send an e-mail to the e-mail address provided during registration, asking the Customer to confirm his registration. If the registration is not confirmed within 48 hours, the Service Provider will cancel the registration - or the temporary customer account created. Simultaneously with the confirmation of the registration, the Customer is entitled to enter a password to securely access his customer account. The customer account is in a temporary status until the registration is confirmed, it will be created permanently with the confirmation.

The Buyer is fully responsible for the username and password pair associated with his user account and for all purchases and other activities through it. The Customer will immediately notify the Service Provider's customer service in the event of any unauthorized use of his data or any other breach of security. The Service Provider is not liable for any damages resulting from the storage of the passwords or passing the the username and password to third parties.

3. The Customer declares that his data has been entered in the System is true. The Service Provider excludes its liability for damage resulting from incorrect or false data or e-mail address provided during the purchase. The Service Provider and the Event Organizer are responsible for the issuance of the invoice based on the data provided by the Customer. The Service Provider is entitled to delete obviously incorrect or false data, and in case of doubt, it is entitled to verify the authenticity of the Customer. In case the Event Organizer issues the Tickets in person and they are non-transferable, the Service Provider is entitled to verify the Customer's data in the manner required by the Event Organizer.

4. The Service Provider handles the personal data of the Customer in accordance with the rules detailed in the Data Management Information of INTERTICKET Kft. The Privacy Notice is available in the footer of the purchase interface. Please be aware that the organizer of the Event or the venue itself may publish their own General Terms and Conditions and the Data Management Information. The Service Provider is not responsible for the content of these, even if it is published on the Service Provider's home page at the request of the event organizer or the venue of the event.

5. By using the service, the Customer agrees that the Service Provider may transfer his/her personal data provided by the customer during the ticket purchase to the Event Organizer, and other data processors required for the performance of the service, according to the rules detailed in the Data Management Information of INTERTICKET Kft.

6 The Service Provider shall act with the utmost care in connection with the handling and storage of personal data. However, the Service Provider shall not be liable for any damages caused by attacks that occur despite the utmost care.

ARC. Certain rules for the purchase of tickets on the Internet

1. The rules for the process of purchasing tickets are contained in these GTC and the Customer Information of the Service Provider.

"Cart" Functions

Once you found an Event you like, you can place your selected Ticket(s) in your virtual cart by clicking on the button labeled "Add to Cart". This acts as a kind of "basket" for your order. You can view the contents of the basket by clicking on the basket icon (drawing).

You can reduce, increase or delete the number of Ticket (s) placed in the basket before placing your order.

What steps do you need to take to start your order?

To submit your order, you will need to provide your name, billing and other details by filling out the web form on the Website and select your preferred payment method from the available options. If there is a possibility to register on the Website and you have already registered on our Website and logged in to your account, our system will pre-load some data for you for your convenience.

What do you recommend you do before placing your order? (data check / correction)

Before you finalize your order, you can use a summary page to check all the data you have previously entered and the product (s) you want to order and their quantity. If you notice any data entry errors, be sure to correct them. If you want to change any of the content of your order before the final submission, or you can use the "Back" button or left arrow to go back.

Sending the order and incurring your payment obligation

Once you are sure that the information is correct and the content of the cart corresponds to the products you want to order, you accept the GTC and other indicated documents by clicking the Accept check box. The Payment button sends your order to the Service Provider, which sends you to the payment form. Depending on the chosen payment method, the payment is made on the page of the payment service provider (usually the bank's page; the data entered here is not known and not stored by the Service Provider).

2. In accordance with the provisions of the law, the online stores are obliged to confirm the Customer's order within 48 hours. In the event that the Buyer purchases a Ticket through the

Service Provider's system, the purchase of the Ticket will be successful and will be made in real time, immediately after the appropriate feedback from the Bank, and you will receive the ordered Tickets electronically immediately. Thus, instead of confirming your order within 48 hours, you will receive a confirmation email (or other electronic message) including your Ticket.

3. If you do not receive the purchased tickets within a few minutes of purchase, this is presumably due to a connection error. In this case, the ticket purchase transaction should not be repeated, but the Service Provider's Customer Service should be contacted immediately, which will remedy the problem. However, if you have not received confirmation of your order within 48 hours, you will be released from the obligation to make an offer, ie you will no longer be bound by your order and will not be obliged to accept or pay for it.

V. Purchase price, payment and delivery conditions

1. The detailed rules for the settlement of the purchase price, payment methods and receipt of tickets are contained in these GTC and the Customer Information of the Service Provider.

2. The Service Provider is not responsible for any errors that may occur during the bank payment.

3. The Service Provider will send an automatic confirmation e-mail confirming the purchase to the e-mail address provided by the Customer. You will be liable for any damages resulting from providing an incorrect email address. If the confirmation is not received in time because you provided an incorrect e-mail address during registration and / or purchase, or because you are unable to receive a message due to the saturation of the storage space in your account, the Service Provider is not liable for failure to send your order.

4. The determination of the price of the Tickets is the responsibility of the Event Organizer. The Service Provider reserves the right to change the purchase price of the Tickets at any time in accordance with the instructions of the Event Organizer and the amount of additional costs. The right to change the price does not apply to purchases that have already started.

5. After 30 minutes, the basket time expires and the contents of the basket are automatically deleted (in some cases the basket time may be longer or shorter, as shown by the page accurately and continuously).

6. Reservation without payment is currently not available. Payment and delivery of the electronic Ticket to the e-mail mailbox provided by the Customer will take place practically in real time, immediately. There is no way to deliver the e-ticket, it will be delivered electronically by the Service Provider. The service is completed automatically.

7. Unless otherwise provided in this document, the electronic proofs of purchase shall be stored at the Service Provider's own headquarters and hosting center. Invoicoing is provided by our Service Provider szamlazz.hu.

8. The Buyer receives an e-invoice (electronic invoice). An electronic invoice is an invoice that contains invoice data in the form of electronic signals. The electronic invoice may only be issued, transmitted and stored in electronic form, its paper-based version may not be used as an original authentic document. The Service Provider or the Event Organizer will automatically send the e-invoice based on the data provided by the Customer to the e-invoice service provider (szamlazz.hu, operator: KBOSS.hu Kft., Tax number: 13421739-2-13, company registration number: 13-09-101824. The electronic invoices are kept with the account at szamlazz.hu. By initiating the purchase process, the Buyer expressly declares that he accepts the e-invoice and the transfer of his data to the e-invoice service provider. If the customer has entered the customer data to be included in the invoice incorrectly and the invoice was issued with this incorrect content, the customer has the opportunity to request an amendment to the invoice once. In view of the accounting and tax

obligations and deadlines, the request for amendment must be submitted within the calendar month of the invoice settlement date and within the 5th calendar day of the following calendar month. The customer can request the data modification by sending an e-mail to interticket@interticket.hu

The gift voucher is issued in accordance with § 259.15 of the VAT Act. and is not subject to VAT as such. The sale of a cash-generating asset does not constitute a supply of goods and is therefore exempt from the obligation to issue an invoice, provided that an accounting document is issued for the transaction. It is not possible to change the details of the issuer's receipt issued when purchasing the gift voucher.

Payment methods

9. You can pay for the purchase price of the products of your choice using several payment methods. Payment method options will change from time to time. We inform you about the current payment methods on the website when ordering the specific product. Here we give you general information about payment options.

The online store shall not apply any different conditions to the payment transaction in relation to the Customer's nationality, place of residence or place of establishment, the place of establishment of the payment account, the place of establishment of the payment service provider or the place of issue of the cash alternative payment instrument within the EU.

Sales to other countries

10. We do not discriminate on a territorial basis against individual customers. The provisions of these GTC shall also apply to foreign orders, provided that for the purposes of this clause, a Buyer

- is a Consumer who is a citizen or a resident of an EU Member State, or a
- company established in an EU Member State, and purchases goods or services for consumption in the EU.

The content on the Website and our correspondence and other communications with you are mainly in Hungarian, and we are not obliged to correspond / telephone with the Customer in the language of the Customer's choice.

V / A. Different provisions for SZÉP card payments

1. In the case of certain events, the Event Organizer may allow the ticket price to be paid by the ticket purchaser with the Széchenyi Pihenő Card (called SZÉP card) regulated in accordance with Government Decree 76/2018 (IV. 20.) (hereinafter SZÉP Decree). Tickets for all events cannot be purchased using a SZÉP card, as the SZÉP decree itself limits the range of events. If the given event belongs to the scope allowed by the SZÉP decree, the Organizer is entitled to decide whether or not to accept the SZÉP card for the given event.

2. As default, the amount available on the leisure sub-account of the SZÉP card (“pocket”) can be used for ticket purchase, however, the Government of Hungary made the transition between the sub-accounts of the SZÉP card free until 30 September 2022, which means that e.g. the fringe benefit received for the accommodation can also be used for cultural purposes. However, only one sub-account can be used per purchase.

3. Transactions concluded during the acceptance of the SZÉP card are considered to be legal transactions between the SZÉP card holder and the Event Organizer. During the transaction, the Service Provider provides only the ticketing system as software, and does not participate as an agent or commission agent during the sale.

4. The Event Organizer concludes the contracts directly with the financial institution accepting the SZÉP cards. Accordingly, the Service Provider is not involved in any legal disputes between the cardholder and the Event Organizer or the financial institution related to SZÉP card operations, any liability related to such disputes is excluded.

5. In case of events that can be purchased with the SZÉP card - the SZÉP card will appear on the payment subpage as a payment option. The purchase will be successful if the usable amount available in the selected pocket of the SZÉP card fully covers the value of the selected and placed products in the basket, as it is not possible to pay partly with a SZÉP card and partly with a bank card.

VI. Ticket types; special rules for self-printed tickets (e-tickets)

1. Ticket types:

Electronic voucher. After the purchase, the Service Provider will send a confirmation e-mail to the e-mail address provided by the Customer, which can be clicked in the form of a link or as an attached attachment. The voucher is included via the landing page. The e-mail contains the details of the Tickets purchased and a voucher ID. The Voucher must be printed out by the Buyer and he will receive the printed Tickets at the box office of the venue on the day of the performance by presenting the printed e-mail.

E-ticket. After the purchase, the Service Provider will send an e-mail to the e-mail address provided by the Customer, which can be clicked in the form of a link or as an attached attachment. includes the e-ticket through the landing page. An e-ticket is a full-fledged Electronic Ticket. The number line and barcode on the e-ticket contain all the information needed for electronic entry. The barcode can also be checked electronically upon entering the Event venue.

After the payment, the electronic voucher or e-ticket will be delivered to the e-mail box provided by the Customer in real-time. It is not possible to mail by post the electronic voucher or the e-ticket, it will be delivered electronically by the Service Provider. The service is completed automatically.

2. The electronic voucher or e-ticket can be downloaded and printed by the Customer after the successful purchase, they cannot be picked up in person at the ticket office or by post. The printed e-ticket can be used if the barcode and the code next to the barcode are legible.

3. The buyer shall be solely responsible for the consequences and damages resulting from the loss, theft, incorrect printing, copying and multiple printing of self-printed tickets. The Buyer is obliged to bring the e-ticket to the Event in print unless stated otherwise. The Buyer acknowledges that the barcode on the e-ticket can be checked electronically by the Event Organizer at the Event venue, which will immediately invalidate it. Entry is based on the first validation. Thus, the first ticket accepted by the Event Organizer's access system with the given barcode is valid. Any further attempts to enter will be invalid and therefore unsuccessful, and the person presenting the invalid ticket will be denied entry, regardless of whether the person presenting the invalid ticket is the same as the person originally purchasing the e-ticket. The Service Provider shall not be obliged to pay compensation due to the exclusion for such a reason.

4. At the discretion of the Event Organizer, access to certain events may be possible for customers with the appropriate "smartphone" by presenting their telephone. In this case, the Service Provider will deliver the ticket to the mobile App (or electronic wallet) downloaded to the phone by the Customer.

5. In case the Organizer’s website expressly indicates this, the Service Provider, at the request of the Buyer, for certain events may provide printed tickets with security elements and deliver by courier service at the Buyer's expense. In this case, this delivery option, the courier service fee, and

the delivery time are indicated on the Cart page. In the case of products sold by the Service Provider, the delivery fee does not depend on amount or weight.

VII. Right of withdrawal and cancellation

1. The purchase can be canceled at any time without any consequences before pressing the "Payment" or "Order with payment obligation" button. The Buyer, based on the 45/2014. (II.26.) Government Decree, paragraph 1 l), you may not exercise your right of withdrawal or cancellation if the Ticket for the Event is for a specific date (day, deadline) or can be used during a certain period. This also applies if the Buyer purchases a Ticket (right to view) for an online event that is available at a specified time at the same time as the broadcast (live streaming). In this case, the Service Provider will not be able to redeem the Ticket or refund the value of the purchase (except in the case of no performance).

If the Buyer purchases a Ticket for an online event that is available at a specified time interval and can be viewed one or more times within that time zone (video content on-demand), then by Government Decree 45/2014. (II.26.), by clicking on the “Watch the video” button or starting to watch the video in any way, the Customer gives the express prior consent of the Service Provider to start the performance and declares acknowledging that you can no longer exercise your 14-day right of withdrawal as you have already started watching the video content.

2. If the Buyer has purchased a ticket that is not for a specific date (eg museum tickets that can be used at any time, etc.) or if a product other than the ticket (eg book, publication, merchandising products, etc.) purchased to which the rules of the the 45/2014. (II.26.) Decree refers to, the consumer's right of withdrawal and cancellation, these rights can be enforced in the following way:

a) In the case of the right of withdrawal and cancellation detailed above, the Consumer is entitled, in the case of a contract for the sale of the product, to

a) product,

b) when supplying several products, the last product supplied,

c) in the case of a product consisting of several lots or pieces, the last lot or piece delivered,

d) if the product is to be delivered regularly within a specified period, the first service,

to withdraw 14 days after its receipt, using the sample statement of withdrawal and termination attached as Annex 2 to these GTC, or by other clear statement to that effect. The Consumer may also exercise his right of withdrawal between the date of conclusion of the contract and the date of receipt of the product.

a) In the case of the above-mentioned right of withdrawal, the Consumer is

- product
- when supplying several products, the last product supplied,
- in the case of a product consisting of several lots or pieces, the last lot or piece delivered,
- if the product is to be delivered regularly within a specified period, the first service,

to withdraw 14 days after its receipt, using the sample statement of withdrawal and termination attached as Annex 2 to these GTC. The Consumer may also exercise his right of withdrawal between the date of conclusion of the contract and the date of receipt of the product.

b) In addition to filling in the sample attached as Annex 2 to the GTC, in the case of an e-ticket or voucher that is not for a specific date (eg museum tickets that can be used at any time, etc.), the Buyer must indicate the code number on the e-ticket / voucher. It must also be stated that the Buyer has not used the ticket. It is not necessary to send the ticket, because the Service Provider will cancel it electronically.

c) If the Buyer has not purchased a Ticket, but a merchandising product, or received his ticket in a printed form by courier, he must return it to the Service Provider's registered office no later than fourteen days after the cancellation (1139 Budapest, Váci út 99 6th floor). The cost of returning the goods shall be borne by the Buyer. The Buyer shall be liable for depreciation resulting from use in excess of the use required to determine the nature, characteristics and operation of the product.

d) If the Buyer lawfully withdraws from the contract, the Service Provider shall refund the full amount paid by the consumer as consideration without delay, but no later than within fourteen days of becoming aware of the withdrawal. The Service Provider will refund the refund amount in the same way as the payment method used by the Customer. In the case of a contract for the sale of a product, the Service Provider may withhold the amount due to the Buyer until the consumer has returned the product or has confirmed beyond a reasonable doubt that it has been returned.

e) You will find further detailed information on the right of withdrawal and termination attached as Annex 3 to these GTC.

3. Rules for the procedure for exercising the right of withdrawal When is the exercise of the right of withdrawal valid?

In the case of a written withdrawal, it shall be deemed to have been validated on time if the Consumer sends the statement to the Service Provider within 14 calendar days (even on the 14th calendar day). If the Consumer sends his statement of withdrawal by post, the date of sending it by e-mail, the time of sending the e-mail will be taken into account by the Service Provider for the calculation of the deadline. We recommend that the Consumer send his letter by registered mail so that the date of dispatch can be credibly proven, in particular with regard to the following (burden of proof).

Which party has the burden of proof?

It is up to the Consumer to prove that he has exercised his right of withdrawal in accordance with the provisions laid down in the relevant legislation.

What should the Service Provider do after the Consumer has exercised his right of withdrawal?

The Service Provider is obliged to confirm the receipt of the Consumer's withdrawal statement by e-mail within a reasonable time.

What should the Consumer do after submitting his withdrawal?

The Ticket (electronic code) purchased on the Website operated by the Service Provider need not be returned, even if it may have been printed. If the Consumer has already purchased a product, in case of withdrawal, he is obliged to return the ordered product to the address 1139. Budapest, Váci út 99. 6th floor without undue delay, but no later than within 14 days from the notification of his withdrawal. The deadline is deemed to have been met if the Consumer sends (mails or delivers) the product to the courier ordered by the consumer within the 14-day deadline.

Who is charged for the return?

The cost of returning the product to the address of the Service Provider shall be borne by the

Consumer. The Service Provider does not take over the handling or costs of the return from the Consumer. The Service Provider will not accept the package returned by cash on delivery or postage. Apart from the cost of returning the product, no other costs shall be borne by the Consumer in connection with the withdrawal.

Consumer may be liable for depreciation of the Product in the event of withdrawal

. The Service Provider may therefore demand reimbursement of depreciation and reasonable costs arising from use in excess of the use required to determine the nature, characteristics and operation of the Product.

How long does the Webshop have to refund the purchase price and what elements of it in case of withdrawal by the Consumer?

If the Consumer withdraws from the contract, the Service Provider shall reimburse all consideration (product price) paid by the Consumer immediately, but no later than within 14 days from the receipt of the Consumer's withdrawal statement, including transport costs (paid for delivery), except for additional costs they arose because the Consumer had chosen a mode of transport other than the cheapest usual mode of transport offered by the online store.

When do we withhold a refund?

The Service Provider is entitled to withhold the refund until it has received the product back or the Consumer has provided creditworthy proof that it has been returned: the earlier of the two dates will be taken into account by the Webshop.

How do we pay the consumer the return amount?

During the refund, the Service Provider uses the same payment method as in the original transaction.

How do we inspect a return package in case of cancellation or replacement?

After receiving the package at our company, during the unpacking of the package or the inspection of the returned product, a three-person committee is present, which takes the report on the spot in case of damage to the product or other defects (for example, the returned product was damaged, used, dirty or incomplete). up.

VIII. Supply

warranty and product warranty 1. The information on supply warranty and product warranty is attached as Annex 4 to these GTC.

IX. Limitations of the Service Provider

1. The Customer acknowledges that due to the peculiarities of the Internet, the continuous operation of the System may be interrupted despite the prior knowledge and intention of the Service Provider. Accordingly, the Service Provider does not guarantee the error-free and uninterrupted operation of the Service and the related website, or that access to the Service will be continuous or error-free.

2. The Service Provider is entitled to suspend the Service, in whole or in part, for the maintenance of the Service or the related website, or for other security reasons, without any prior notice or notification.

3. The Service Provider makes every effort to pass on the information received from the event organizers to those interested. At the same time, the Service Provider is not responsible for the information and content related to each Event on the Service's website, which the Event Organizer has recorded in the system itself, or the information received from the Event Organizer has been recorded by an employee of the Service Provider.

4. The Service Provider shall only be liable for damages caused by intentional or grossly negligent errors attributable to it. The extent of liability may not exceed the value of the purchase transaction.

5. The Customer acknowledges that the Service Provider is not liable for any damage or abuse that occurs during or as a result of paying with a bank card.

6. The Service Provider excludes liability for any damage caused by the Contractual or illegal activities or omissions of the Customer, the Event Organizer or a third party.

X. Rules for

the Event 1. The Event Organizer is obliged to organize the Event in accordance with the announcement. The name and other identification details of the Event Organizer are on the front of the Ticket. The Buyer acknowledges that the Service Provider does not take any responsibility for the holding of the Event attended with the purchased Ticket, or for the artists, athletes, etc. performing at the Ticket. the quality of your presentation and participation in connection with the organization and holding of the event. In connection with the participation in the Event, the service legal relationship and the service obligation are established between the person presenting the Ticket and the Event Organizer. This legal relationship is determined by the regulations on the official website of the Event and the Event Organizer. Therefore, the Service Provider may not be a party to any legal dispute between the Event Organizer and the Buyer (or the current ticket holder), which is initiated due to the insufficient quality of the Event or the failure of the Event. The conditions of participation, the policy of the Event or the institution serving as the venue of the Event may differ significantly from performance to performance and event to event. The Event Organizer is entitled to establish these rules, so the Buyer can inquire about these rules from the Event Organizer. Adoption of the policy or course rules is mandatory when purchasing tickets or entering.

2. The Ticket is freely transferable, unless the Ticket is registered and / or the organizer of the relevant Event provides otherwise, but in the latter case the Event Data Sheet contains rules to this effect. The Buyer declares that he will hand over the Ticket to another person only if the new ticket holder has accepted the GTC, the Data Management Information of the Service Provider and the Event Organizer, as well as the policy or course rules of the Event.

3. Unless otherwise stated on the Ticket, the Ticket entitles the person presenting it, one person, to enter the Event indicated on the Ticket once. It is not possible to replace a lost, damaged or destroyed ticket.

4. The start date on the Ticket is for information only, the actual start date may differ.

5. Depending on the type of Ticket, it may include digital and analog security solutions that protect the Ticket from forgery. If the Service Provider, the Event Organizer or the security service participating in the Event of the Event detects that the security signs on the Ticket are damaged, incomplete, they show signs of intentional damage, or they may be considered reproduced or copied, the Ticketholder , or may be asked to leave the Event area. Due to the prohibition on such grounds, the Customer may not bring any claim for damages against the Service Provider.

6. Certain Tickets only entitle certain groups of users to enter (children's ticket, pensioner's ticket,

professional ticket, etc.) The existence of the right is not examined by the Service Provider at the time of purchase. The Event Organizer is entitled to check through the security service whether the ticket holder is entitled to use the special ticket. Entry may be refused until the use of the ticket has been confirmed by the ticket holder. In the event of exclusion for such reasons, the Ticket Buyer or the Ticketholder will not be entitled to compensation.

7. In some cases, Tickets only entitle you to visit certain areas within the Event area.

8. Everyone can attend the Event at their own risk. Although the Event Organizer will do everything in its power to ensure the safe running of the Event, the Service Provider will not be liable for any visitors who behave irresponsibly. Under the influence of intoxication, drugs or other mind-altering substances, the Event cannot be visited even if a valid Ticket is presented.

9. A video and audio recording of the Event may be made, on which the visitors of the Event may be recorded; as a result, the visitor of the Event may not make any claim against either the Event Organizer or the Service Provider.

10. The Event Organizer may remove a visitor who violates the conditions of participation, the rules or regulations of the institution hosting the Event, the instructions of the security service and other law enforcement agencies in order to ensure the safe running of the Event and the entertainment of visitors. In the event of exclusion for such a reason, the Service Provider shall not be obliged to pay compensation.

11. In the case of an Event held in an open space, the Event Organizer has the opportunity to announce a reserve event day (rainy day). If the date of the rainy day has been announced, the Event Organizer may at any time decide to hold the Event on the rainy day. The Service Provider will inform the Buyers about this decision immediately via the Jegy.hu website as soon as it receives the relevant information from the Event Organizer. The Buyer acknowledges that there is no right of withdrawal for holding the Event on a rainy day. According to the general customs in the industry, the Event is considered to be in order even if it is interrupted due to the weather, ends prematurely or is delayed, if more than half of the Event has been held in order and the start of the Event is 50% of the planned length of the Event. slip less or be paused for less than 25%. The Event Organizer is entitled to set different rules for the events that took place on the rainy day or in part.

In the case of an Event held in an open space that has a rainfall venue, the Buyer automatically acknowledges with the purchase of a ticket that the Event Organizer is free to hold the event at the rainfall venue.

12. The Service Provider will do everything in its power to inform the Customer in the event of a possible failure of the Event and to facilitate the redemption of tickets. At the same time, the Buyer acknowledges that in the event of the Event not being held, the process, location and deadline for the redemption of tickets will be decided by the Event Organizer and the Event Organizer is responsible for its implementation. The Service Provider shall immediately publish the data on ticket redemption on the website of Jegy.hu as soon as it has received it in an official form from the Event Organizer. Unless the Event Organizer decides otherwise, the Tickets sold in electronic form by the Service Provider do not have to be returned or presented to the Service Provider, the Service Provider will redeem them based on the data in the ticket system. In the absence of an order from the Event Organizer for the redemption of the Tickets, the Service Provider is not obliged to redeem the Tickets or refund the purchase price of the Tickets. In addition to the price of the Ticket, which the redeemer is obliged to redeem in full, neither the Event Organizer nor the redeemer is obliged to reimburse any alleged or actual damage or costs. In other cases than the absence of the Event, there is no possibility to redeem the Tickets. In the event of non-performance of the Event, the right to a refund of the price of other services used to purchase the Ticket shall be judged according to whether each service has been performed by the service provider. The convenience fee charged is the fee for using the ticket purchase system, not included in the ticket price. In the event of non-

performance, the convenience fee will be refunded, unless the non-performance is for a reason specified in Section X.13. detail.

13. In the event of war, insurrection, terrorist act, strike, accident, fire, blockade, flood, decision, measure or proposal of the epidemiological authority, natural disaster, severe energy supply disruption or other unforeseeable and unavoidable obstacle, or due to epidemic reasons. As a result of the decision of the Customer or the Service Provider, one of them is unable to fulfill any of its contractual obligations, this person shall not be liable for any loss or damage incurred as a result of these events. If an Event is canceled as a result of the circumstances listed above, the Service Provider will notify the Buyers as soon as possible. After the end of the obstacle, the Event Organizer may, at its own discretion, replace the missed Event if the number of Events affected by the cancellation, the nature of the obstacle and the number of affected Customers and the capacity available to the Event Organizer allow. In the event of a missed event, the Event Organizer will decide on the compensation of the Clients and provide coverage for the compensation. Failing this, the Service Provider is not obliged to refund the purchase price of the ticket.

X / A. Special rules for certain sports events

1. In the case of sports events, the Ticket is a contract between the organizer of the sports event (hereinafter: the Organizer), in the case of a sports event held abroad, the participating domestic sports organization and the Customer. In the case of a sports event held abroad, the Organizer, together with the Hungarian sports organization participating in the organization, determines the conditions for the purchase of Tickets. By paying the price of the Ticket, the Buyer accepts the conditions specified by the Organizer (in the case of a sports event held abroad, the Hungarian sports organization participating in the organization).

2. The Buyer acknowledges that the Organizer (in the case of a sports event held abroad or abroad, the sports organization participating in the organization) may make the purchase of the Ticket conditional on the existence of a club card, football card or other registration.

3. The Buyer acknowledges that the purchase of tickets is only one of the preconditions for participating in a sporting event. In addition, the Buyer is obliged to comply with the course regulations published on the spot or on the Internet or otherwise announced in connection with the given sporting event.

4. The Organizer (in the case of a sports event held abroad or abroad, the domestic sports organization participating in the organization) may decide that at the time of the purchase the Buyer, instead of the Admission Ticket, will receive a voucher and hand over the Ticket at a place announced in advance by the Organizer (which may be at or near the venue of the match), at a time specified by the Organizer, after checking the personal data of the Buyer. By purchasing the voucher, the buyer accepts that the vouchers do not have a seat, they will be distributed by redeeming the ticket, but InterTicket and MLSZ cannot take responsibility for the fact that the domestic organizer of the event guarantees the right of ticket holders to seat, or the view from there may be limited.

5. The Organizer (in the case of a sports event held abroad or abroad, the domestic sports organization participating in the organization) may decide on the basis of a legal obligation or its own considerations that the sports event may be attended only with a registered ticket. In this case, the Ticket contains the name, place and date of birth of the Customer, as well as the personal data specified by the legislation in force at any time. Registered tickets, passes and vouchers cannot be transferred without change after they have been issued. The Organizer (in the case of a sports event held abroad or abroad, the Hungarian sports organization participating in the organization) may decide to transfer the so-called provides rewriting free of charge or for a fee. Tickets, passes and vouchers purchased in person may be rewritten in person by the owner (whose details appear on the ticket) at a place specified by the Organizer, following a credible proof of

identity. Tickets, passes and vouchers purchased online can only be rewritten online and can only be initiated by the person who purchased the ticket, pass or voucher himself. The Organizer will publish a detailed information on the process of renaming the name, including the steps and deadlines of the renaming process and any limiting factors. You can find out more about the rules for renaming events organized or supervised by the Hungarian Football Association byclicking here.

6. In the case of a sporting event held in Hungary, if the sporting event is canceled or the exclusion of spectators or the number of spectators is limited, the Organizing Hungarian sports organization will refund the Ticket at the stadium box office or at the place of purchase within three working days. If the sporting event is interrupted, the Ticket will be valid for the repeated sporting event. Apart from these exceptions, there is no way to refund the ticket price. In the case of sports events held abroad, the refund conditions specified by the foreign Organizer apply.

7. The Organizer may decide that only the holder of a certain fan card may purchase a Ticket in each sector, or the Organizer has the right to decide whether a club card is mandatory or any other restriction in each sector (eg a club card is required, a home club card is required, guest club card is obligatory, MLSZ Football card is obligatory, purchase code is required, etc.)

8. If in a match the A guest sector will be designated, and fans of the visiting and domestic teams may only purchase tickets to the sector designated for them, for reasons of sports policing and security, as well as in accordance with the regulations of the international football associations. If the person entrusted with the entry by the Organizer notices that the fan wishes to enter a different sector, even with a valid ticket, he may decide to refuse entry. In this case, the person attempting to enter and / or the purchaser of the given ticket may not claim any compensation from the Organizer or the Ticket Seller. In assessing whether a supporter is a member of the visiting team, the person entering shall, in addition to verifying the identity document, consider whether the supporter bears the flag, logo, coat of arms, emblem, color code or any other symbol of belonging to the team's support camp.

9. To avoid COVID-19, we recommend that you:

- Disinfect your hands regularly with the hand sanitizers available in the stadium;

- avoid congestion and group gatherings;

- review and follow the guidelines and health restrictive measures of the Hungarian authorities;

- use contactless payment methods instead of cash.

X / B. Different rules for online events 1. On-line

events can be live or broadcast theatrical or other performances, events, which the Buyer acquires the right to watch with the ticket purchase at the time or period specified during the ticket purchase. In the case of certain events, the Event Organizer also gives the ticket buyer the right to view the recording of the performance within a specified period after the date of the live performance. For some online events, it is possible to watch the entire program or individual sections repeatedly. Relevant rules may vary from event to event, details of which are provided in the event description.

2. The visual, audio and professional materials of the online events are the exclusive property of the Event Organizer. By accepting these General Terms and Conditions, the Buyer acknowledges that the Event Organizer does not allow the recording or unauthorized use of all or part of the image, sound and professional materials of the online events. It is not permitted to record online events in any way, to further use the recordings acquired by the Buyer, including in particular, but not exclusively, to reproduce them, or to make them available to others.

3. It is strictly prohibited to record the online event by any means and to copy and exploit it online or via any digital or analogue medium, in particular to lend it, make it available to others, distribute it or distribute it in any form. It is also forbidden to change or modify any part of it, to incorporate it into any other work, publication, website, whether in electronic or other form. The use of the published recordings and professional materials by the Event Organizer, the author and the performers without prior written permission is regulated by Act LXXVI of 1999 on Copyright. TV. It is prohibited under Section 36 (2). Unauthorized use has criminal and civil consequences.

4. To view online events, you need to create a personal, permanent customer account. To create a personal customer account, you need an available, valid email address and a name and password. After entering the data, the Service Provider's system will send a message to the indicated e-mail address requesting its confirmation. The rights to view each content are linked to a personal customer account. Accordingly, access to online events is non-transferable. It is only possible to start a link with one registration on one device, it will not start with the same registration in two separate places. In the case of a return purchase, the Service Provider identifies the Customer's personal customer account based on the e-mail address and password. Creating a personal customer account is not the same as registering for non-online events, which is optional and optional. For technical reasons, accordingly, customers already registered on Jegy.hu also need to create a personal customer account if they want to view an online event. The personal customer account can be deleted at any time by sending an e-mail to the Service Provider's customer service.

5. In order to view the online event, the Buyer must have the software that meets the technical requirements specified at all times, a proper internet connection and the necessary tools for viewing it. The service provider's proposals for the minimum requirements can be found out and checked on online.jegy.hu. If, in addition to the general requirements, you need to download a special device or third-party software to view the online event, the relevant information is included in the description of the event. The Buyer shall bear all costs and data traffic charges related to his own internet connection. It is the Buyer's responsibility to ensure, prior to purchasing the ticket, that the device on which the content is to be viewed is suitable for playback. The Service Provider shall not be liable if the Customer is unable to use the service for reasons beyond the Service Provider's control, such as the quality of the Internet access available to the Customer.

6. The Service Provider shall not be liable for damages arising and occurring due to unforeseen or out-of-activity events, omissions and malfunctions of Internet service providers, other malfunctions, virus infections or technical errors arising from the nature of online activities, and the quality of the streaming services and recordings provided by the Event Organizer. If the Customer notices an error while watching the online event, it is advisable to notify the Service Provider immediately, but no later than on the working day following the presentation, that the error has existed and the cause can be investigated. The Customer may not engage in any behavior that overloads, obstructs or damages the Service Provider's IT system.

7. If a certain online event can be viewed at a certain time or period and the Buyer does not watch it at the given time or period, the Buyer acknowledges that he / she cannot claim an additional occasion or a refund of the ticket price. The Buyer acknowledges that if he does not watch / listen to the online performance in its entirety, he is not entitled to any additional opportunity or refund.

8. Online events may include content that may be harmful to the personality development of minors. Accordingly, minors are not permitted to purchase viewing rights, and minors are not permitted to view online events without parental or guardian permission.

9. The Service Provider provides its service for online events as an intermediary service. Accordingly, the Service Provider provides online access to the content of the Event Organizer that creates the given content and publishes it within the framework of online broadcasting.

10. The Service Provider provides its services related to online events - unless otherwise stated in

the description of the given performance - without territorial restrictions. However, for some performances, this is possible due to territorial restrictions, restrictions on copyright, performer rights, or other reasons. In these cases, prior to the purchase, the Service Provider draws the attention of the Buyers to the description of the event. In case of territorial restriction, the Service Provider is entitled to check the IP address of the Customer, to check the observance of the territorial restriction, and to refuse access if the location of the viewing would violate the territorial restriction.

XI. Liability issues and trademarks and copyrights appearing on the website

1. The Customer may use the Website, the webshop interface only at his own risk and accepts that the Service Provider shall not be liable for any damages caused during use or intentionally or criminally. , in addition to liability for breach of contract prejudicial to physical integrity or health.

2. The Buyer is obliged to ensure that the use of the Website does not infringe the rights of third parties or the law, either directly or indirectly.

3. The Webshop is entitled, but not obliged, to check the content (such as posts) that may be made available by the Customer during the use of the Website, and the Webshop is entitled, but not obliged, to look for signs of illegal activity and is not responsible for them.

4. The pages of the Web Store may contain connection points (links) that lead to the pages of other Web Stores. The Service Provider is not responsible for the data protection practices and other activities of these service providers.

5. If you notice objectionable content on the Website, please notify the Service Provider immediately. If the Service Provider finds the indication to be justified, it is entitled to delete or modify the information immediately.

6. The Service Provider acquires unlimited and exclusive rights to use the comments (eg chat, blog), remarks, suggestions and ideas provided by the Customer in connection with the use of the website, however, this does not mean that any entries, comments, etc. would reflect the opinion of the Service Provider. The Service Provider has the right to utilize, use, transfer, publish, delete or disclose the comments of the users of the website without any restrictions, without having to provide any compensation.

7. Copyright and Consequences of Infringement

The Website as a whole, its graphics, text, articles and technical solutions written in a blog post, and elements of the Service are protected by copyright or other intellectual property rights. The Service Provider and / or the Service Provider's contracted partner is the copyright holder or authorized user of all content, any copyrighted work or other intellectual property (including, but not limited to, graphics, photographs and other materials, the layout and editing of the Website interface, the software and other solutions used, the idea, the implementation).

Save or print the content of the Website and certain parts of it on a physical or other data carrier - unless expressly provided otherwise by law - is only permitted with the prior written consent of the Service Provider.

In the event of the use of the content specified above without a license, the Service Provider is entitled to claim damages, penalties and / or damages.

In addition to the rights expressly set forth in these GTC, the use of the Website or any provision of the GTC does not grant the Customer the right to use or utilize any of the trade names or trademarks appearing on the Website.

The Service Provider reserves all rights to all elements of its service, in particular the domain name, the subdomains belonging to it, all other domain names included in the Web Store, its sub-pages, and the Internet advertising space. All activities aimed at listing, organizing, archiving, hacking and decrypting the source code of the Webshop are prohibited, unless the Service Provider has given prior written permission to do so.

It is forbidden to modify, copy, place new data or overwrite existing data in the Webshop database by bypassing the interface or search engines provided by the Webshop without using a separate agreement or using the service provided for this purpose.

8. Data and information provided by the Customer

The user of the Website is fully responsible for the information provided by the Service Provider to the Service Provider, including the content, its authenticity and any related copyrights. The user of the Website consents to the storage of data and information provided by him, statistical analysis and other use for personal purposes that does not violate the protection of personal data in any form and by any current or future means, including all content, audio and video content You can even send it through third parties.

9. Conditions for waiver

of right The waiver of any right by the Service Provider is valid only in the case of an express written statement to that effect. If the Service Provider does not exercise any of its rights under these GTC, it shall not be deemed a waiver of that right.

XII. Method

of complaint handling 1. Complaint handling tasks shall be performed by the Service Provider on the basis of an agreement between the Service Provider and the Event Organizer. Completion of complaint handling tasks does not mean that the Service Provider is liable for the legitimacy of customer claims. The registered office of the Service Provider, the place of complaint handling, the mailing address of the customer service, the electronic mailing address and the Internet address can be found in point I of the GTC.

2. Complaint handling

When can you make a complaint?

You may complain to the Service Provider about the conduct, activity or omission of the web store and any person acting in the interest or for the benefit of the web store that is directly related to the distribution or sale of the product (s) to you.

How can you make a complaint?

You can make your complaint through the customer service contacts indicated in point I of these GTC.

Where can you complain?

You may submit consumer complaints related to the Product or the sales activities of the Webshop primarily directly through the customer service contacts indicated in Section I of these GTC.

Rules for the investigation of an oral complaint

The Service Provider does not handle personal and telephone complaints. Please use the customer

service contacts indicated in point I of these GTC when making your complaint.

The Service Provider shall examine the oral complaint as soon as possible and, if possible, remedy it as necessary. If you do not agree with the handling of the complaint or it is not possible to investigate the complaint immediately, the Service Provider will record the complaint.

Rules concerning the minutes

In the event of an oral complaint communicated using the electronic communications service, the Service Provider will send you a copy of the minutes at the latest at the same time as the substantive reply. The Webshop is obliged to keep a copy of the report on the complaint for three years from the receipt of the complaint and to present it to the inspection authorities. The Web Store will assign a unique ID to a complaint recorded on the phone or using another means of communication, which will make it easier to retrieve the complaint later.

In some cases, when processing an oral complaint, the Web Store acts in accordance with the rules applicable to a written complaint.

Written complaint

The Service Provider shall respond to the complaint received in writing within 30 days and arrange for its communication.

If the complaint is rejected, the Service Provider will inform you of the reason for the rejection. If the complaint is rejected, the Service Provider is obliged to inform you in writing which authority or conciliation body may initiate the procedure with its complaint. The information must also include the location, telephone and internet contact details and mailing address of the competent authority or the conciliation body of your place of residence or stay. The information shall also cover whether the Service Provider uses the conciliation panel procedure in order to settle the consumer dispute.

4. The Service Provider does not carry out public service activities, so it is not subject to special legal rules for service providers carrying out such activities (operation of special customer service, extended customer reception time, advance appointment booking, continuous availability, five-minute check-in time, customer protection officer, etc.).

5. Other enforcement options

If any consumer dispute between the Service Provider and the Customer is not resolved during the negotiations with the Service Provider, the Customer qualifying as a consumer may apply to the conciliation body competent according to his place of residence or stay, or the Service Provider's registered office competent conciliation body. In total, the following remedies are available to a consumer who qualifies as a consumer:

- Conciliation panel procedure
- Complaints to the consumer protection authority
- Dispute resolution procedure through the EU online dispute resolution platform
- Initiating legal proceedings

Complaints to the consumer

protection authority . After examining the complaint, the authority decides on the conduct of the consumer protection proceedings. The consumer protection authority acts upon request or ex officio, thus examining the market behavior of the Service Provider from the point of view of consumer protection. However, your individual case will be resolved by the conciliation body, in which case the consumer protection authority will refer the applicant's case to the conciliation

body.Government offices have been designated by law. Contact details of government offices: https://www.kormanyhivatal.hu/en/elerhetosegek

Dispute settlement procedure through the European Union's online dispute settlement platform

https://webgate.ec.europa.eu/odr/main/index.cfm?event=main. home.show & lng = HU

In the case of a consumer dispute related to an online sales contract, it is possible for consumers tocross-border disputeselectronically by submitting an electronic complaint via the online platform available via the link above.

All that is required is for the consumer to register on the online platform available at the link above, complete a request in full and then submit it electronically to the conciliation body via the platform. This makes it easy for consumers to assert their rights despite distances.

Initiation of the

Conciliation Board procedure Contact details of the Conciliation Boards: http://www.bekeltetes.hu/index.php?id=testuletek

If the Service Provider rejects the Consumer's complaint, the Consumer is also entitled to apply to the conciliation body competent according to his / her place of residence or stay. The condition for initiating the proceedings of the conciliation body is that the Consumer tries to settle the dispute directly with the Web Store.

For the purposes of the rules applicable to the conciliation body, the consumer is also a non-governmental organization according to a separate law, a church, a condominium, a housing association, a micro, small or medium-sized enterprise that buys, orders , receives, uses or uses goods, recipient of the offer.

The Conciliation Body has the power to settle consumer disputes out of court. The task of the conciliation body is to try to reach an agreement between the Service Provider and the Consumer in order to settle the consumer dispute. If this fails, it will decide the case to ensure that consumer rights are enforced easily, quickly, efficiently and cost-effectively. At the request of the Consumer or the Service Provider, the conciliation body shall advise on the rights of the Consumer and the obligations incumbent on the Consumer.

The proceedings of the conciliation body shall be initiated at the request of the Consumer. The request shall be made in writing to the chairperson of the conciliation body. The requirement to be in writing may be fulfilled by letter, telegram, telegraph or fax, as well as by any other means which enables the recipient to keep the data addressed to him permanently for the purpose for which the data were stored and unaltered. display.

The application shall include:

- the name, place of residence or stay of
- the name, registered office or establishment of the business involved in the consumer dispute,
- if the consumer indicates the body requested to replace the competent conciliation body,
- a brief description of the consumer's position and the facts and evidence that
- the consumer has made a direct attempt to settle the dispute with the business concerned
- . no application has been made,
- a motion for a decision by the board,
- the signature of the consumer.

The application must be accompanied by the document or a copy (extract) of which the Consumer refers to as evidence, in particular: the written statement of the Service Provider about the rejection of the complaint, failing which other written evidence available to the Consumer about the attempted consultation. If the Consumer acts through a proxy, the proxy must be attached to the application.

The Service Provider is obliged to cooperate during the conciliation panel proceedings. In the event of a breach, the consumer protection authority has jurisdiction.

Within the framework of the procedure, the Service Provider is obliged to send its reply to the conciliation body and to ensure the participation of the person authorized to establish an agreement at the hearing. If the registered office or premises of the Service Provider is not registered in the county according to the chamber operating the territorially competent conciliation body, the obligation of the enterprise to co-operate extends to offer the possibility of concluding a written agreement in accordance with the consumer's needs.

The conciliation body tries to reach an agreement between the consumer and the business, failing which it decides the matter. It is important that the buyer can only turn to the body in connection with the performance of his contract, ie his individual dispute, not in other cases within the competence of the consumer protection authority (eg deception, price indication, etc.), in which case the conciliation body will refer the matter to the consumer protection authority.

the respective Conciliation Bodies:

Should any of the contact details change, you can view the latest contact details at the following link: http://www.bekeltetes.hu/index.php?id=testuletek

Baranya Megyei Békéltető Testület Cím: 7625 Pécs, Majorossy I. u. 36. Telefonszám: 06-72-507-154 Fax: 06-72-507-152 Email: info@baranyabekeltetes.hu	**Bács-Kiskun Megyei Békéltető Testület** Cím: 6000 Kecskemét, Árpád krt. 4. Telefonszám: 06-76-501-500; 06-76-501-525, 06-76-501-523 Fax: 06-76-501-538 Email: bekeltetes@bacsbekeltetes.hu; Honlap: www.bacsbekeltetes.hu
Békés Megyei Békéltető Testület Cím: 5600 Békéscsaba, Penza ltp. 5. Telefonszám: 06-66-324-976 Fax: 06-66-324-976 Email: bekeltetes@bmkik.hu	**Borsod-Abaúj-Zemplén Megyei Békéltető Testület** Cím: 3525 Miskolc, Szentpáli u. 1. Telefonszám:06-46-501-091;06-46-501-870 Fax: 06-46-501-099 Email: bekeltetes@bokik.hu

Budapesti Békéltető Testület Cím: 1016 Budapest, Krisztina krt. 99. III. em. 310. Telefonszám: 06-1-488-2131 Fax: 06-1-488-2186 Email: bekelteto.testulet@bkik.hu	**Csongrád Megyei Békéltető Testület** Cím: 6721 Szeged, Párizsi krt. 8-12. Telefonszám: 06-62-554-250/118 Fax: 06-62-426-149 Email: bekelteto.testulet@csmkik.hu
Fejér Megyei Békéltető Testület Cím: 8000 Székesfehérvár, Hosszúsétatér 4-6. Telefonszám:06-22-510-310 Fax: 06-22-510-312 Email: fmkik@fmkik.hu	**Győr-Moson-Sopron Megyei Békéltető Testület** Cím: 9021 Győr, Szent István út 10/a. Telefonszám: 06-96-520-217 Fax: 06-96-520-218 Email: bekeltetotestulet@gymskik.hu
Hajdú-Bihar Megyei Békéltető Testület Cím: 4025 Debrecen, Vörösmarty u. 13-15. Telefonszám: 06-52-500-710 Fax: 06-52-500-720 Email: bekelteto@hbkik.hu	**Heves Megyei Békéltető Testület** Cím: 3300 Eger, Faiskola út 15. Telefonszám: 06-36-429-612 Fax: 06-36-323-615 Email: hkik@hkik.hu
Jász-Nagykun-Szolnok Megyei Békéltető Testület Cím: 5000 Szolnok, Verseghy park 8. III. emelet 305-306. Telefonszám: 06-56-510-621, 06-20-373-2570 Fax: 06-56-510-628 Email: bekeltetotestulet@jnszmkik.hu	**Komárom-Esztergom Megyei Békéltető Testület** Cím: 2800 Tatabánya, Fő tér 36. Telefonszám: 06-34-513-027 Fax: 06-34-316-259 Email:bekeltetes@kemkik.hu
Nógrád Megyei Békéltető Testület Cím: 3100 Salgótarján, Alkotmány út 9/A. Telefonszám: 06-32-520-860 Fax: 06-32-520-862	**Pest Megyei Békéltető Testület** Cím: 1119 Budapest, Etele út 59-61. II. emelet 240. Levelezési cím: 1364 Budapest, Pf.: 81

Email: nkik@nkik.hu	Telefonszám: 06-1-269-0703 Fax: 06-1-474-7921 Email: pmbekelteto@pmkik.hu
Somogy Megyei Békéltető Testület Cím: 7400 Kaposvár, Anna u.6. Telefonszám: 06-82-501-026 Fax: 06-82-501-046 Email: skik@skik.hu	**Szabolcs-Szatmár-Bereg Megyei Békéltető Testület** Cím: 4400 Nyíregyháza, Széchenyi u. 2. Telefonszám: 06-42-311-544 Fax: 06-42-311-750 Email: bekelteto@szabkam.hu
Tolna Megyei Békéltető Testület Cím: 7100 Szekszárd, Arany J. u. 23-25. III. emelet Telefonszám: 06-74-411-661 Fax: 06-74-411-456 Email: kamara@tmkik.hu	**Vas Megyei Békéltető Testület** Cím: 9700 Szombathely, Honvéd tér 2. Telefonszám: 06-94-312-356 Fax: 06-94-316-936 Email: vmkik@vmkik.hu
Veszprém Megyei Békéltető Testület Cím: 8200 Veszprém, Radnóti tér 1. földszint 116. Telefonszám: 06-88-429-008 Fax: 06-88-412-150 Email: bekelteto@veszpremikamara.hu	**Zala Megyei Békéltető Testület** Cím: 8900 Zalaegerszeg, Petőfi u. 24. Telefonszám: 06-92-550-513 Fax: 06-92-550-525 Email: zmbekelteto@zmkik.hu

Initiation of court proceedings

If the Buyer does not turn to a conciliation body or the proceedings have not resulted in a settlement, the dispute it is possible to apply to a court in civil proceedings under Act V of 2013 on the Civil Code and Act CXXX of 2016 on the Code of Civil Procedure. according to the provisions of the law. The lawsuit must be initiated with an application. The application must be accompanied by all documents, a copy of which the Customer refers to as evidence.

The application must contain the following information:

- the court seised;
- the names, domiciles and legal status of the parties and of their representatives;
- the right to be enforced, stating the facts and evidence on which it is based;

- the data from which the jurisdiction and jurisdiction of the court can be determined;
- a firm request for a court decision.
- Initiation of court proceedings
- If the Buyer does not turn to a conciliation body or the proceedings have not resulted in a settlement, the dispute it is possible to apply to a court in civil proceedings under Act V of 2013 on the Civil Code and Act CXXX of 2016 on the Code of Civil Procedure. according to the provisions of the law. The lawsuit must be initiated with an application. The application must be accompanied by all documents, a copy of which the Customer refers to as evidence.
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- the right to be enforced, stating the facts and evidence on which it is based;
- the data from which the jurisdiction and jurisdiction of the court can be determined;
- a firm request for a court decision.

Appendix 1

The contract of INTERTICKET Kft.

Annex 2

Model Declaration of Withdrawal / Termination

(Please complete and return only if you have purchased a ticket that is not for a specific date or if you have purchased other goods than a ticket.)

"To : InterTicket Kft.

1139 Budapest, Váci út 99. 6th floor

interticket@interticket.hu

I, the undersigned, declare that I exercise my right of withdrawal / termination in respect of the contract for the sale of the following product (s) or the provision of the following service: :

contract (purchase of tickets) / date of receipt:

In the case of the electronic ticket code number / in the case of an online event or the purchase of other goods, the invoice number:

I declare that I did not use the ticket / did not view the online event (Only if a ticket has been purchased.

) Name of

the consumer (s): Address (es) of the consumer (s):

E-mail address used for the purchase:

With the consumer (s) (for paper statements only)

Date:... ”

Annex 3

Information on the right

of withdrawal The consumer's right of withdrawal

The rights listed here belong to the Buyer who qualifies as a consumer (hereinafter:" Consumer "- see also Definitions in Annex 5).). Accordingly, companies, institutions, some of you, and so on. (legal persons) may not exercise the right of withdrawal as set out below.

If you have purchased a ticket that is not for a specific date (eg museum tickets that can be used at any time, etc.) or if you have purchased a product other than the ticket (eg book, publication, merchandising products, etc.), you are entitled to give a reason within 14 days withdraw from this contract without The withdrawal / cancellation deadline is 45/2014. (II. 26.) of the Government, in the case of a contract for the sale of a product to the

- product,
- several products to the last supplied product,
- in the case of a product consisting of several lots or pieces to the last delivered lot or piece,
- if the product isthe first service by

shall have the right to withdraw from the contract without giving any reason within fourteen (14) days from the date of receipt of

The Consumer does not have the right of withdrawal in case of the purchase of a Ticket / season ticket for a given date or period, as 45/2014. (II. 26.) does not guarantee this right in the case of a contract for services related to leisure activities, if a deadline or deadline specified in the contract has been set.

If the Buyer purchases a Ticket for an online event that is available at a specified time interval and can be viewed one or more times within that time zone (video content on demand), 45/2014. (II.26.) Of the Government Decree, by clicking on the “Watch the video” button or starting to watch the video in any way, the Customer gives the express prior consent of the Service Provider to start the performance and declares acknowledging that you can no longer exercise your 14-day right of withdrawal as you have already started watching the video content.

If you wish to exercise your right of withdrawal, please send a clear statement of your intention to withdraw (for example, by post, fax or electronic mail) to the following address: InterTicket Kft., Registered office: 1139 Budapest, Váci út 99. 6th floor , email: interticket@interticket.hu. You can also use the model withdrawal / termination statement in Annex 2 for this purpose. You will exercise your right of withdrawal / cancellation within the time limit if you send your notice of cancellation / cancellation before the expiry of the deadline indicated above.

Rules for the exercise of the right of withdrawal When is the exercise of the right of withdrawal valid?

In the case of a written withdrawal, it shall be deemed to have been validated on time if the Consumer sends the statement to the Service Provider within 14 calendar days (even on the 14th calendar day). If the Consumer sends his statement of withdrawal by post, the date of sending it by e-mail, the time of sending the e-mail will be taken into account by the Service Provider for the calculation of the deadline. We recommend that the consumer send the letter by registered mail so that the date of dispatch can be credibly proven, in particular with regard to the following (burden of proof).

Which party has the burden of proof?

It is up to the Consumer to prove that he has exercised his right of withdrawal in accordance with the provisions laid down in the relevant legislation.

What should the Service Provider do after the Consumer has exercised his right of withdrawal?

The Service Provider is obliged to confirm the receipt of the Consumer's withdrawal statement by e-mail within a reasonable time.

What should the Consumer do after submitting his withdrawal?

In case of withdrawal, the Consumer is obliged to return the ordered Product to the address indicated by the Service Provider in point I of these GTC without undue delay, but no later than within 14 days from the publication of his statement of withdrawal. The deadline is considered to have been met if the Consumer sends the Product (by post or delivers it to the courier ordered by him) before the expiry of the 14-day deadline.

Who is charged for the return?

The cost of returning the Product to the address of the Service Provider shall be borne by the Consumer. The Service Provider does not take over the handling or costs of the return from the Consumer. The Service Provider will not accept the package returned by cash on delivery or postage. Apart from the cost of returning the Product, no other costs shall be borne by the Consumer in connection with the withdrawal.

Consumer may be liable for depreciation of the Product in the event of withdrawal

. The Service Provider may therefore demand reimbursement of depreciation and reasonable costs arising from use in excess of the use required to determine the nature, characteristics and operation of the Product.

How long does the Webshop have to refund the purchase price and what elements of it in case of withdrawal by the Consumer?

If the Consumer withdraws from the contract, the Service Provider shall reimburse all consideration (product price) paid by the Consumer immediately, but no later than within 14 days from the receipt of the Consumer's withdrawal statement, including transport costs (paid for delivery), except for additional costs they arose due to the fact that the Consumer chose a mode of transport different from the cheapest usual mode of transport offered by the Service Provider.

When do we withhold a refund?

The Service Provider is entitled to withhold the refund until it has received the product back or the Consumer has provided creditworthy proof that it has been returned: the earlier of the two dates will be taken into account by the Webshop.

How do we pay the consumer the return amount?

During the refund, the Service Provider uses the same payment method as in the original transaction. There is no additional cost to the Consumer as a result of using this refund method.

How do we inspect a return package in case of cancellation or replacement?

After the package is received by our company, the package is unpacked and the returned product is examined in the presence of a three-person committee. This is necessary to avoid any future misunderstandings (for example, whether the returned product was damaged, used, dirty, or

defective).

Annex 4

INFORMATION ON WARRANTY AND WARRANTY RIGHTS

We would like to draw the attention of our dear Customers to the fact that the information contained in this annex is published on the basis of our legal obligation, some of it does not apply to the products sold by the Service Provider. If you have any questions about your warranty and guarantee rights, please contact our customer service at the contact details indicated in point I of these GTC.

You may exercise the rights specified in this prospectus if the Web Store has been performed incorrectly for you. Defective performance is when the service of the Web Store (the Product) does not meet the quality requirements set out in the Contract or the law. It is important that the Web Store did not perform incorrectly if you knew or should have known about the error at the time of concluding the contract (eg in the case of a degraded Product).

The Service of the Web Store (the Product or other related services) is considered to be in compliance with the following:

a)it must comply with the description, quantity, quality, type and have the functionality, compatibility, interoperability and other conditions specified in the contract with the characteristics of

b)it must be suitable for any purpose specified by the consumer, which the consumer has brought to the attention of the Webshop at the latest at the time of concluding the contract, and which has been accepted by the business;

(c)have all the accessories and operating instructions specified in the contract, including installation instructions, installation instructions and customer service support; and

(d)provide updates as specified in the contract.

A further condition of contractual performance is that the other services of the Product or the Web Store:

(i)are fit for the purposes required by the applicable code of conduct in the absence of a law, technical standard or technical standard for the same type of service;

(ii)have the quantity, quality, performance and other characteristics reasonably expected by the consumer, in particular in terms of functionality, compatibility, availability, continuity and security, which are common to the same type of service, taking into account the Web Store, a public statement by its representative or another person in the supply chain about the specific characteristics of the service, in particular in an advertisement or on a label;

(iii)have accessories and instructions that the consumer can reasonably expect, including packaging and instructions for installation; and

(iv)comply with the characteristics and description of the service presented by the Web Store as a sample, model or trial version prior to the conclusion of the contract.

Important: The Web Store Service does not have to comply with the public statement referred to in (ii) if the Web Store proves that

a)the public statement was not and should not have been known;

(b)the public statement has been duly corrected by the date of the conclusion of the contract; or

(c)the public statement could not have influenced the consumer's decision to conclude the contract.

Defective performance in the case of a contract for the sale of goods

The Webshop is defective if the defect in the Product results from improper installation, provided that

a)the commissioning is part of the contract of sale and was performed by the Webshop or under the responsibility of the Webshop; or

(b)the installation had to be carried out by the consumer and the improper installation is due to shortcomings in the installation instructions provided by the Webshop or, in the case of goods containing digital elements, by the provider of the digital content or digital service.

If, according to the sales contract, the goods (Product) are put into operation by the Webshop, or the commissioning is carried out under the responsibility of the Webshop, the performance shall be deemed completed by the Webshop when the commissioning is completed.

If, in the case of goods containing digital elements, the sales contract provides for the continuous supply of digital content or digital service for a specified period of time, the Web Store shall be liable for the defect of the goods in relation to the digital content or digital

service. within two years of the completion of the goods; or

(b)in the case of a continuous service lasting more than two years,

occurs or becomes identifiable throughout the continuous service.

Defective performance in the case of goods containing digital elements In the case of

goods containing digital elements, the Webshop shall ensure that the consumer is notified of any updates to the digital content of the goods or related digital service, including security updates, that are necessary to maintain the contract; it must ensure that the consumer receives them.

The Web Store shall make the update available for the following periods:

If the sales contract

(a)a one-off supply of digital content or digital service, as long as the type and purpose of the goods and digital elements reasonably expected of the consumer by reason of its nature; or

(b)provides for a continuous supply of digital content or a digital service for a specified period, in the case of a continuous supply for a period not exceeding two years, for a period of two years from the performance of the goods; or in the case of a continuous service lasting more than two years, for the entire duration of the continuous service.

If the consumer does not install the provided updates within a reasonable time, the Web Store shall not be liable for the defect of the goods if it is solely due to the failure to apply the relevant update, provided that

a)the consumer has informed the consumer about the availability of the update and consequences;

and

b)the failure of the consumer to install the update or the incorrect installation of the update by the consumer is not due to a deficiency in the installation instructions provided by the Online Store.

No defective performance can be established if the consumer was specifically informed at the time of concluding the contract that a particular feature of the goods deviates from the requirements described in this Prospectus, and the consumer has expressly accepted this deviation separately at the time of concluding the contract of sale.

Relationship between warranty and guarantee

The warranty and warranty rights apply side by side. The basic difference between them is that in the case of a guarantee, the rules of the burden of proof are more favorable to the Consumer.

Defective performance

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

Defective performance shall not be deemed to have occurred if the rightholder knew or ought reasonably to have known of the defect at the time of the conclusion of the contract.

In the case of a consumer contract, until proven otherwise, it shall be presumed that the defect recognized by the Consumer already existed at the time of performance within one year of performance, unless this presumption is incompatible with the nature of the thing or the nature of the defect.

Supplies warranty In the event of incorrect performance of the Webshop, you may assert a claim for supplies warranty against the Webshop in accordance with the Civil Code and 373/2021(VI.30) according to the rules of the Government Decree. In the case of the purchase of a new product purchased under a consumer contract, you may assert your warranty claims during the 2-year limitation period from the date of receipt for product defects that already existed at the time of delivery of the product. You are no longer able to assert your warranty rights for supplies beyond the two-year limitation period.

In the case of second-hand products, a limitation period of less than 2 years may be stipulated. In all cases, the Webshop undertakes a 1-year warranty for the used products it sells, according to which you can assert your warranty claim for supplies during the 1-year limitation period. In the case of a non-consumer contract, the rightholder may assert his warranty claims within a limitation period of 1 year from the date of receipt. You can assert your warranty claim directly against the Web Store.

- claim under the Supplies Warranty

unless it would be impossible to meet the claim you have chosen or would incur a disproportionate additional cost to the Web Store compared to the fulfillment of another claim. If you have not requested or requested the repair or replacement, you may request a proportionate delivery of the consideration or you may have the defect repaired at the expense of the Webshop, or you may, in the final analysis, withdraw from the contract. There is no room for withdrawal due to a minor error.

The time limit for repair starts when the consumer goods are received.

You must report the error to the Web Store immediately after it is discovered, but no later than two months after the error is discovered.

You may transfer the warranty of your choice to another, but you shall bear the cost of the transfer, unless it was justified or given by the Web Store.

If you assert your warranty claim in respect of the part of the Product that is separable from the Product, the warranty claim will not be deemed valid for the other parts of the Product.

- Exemption of the Webshop from the obligation to guarantee the supplies

Within 6 months from the performance of the contract (12 months in case of purchase and sale of goods containing digital elements) there are no conditions other than the notification of the error if you prove that the by presenting a copy of the invoice). In such a case, the Web Store will only be released from the warranty if you rebut this presumption, ie prove that the defect of the Product occurred after the delivery to you.

If the Web Store can prove that the cause of the error was due to a fault attributable to you, it is not obliged to accept your warranty claim. However, after six months from the date of performance (12 months in the case of the sale of goods and goods containing a digital element), you are obliged to prove that the defect you recognized already existed at the time of performance.

Supplies warranty rules in the case of a consumer contract for the sale of goods

The Webshop may refuse to make the goods in conformity with the contract if repair or replacement is impossible or would result in a disproportionate additional cost to the Webshop, taking into account all circumstances, including the value of the service and the contract. weight.

Depending on the gravity of the breach of contract, the consumer is entitled to demand a proportionate delivery of the consideration or to terminate the sales contract if

a)the Webshop has not carried out the repair or replacement, , or refused to bring the goods into conformity with the contract;

b)a repeated performance error has occurred despite the Web Store's attempts to bring the goods into conformity with the contract;

(c)the defect in performance is so serious as to justify immediate price reduction or immediate termination of the contract of sale; or

d)the Webshop has not undertaken to make the goods in conformity with the contract, or it is clear from the circumstances that the Webshop will not make the goods in conformity with the contract within a reasonable time or without significant harm to the consumer.

If the consumer wishes to terminate the sales contract on the grounds of defective performance, the burden of proving that the defect is insignificant shall be on the Web Store.

The consumer is entitled to withhold the remaining part of the purchase price, depending on the gravity of the breach of contract, in part or in full, as long as the Webshop fails to comply with its obligations regarding the regularity of performance and defective performance.

A reasonable period of time shall be allowed for the repair or replacement of the goods from the time when the consumer has communicated the defect to the business.

The consumer must make the goods available to the Web Store in order to complete the repair or replacement.

Conditions:

The Web Store must ensure the return of the exchanged goods at its own expense. If the repair or replacement requires the removal of goods which, in accordance with the nature and purpose of the goods, were put into service before the defect became apparent, the obligation to repair or replace the goods and the goods delivered or repaired in exchange. or to bear the costs of removal or installation.

Delivery of the consideration shall be proportionate if it amounts to the difference between the value of the goods due to the consumer in the event of performance of the contract and the value of the goods actually received by the consumer.

The consumer's right to warranty for the termination of the sales contract can be exercised by a legal statement addressed to the Webshop expressing the decision on the termination.

If the defective performance affects only a certain part of the goods supplied under the contract of sale and the conditions for exercising the right to terminate the contract apply to them, the consumer may terminate the contract of sale only in respect of the defective goods but also in respect of any other goods acquired with them. it may be terminated if the consumer cannot reasonably be expected to keep only the goods which are in conformity with the contract.

If the consumer terminates the sales contract in full or in accordance with the above paragraph in respect of a part of the goods provided under the sales contract,

a)the consumer must return the affected goods to the Web Store at the expense of the Web Store; and

(b)the Webshop shall reimburse the consumer immediately for the purchase price paid for the goods in question as soon as he has received the goods or the proof of return of the goods.

Product

Warranty In the event of a defect in the Product (movable property), the Customer who qualifies as a consumer may, at his option, withdraw (see point 6) or assert a product warranty claim.

However, you do not have the right to make a claim for a product warranty and a product warranty at the same time and in parallel. However, if the product warranty claim is successfully enforced, you can assert the manufacturer's warranty claim against the manufacturer for the replaced product or repaired part.

- Product warranty claims

As a product warranty claim, you can only request the repair or replacement of a defective product. You must prove the defect of the product in the event of a product warranty claim.

You can assert your product warranty claim within two years of the product being placed on the market by the manufacturer. Upon expiry of this period, he shall cease to be entitled to do so. After discovering the defect, he must notify the manufacturer of the defect without delay. An error reported within two months of the discovery of the error shall be deemed to have been reported without delay. The consumer shall be liable for any damage resulting from a delay in communication.

- Exemption of the manufacturer from the product warranty obligation

The manufacturer or distributor shall only be released from the product warranty obligation if he can prove that:

- the product was not manufactured or placed on the market in the course of his business or
- the defect was was not recognizable or
- the defect in the product is due to the application of a law or mandatory regulatory requirement.

It is sufficient for the manufacturer or distributor to prove a reason for the exemption.

Warranty

In the event of defective performance, the Webshop is obliged to provide a warranty in accordance with Decree 151/2003 on the mandatory warranty for certain durable consumer goods. (IX. 22.) new durable consumer goods listed in Government Decree (eg technical articles, tools, machines), and the sale of their accessories and components within the scope specified therein.

The (material) scope of the Decree only applies to new Products and applies only to products sold under a consumer contract concluded in the territory of Hungary and listed in the Annex to the Decree.

Warranty rights can only be enforced by the Buyer who qualifies as a consumer.

The Webshop communicates the warranty period for each Product no later than by the Customer via the data on the warranty card (warranty card) provided upon receipt of

The Webshop is released from the warranty obligation only if it proves that the cause of the defect occurred after performance.

The warranty period

- is one year for sales prices
- up to HUF 10,000 but not exceeding HUF 100,000, two years for sales prices exceeding HUF 100,000 but not exceeding
- HUF 250,000, and three years above a sales price of HUF 250,000.

Failure to meet the above deadlines will result in disqualification. The warranty period does not include the part of the repair period during which you will not be able to use the Product as intended.

The warranty period begins on the day the goods are delivered to you or, if the installation is carried out by the Web Store or its agent, on the day of installation. If you put the consumer product into operation more than six months after delivery, the start date of the warranty period is the date of delivery of the consumer product.

The warranty period starts again in the event of replacement (repair) of the Product or part of the Product with respect to the replaced (repaired) Product (part of the product) and in the event of a defect resulting from the repair.

Warranty claims

In the event of a defect covered by the warranty, you may:

- primarily - at your option - request repair or replacement, unless the chosen warranty claim is impossible or would result in a disproportionate additional cost to the Webshop compared to the other warranty claim. the value of the breach of contract and the damage caused to

you by the fulfillment of the warranty claim.

- if the Webshop has not undertaken the repair or replacement, it is unable to fulfill its obligations within the timeframe corresponding to this obligation, or if its interest in the repair or replacement has ceased, you may, at your option, request a proportionate reduction of the purchase price, you can correct the error at the expense of the Web Store yourself or have it repaired by another, or you can withdraw from the contract. There is no room for withdrawal due to a minor error.

Defects Excluding Warranty Claims

is not covered by the warranty if the cause of the defect occurred after the Product was delivered to you, such as if the defect is:

improper installation (unless the installation was performed by the Web Store or its agent).

Procedure in the event of a warranty / guarantee claim (in the case of a Customer who qualifies as a consumer)

You can also claim your repair directly at the Webshop's headquarters, at any site, branch and at the repair service indicated on the Webshop's warranty card. Your warranty claims are set out in Section 4. You can report it to the Web Store via the contact details specified in point.

It is up to you to prove the conclusion of the contract (with an invoice, receipt).

The Webshop shall bear the costs related to the fulfillment of the warranty obligation.

The Web Store is obliged to draw up a report on your warranty or guarantee claim notified to it and to provide a copy of it to you in a verifiable manner without delay.

Repairs or replacements must be made within a reasonable time, taking into account the characteristics of the Product and your intended use, in the best interests of you.

If the Web Store is unable to comment on the fulfillment of your warranty or guarantee claim at the time of notification, it is obliged to notify you of its position within five working days in a verifiable manner.

The Web Store is obliged to keep the report for three years from the date of its collection and to present it to the inspection authority.

The Web Store will endeavor to make the repair or replacement within a maximum of fifteen days. If the duration of the repair or replacement exceeds fifteen days, the Web Store must inform you of the expected duration of the repair or replacement. With your prior consent, the information will be provided electronically or by any other means suitable for proof of receipt by the consumer.

If it is not possible to exchange the Product, the Web Store is obliged to refund the purchase price indicated on the invoice or receipt presented by you within eight days. The eight-day period shall begin upon the expiry of the thirty-day period for rectification.

Other rules for repair in the event of a mandatory warranty In

the contract between the consumer and the business, the parties (II. 26.) may not conclude an agreement different from the provisions of the Government Decree to the detriment of the Consumer.

If during the warranty period: during

- the first repair of the Product, the Web Store determines that the Product cannot be repaired, the Web Store is obliged to replace the Product within eight days, unless the Product
- is repaired three times - Unless otherwise provided by you, or if you do not request a proportionate delivery of the purchase price and you, as a consumer, do not wish to repair or repair the consumer product at the expense of the Webshop, the Webshop must replace the Product within eight days
- . Unless otherwise provided by you, the Web Store is obliged to replace the Product within eight days of the expiration of the thirty-day period. x0

If the consumer item is defective for the fourth time, you have the right to apply to the Webshop for repair, or to request a proportionate delivery of the purchase price from the Webshop, or to have the consumer item repaired at the expense of the Webshop. If you do not exercise these rights or have not stated so, the Webshop must replace the consumer item within 8 days, if this is not possible, you must refund the sale price on the invoice or receipt within 8 days.

During repair, only new parts may be installed in the Product.

If the Webshop fulfills its warranty or guarantee obligations other than the right you wish to enforce, the reason for this must be stated in the minutes.

The warranty period starts again in the event of replacement (repair) of the Product or part of the Product with respect to the replaced (repaired) Product (part of the product) and in the event of a defect resulting from the repair.

Replacement within three working days

If you claim a replacement within three working days of purchase (commissioning) due to a defect in the Product, the Web Store may not claim a disproportionate additional cost, but is obliged to replace the Product, provided that the defect impedes proper use.

Prohibition of concurrent enforcement

However, you do not have the right to assert a warranty claim and warranty claim for a product for the same defect at the same time.

The warranty does not therefore affect the exercise of your statutory rights, in particular the warranty on products and products, or your indemnity.

Settlement of legal disputes

If a dispute arises between the parties, which cannot be settled amicably, you may initiate conciliation proceedings, XII. as indicated in point.

The Webshop does not accept any liability or liability for damages resulting from improper or negligent handling, excessive use or effects other than those specified after the transfer of the risk of damage, or other misuse of the Products.

Annex 5

Definitions

Parties: the Service Provider and the Customer together.

Service Provider or Webshop: one of the contracting parties to these GTC, the organization specified in point I.

her profession, self-outside the scope of, who buys, orders, receives, uses, uses or is the recipient of commercial communications or offers related to the goods.

Proceedings before conciliation bodies may also be initiated by persons outside the above definition of "Consumer", as in this narrow scope the concept of consumer is extended toa non-governmental organization, a church legal entity acting for purposes other than its own occupation and economic activity. , a condominium, a housing association, a micro, small and medium-sized enterprise that buys, orders, receives, uses, uses or receives commercial communications or offers related to the goods.

Consumer contract: A contract in which one of the subjects qualifies as a Consumer.

Website: The electronic interface operated by the Service Provider, on which the Contract is concluded.

Warranty: In the case of contracts concluded between the Consumer and the Webshop, the warranty for the performance of the contract according to the Civil Code

- which the company voluntarily undertakes for the proper performance of the contract in addition to or in the absence of its legal obligation, and
- the statutory warranty.

We do not sell any product on this Website for which the Service Provider is under warranty under applicable law.

Contract: a contract of sale concluded between the Service Provider and the Buyer using the Website.

Absentee contract: a consumer contract concluded under a distance selling system for the provision of a contract product or service without the simultaneous physical presence of the parties, using only a means of communication between the parties for the purpose of concluding the contract.

Buyer: a person concluding a Contract by making a purchase offer through the Website, which may be either a consumer or non-consumer organization (legal entity or other non-consumer organization).

goods:movable property, including goods containing water, gas and electricity in containers, bottles or otherwise, in limited quantities or in a specified capacity, and goods containing digital components (as defined in the Treaty);

goods containing a digital element (product):movable property that includes or is associated with digital content or a digital service in such a way that, in the absence of the digital content or digital service concerned, the goods would not be able to perform their functions;

digital environment:the hardware, software and network connection used by a consumer to access or use digital content or a digital service;

"digital service" means:

(a)a service enabling the consumer to create, manage, store or access digital data; or

(b)a service that enables the sharing and other interaction of digital data uploaded or created by the consumer and other recipients of the service;

digital content:data produced or provided in digital form;

"functionality" meansthe ability of a product, digital content or digital service that contains digital elements to perform functions that are appropriate to its purpose;

manufacturer meansthe manufacturer of a product,, in the case of an imported product, the importer of the product into the European Union and any person who identifies himself as the manufacturer by affixing his name, trade mark or other distinguishing mark to a product;

integration:the interconnection and integration of digital content or a digital service with the various components of the consumer's digital environment in such a way that the digital content or digital service can be used in accordance with the contractual performance requirements;

interoperability:the ability of a product, digital content or digital service that contains digital elements to interoperate with hardware and software that is different from the one with which the same type of goods, digital content or digital service is normally used;

guarantee:under the Civil Code for the performance of a contract, which the company voluntarily undertakes in addition to or in the absence of its legal obligation for the proper performance of the contract;

compatibility:the ability of a product, digital content or digital service that contains digital elements to interoperate with hardware or software that is commonly used with the same type of goods, digital content or digital service without the need for modification;

personal data: personal dataas defined in Article 4 (1) of the General Data Protection Regulation;

durability:the ability of a product to retain its required functions and performance under normal use;

durable medium:any means which enables the consumer or business to store personal data addressed to him in a way that is accessible to him in the future and for a period appropriate to the purpose of the data, and to display the stored data in an unaltered form, e.g. CD Rom or email;

charge:without payment of the costs necessary to bring the goods, digital content or digital service into conformity with the contract, in particular postage, transport, labor or materials;

enterprise:an enterprise as defined in the Civil Code, including a person acting in the name of or on behalf of an enterprise;

purchase price:the consideration to be paid for the goods and for the provision of the digital content or the provision of the digital service.