GENERAL TERMS AND CONDITIONS

for the services of Net-Tech Consulting Kft.

1. SERVICE PROVIDER DETAILS

The domainadminisztracio.hu website is operated by:

Company name: Net-Tech Consulting Korlátolt Felelősségű Társaság (limited liability company)

Registered office: 1191 Budapest Kisfaludy utca 16. 6/18., Hungary

Tax number: 13414300-2-43

Company registration number: 01-09-734001

Registered by: Court of Registration of the Budapest-Capital Regional Court (Fővárosi Törvényszék Cégbírósága)

Bank account number: 10700347-42295804-51100005 (HUF),

10700347-42295804-50000005 (EUR)

IBAN: HU46 1070 0347 4229 5804 5000 0005

SWIFT: CIBHHUHB

Customer Service contact details of the Service Provider:

Customer service phone: +36 30 426 6905 (on working days between 10:00 and 16:00)

General questions, online support: ufsz@domainadminisztracio.hu

2. GENERAL DESCRIPTION OF THE SERVICE

2.1. Net-Tech Consulting Kft. is an accredited .hu domain registrar and a reseller of numerous country code and generic top-level domains, and furthermore provides its Customers with a wide range of hosting services optimised for the intended use.

2.2. By placing an order on the website and by its confirmation, a contract concluded by electronic means is created, as set out in these General Terms and Conditions (“GTC”), between Net-Tech Consulting Kft. (hereinafter: “Service Provider”) and the Customer using the service defined in this contract (hereinafter: “Customer”). The Service Provider and the Customer are hereinafter jointly referred to as the “Parties”.

2.3. These GTC are intended to lay down the rules relating to the use of the service (hereinafter: Service) established between the Parties, as well as the rights and obligations of the Parties. By accepting these GTC, the Customer accepts and considers binding upon itself the terms set by Net-Tech Consulting Kft.

2.4. The Customer guarantees that, if it orders the Service for another person, it will ensure compliance with the provisions of these GTC by all persons concerned, and that it has obtained from such other person the consents necessary for the performance of the contract.

2.5. The Service Provider makes these GTC available from the home page of its website in a form that allows the Customer to store and retrieve them.

2.6. The language of the contract is Hungarian, and the contract is governed by Hungarian law.

2.7. The date of conclusion of the contract is the day on which the Service Provider confirms the order to the Customer. The contract is a contract concluded by electronic means and is not considered a written contract; the Service Provider files it and keeps it on record under the contract number until the last day of the 6th calendar year from the date of the order, during which time the Service Provider makes the contract available to the Customer at any time upon the Customer's express request.

3. SUBJECT OF THE SERVICE, CONTENT OF THE CONTRACT

3.1. The Service Provider undertakes to provide the Customer with the service selected by the Customer on the order form, for which the Customer is obliged to pay the fee set out in the price list issued by the Service Provider. The Service Provider starts providing the service after the full amount of the service fee has been paid.

Domain registration prices: https://www.domainadminisztracio.hu/domain-regisztracio-arak

Web hosting prices: https://www.domainadminisztracio.hu/webtarhely-arak

E-mail hosting prices: https://www.domainadminisztracio.hu/email-tarhely-arak

Registration

3.2. The Customer may order the Service only after registering on the Service Provider's website. By registering, the Customer accepts these General Terms and Conditions and the Service Provider's Privacy Notice. By accepting the Privacy Notice, the Customer expressly acknowledges that the Service Provider records the personal data provided by the Customer and uses it in the manner and for the purposes set out in the Privacy Notice.

3.3. Please read the Terms of Use and the Privacy Notice carefully before registering, and if you do not agree with their contents, do not register and do not use our services.

3.4. During registration, the Customer must provide a valid e-mail address and must provide the personal data required for the provision of the service and for invoicing. The data that are mandatory are marked by the system with an * symbol; without providing them, the Service Provider will not accept the registration or the order of the Service.

3.5. Following registration, the Service Provider sends the Customer an electronic confirmation, to the e-mail address provided during registration, that the Customer's registration was successful. The registration confirmation contains the fact that the registration has been accepted, links to the ordering of the Service and to the price list of the Service, and also gives the recipient of the e-mail the opportunity to indicate if the registration with the Service Provider was not initiated by them.

3.6. After registration, the Customer can log in by entering their e-mail address and the password they have chosen.

3.7. The Customer may modify the personal data provided during registration. The Customer is solely responsible if they fail to update changes in their mandatory data and are consequently unable to use the service. If the Customer does not inform the Service Provider of changes in such data, or does not update the changed data, the Service Provider excludes its liability for any consequences arising in connection with the change of the data.

3.8. If the Customer forgets their password, they may initiate a password change via the e-mail address provided during registration.

3.9. The Service Provider is entitled to the principle of freedom of contract under Section 6:59 of the Hungarian Civil Code, on the basis of which it may freely choose the other contracting party and may not be obliged against its will to enter into a contractual relationship with any person.

3.10. The Service Provider reserves the right to refuse the registration in justified cases, or to withdraw it temporarily or permanently at any time, in particular in the event of

- providing false or incomplete data;
- breach of the provisions of these GTC, or any misuse of the personal data of the Service Provider, the rights holders and/or other Customers, or of the system of the Service.

3.11. The Service Provider informs the Customer of the reason for the refusal or withdrawal in an e-mail message.

Online administration

3.12. Net-Tech Consulting Kft. handles the entire ordering process through its online interface. If the Customer cannot dispense with a paper-based order, the Customer is obliged to notify the Service Provider of any related request in writing.

3.13. The Service Provider undertakes to provide the Customer with full information during the ordering process and throughout the period of use of the Service. It is the Customer's responsibility to monitor their e-mail account continuously, as messages relating to the use of the Service are sent to the address provided. If, due to restrictions of the e-mail system or for other reasons, the relevant messages do not reach the Customer, the Customer may request that they be re-sent via the ufsz@domainadminisztracio.hu e-mail address.

3.14. These General Terms and Conditions, the Privacy Notice and the Order Form are available to Customers in a form that can be saved and printed, directly from the home page of the Service Provider's website.

4. PAYMENT OF SERVICE FEES

4.1.1. ***In the case of a new order***

By ordering the Service, the Customer accepts that the Service Provider issues an electronic pro forma invoice for the fee of the ordered service and sends it electronically to the contact e-mail address provided by the Customer. The contract concluded by electronic means between the Parties enters into force upon the confirmation of the Order by the Service Provider. The Service Provider sends the pro forma invoice at the same time as confirming the Customer's order, and the Customer is obliged to pay it within 8 days of receipt. If the Customer does not pay the pro forma invoice within 8 days, the Service Provider is entitled to withdraw from the contract concluded by electronic means without giving reasons.

If the pro forma invoice is paid within 8 days, the Service Provider activates the ordered service without delay after receipt of the service fee, but no later than within 8 days. At the same time as activating the service, the Service Provider issues a final electronic invoice, which it sends to the Customer electronically. The issued invoice does not require further payment.

4.1.2. ***In the case of maintaining the service***

In order to maintain the service for a further specified period, the Service Provider sends the Customer an electronic pro forma invoice within 30 days before the expiry date of the contract in force. If the Customer does not pay within 8 days of receiving the pro forma invoice, the Service Provider restricts access to the service until the pro forma invoice has been settled. If the Customer does not pay the pro forma invoice issued for maintaining the service even within 30 days of receipt, the contract between the Parties ceases to be effective as of the original expiry date, and the Service Provider discontinues the provision of the service.

If the Customer pays the pro forma invoice within 8 days of receipt, the Service Provider maintains the service provided by it for the specified further period. After payment of the pro forma invoice, the Service Provider issues a final electronic invoice, which it sends to the Customer electronically. The issued invoice does not require further payment.

4.2. The Service Provider is obliged to provide the ordered service within 8 days of the Customer's payment of the pro forma invoice containing the consideration for the service. Exceptions to this deadline are services provided by a third party, or made available with the consent of a third party, which the Service Provider mediates to the Customer. The commencement of such services falls within the competence of the third party; in this case, the Service Provider's obligation takes effect from the third party's consent.

4.3. Considering that the availability of certain domain names not under the .hu ccTLD may be restricted by the registrar 5-7 calendar days before the renewal date, in the case of domain renewal the service fee must arrive in the Service Provider's account no later than 7 days before the expiry (renewal date); otherwise the Service Provider assumes no responsibility for the success of the renewal, and the service will be deleted.

4.4. The Customer is entitled to use the Service Provider's balance system, which ensures the automatic renewal of the domain maintenance service, the hosting service and other services. By using the balance system, any restriction or suspension of the service due to late payment can thus be prevented.

4.5. The balance can be topped up by bank transfer or by card payment. In the case of card payment, the balance is topped up immediately after successful payment; in the case of a top-up by bank transfer, the amount is credited to the Customer's balance within 2 days after the completion of the bank transaction. The Service Provider issues an invoice for the credited amount when the balance is topped up.

4.6. The Customer may freely use the amount credited to their balance for any of the Service Provider's services. If the amount available on the Customer's balance does not fully cover the consideration of the service to be ordered, the Customer is obliged to pay the remaining amount due during the order on the basis of the pro forma invoice issued for this purpose.

4.7. If the Customer previously requested the automatic renewal of the service by a declaration to that effect, and the full consideration of the service to be automatically renewed is not available on the Customer's balance, the automatic renewal of the service will not take place.

4.8. The Customer acknowledges that it is not possible to transfer money from their balance to another customer.

4.9. The Service Provider cannot guarantee the successful delegation of .hu ccTLD domain names, since in the case of these domains it may happen that several registration requests compete with each other in time, or that the domain to be registered conflicts with a provision of the Domain Registration Rules; in view of this, the domain registration fee is payable only in the case of successful delegation. If the Customer has paid the .hu ccTLD domain registration fee regardless of successful delegation, in the case of unsuccessful delegation the amount is credited to the Customer's balance, which may be used within 30 days for any other service of the Service Provider. Upon the Customer's request, the Service Provider transfers the unused amount to the Customer's bank account by bank transfer, subject to the administration fee set out in the price list. The Customer expressly acknowledges that if they do not make their declaration on the use of the amount remaining as a result of the unsuccessful registration within 1 year from the date of the Service Provider's notification of the unsuccessful domain registration, they may not thereafter enforce any claim against the Service Provider for this amount.

4.10. In the event of late payment by the Customer, the Service Provider charges default interest for each calendar day equal to the central bank base rate valid at the time of charging. In the event of late payment by the Customer, the amount paid (if its purpose has not been specified) is first applied to costs, then to interest and finally to the principal debt.

5. OPERATING CONDITIONS AND WARNINGS, SECURITY REQUIREMENTS OF THE SERVICE PROVIDER

Liability, rights and obligations of the Service Provider

Domain registration and domain maintenance service

5.1.1. In the case of a domain registration service, the Service Provider is obliged to forward the Customer's request for domain delegation to the Registry without delay after confirming the order.

5.1.2. The Service Provider informs the Customer of the decision made by the Registry without delay, but no later than within 2 days after receipt of the decision on the delegation of the domain name or its rejection.

5.1.3. The Service Provider is obliged to ensure the maintenance of the domain name delegated by the Registry for the Customer until the end of the period paid by the Customer.

5.1.4. If the Customer wishes to use the domain maintenance service for a domain that has already been delegated to the Customer but is maintained by another registrar, the Service Provider is entitled, on behalf of the Customer, to act before the Registry or a third party so that the Service Provider can maintain the domain name in the future.

5.1.5. As part of its domain services, the Service Provider provides the Customer, free of charge, with the technical conditions necessary for the operation of the service (name server operation). The Customer is entitled to provide the technical conditions within their own competence; in this case, however, the Customer bears full responsibility for the correctness of the data provided by them and thus for the proper operation of the service.

Web hosting and e-mail hosting service

5.1.6. The Service Provider strives to ensure the continuous provision of the service and continuously maintains its existing server network in order to provide the Customer with the most efficient availability possible.

5.1.7. With regard to the hosting service provided by the Service Provider, the Service Provider provides the ordered service to the Customer in accordance with these GTC, with an annual average availability of 99.9%. Pre-announced maintenance is not included in the calculation of availability.

5.1.8. The Service Provider is obliged to make every reasonable effort that can be expected of it to ensure the efficiency and continuity of the service, but is not liable for losses or any indirect or direct damage caused by a failure or other deficiency of the services or by the conduct of the Customer. The Service Provider assumes no liability for damage resulting from any outage of the service. If the outage or malfunction of the service is, beyond any doubt, attributable to the activity or omission of the Service Provider, the Service Provider is liable for the resulting damage only up to the amount of the service fee paid by the Customer.

5.1.9. The Service Provider is entitled to review the content and fees of its services and, taking market conditions into account, to modify them unilaterally if necessary. The Service Provider is obliged to inform the Customer of any modification of the content or fee of the service at least 15 days before it enters into force, in a news item published on the home page of its website or in an e-mail message sent to the Customer. The modification does not affect fees payable for an ongoing period that has already been paid for.

5.1.10. The content published on the Service Provider's hosting space is provided by the Customers; the Service Provider does not check this information and only provides hosting space for it. The Service Provider assumes no liability for the lawfulness of the information stored and published on its hosting space.

5.1.11. The Service Provider must refrain from modifying the source code of programs located on the Customer's hosting space, and is entitled to change them only at the Customer's separate request.

5.1.12. With regard to the hosting service, the Service Provider is an intermediary service provider as defined in Section 2 (lc) of Act CVIII of 2001 on certain issues of electronic commerce services and information society services (hereinafter: E-commerce Act); the Service Provider is liable for information published on the Customer's hosting space only as set out in this Act.

5.1.13. If the Service Provider receives a notification referring to an infringement pursuant to Section 13 (1) of the E-commerce Act, it will thereafter proceed in accordance with the measures under Section 13 of the E-commerce Act (notice and takedown procedure). It does not constitute a breach of contract if the Service Provider removes infringing data placed by the Customer on its hosting space, or restricts access to such data, within the framework of the notice and takedown procedure.

5.1.14. If a court acting in criminal matters has ordered that electronic data stored on the Service Provider's hosting space be made temporarily or permanently inaccessible, the Service Provider, on the basis of the court's decision, proceeds in accordance with Section 12/A of the E-commerce Act and temporarily or permanently removes the electronic data specified in the court decision from its hosting space. The Service Provider carries out the temporary or permanent removal of the electronic data within one working day of receipt of the court decision and informs the Subscriber concerned, or, if the stored electronic data was publicly accessible, the users of the hosting space, without delay. This action by the Service Provider does not constitute a breach of the Contract.

5.1.15. If the court subsequently lifts the temporary inaccessibility, or at the end of the criminal proceedings obliges the Service Provider to restore the electronic data, the Service Provider complies within one working day of receipt of the court decision.

5.1.16. If the service as a whole, or any element of it, becomes unavailable or inoperable for reasons attributable to the Service Provider – and this exceeds the limit set out in the contract – for each commenced calendar day the Service Provider provides the service to the Customer free of charge for 2 days beyond the subscription period.

5.1.17. The Service Provider is not obliged to refund to the Customer the fee of a service ordered and paid for by the Customer in the case of services provided by a third party, or made available with the consent of a third party, which the Service Provider mediates to the Customer, and where the third party refuses the service. In such cases, the service fee paid by the Customer is credited to the Customer's balance.

Newsletter service

5.1.18. The Service Provider provides the Customer with a newsletter sending service, which enables the automated sending of large volumes of electronic messages based on an e-mail recipient list provided by the Customer.

5.1.19. The Service Provider assumes no responsibility whatsoever for the content of the newsletters or for their recipients. The Customer is solely responsible for the lawfulness of the messages sent, the appropriateness of the content and the existence of the recipients' consent.

5.1.20. The e-mail database uploaded by the Customer is the exclusive property of the Customer. The Service Provider uses the e-mail database solely for the performance of the service, does not pass it on to third parties, does not sell it, and does not make any claim in connection with it.

5.1.21. The Service Provider may monitor the sending of newsletters for quality assurance purposes and for checking the technical operation of the service.

5.1.22. The Service Provider takes all technical measures within its power to ensure the successful delivery of newsletters (e.g. applying SPF, DKIM and reverse DNS settings), but cannot guarantee successful delivery.

5.1.23. The Service Provider assumes no responsibility for undelivered e-mails, with particular regard to the correctness of e-mail addresses and to the content of the messages, which may be affected by spam filters.

5.1.24. The Customer declares that, when using the newsletter sending service, they use only a database obtained lawfully and handled in accordance with the applicable laws, and that under no circumstances will they send unsolicited commercial messages (SPAM).

Liability, rights and obligations of the Customer

5.2.1. The Customer acknowledges that the rules for requesting and using domains are contained in various regulations issued for this purpose. The rules for domain names under the .hu ccTLD are contained in the Domain Registration Rules, which the Customer accepts by an unambiguous declaration made on the application form at the time of the application. We therefore strongly draw the Customers' attention to reading the provisions of the Domain Registration Rules carefully before requesting a .hu ccTLD domain, and to submitting their domain application to the Service Provider only if they agree with its provisions and accept them as binding upon themselves.

http://www.domain.hu/domain/szabalyzat/szabalyzat.html

5.2.2. The Customer undertakes to use the service solely in accordance with its purpose and intended use. The Service Provider is entitled, without separate notice, to suspend the service immediately and to terminate the contract with immediate effect if the Customer's conduct conflicts in particular with the following points:

It is prohibited to use the service in a manner contrary to the applicable Hungarian and international laws, in particular

- placing unlawful content on the Service Provider's storage space
- unauthorised use of intellectual property or making it available to the public
- publishing content that violates the personality rights of others

It is prohibited to use the service in a manner contrary to the general rules of the internet, or in a manner that endangers the proper operation of the service, in particular

- sending unsolicited messages (SPAM)
- denial-of-service attacks (DDoS)
- phishing

- furthermore, placing program code on the Service Provider's storage space that may cause damage to the computer systems of the Service Provider or of third parties

5.2.3. The Customer undertakes to remove any unlawful material, as well as any program code endangering the secure operation of the service, as soon as possible after being requested to do so.

5.2.4. The Customer bears increased responsibility for the proper use of the service. If the right of use is transferred to a third party, the Customer is liable for the conduct of such third party as for its own. The Service Provider assumes no responsibility for the consequences of technical and other settings made by an agent logged in to the administration interface with the Customer's credentials.

5.2.5. As a result of acts detected by it that conflict with these GTC, the Service Provider may restrict or suspend the service, and in the case of serious or repeated breaches of the provisions, may terminate the contract with immediate effect.

5.2.6. If, as a result of the Customer's activity and in view of the seriousness of the act, the Service Provider's server is also subject to restrictions, the Customer is obliged to compensate the Service Provider for the full damage caused by the restriction/ban, including the Service Provider's indirect damage and loss of profit.

5.2.7. The Customer may not violate, or attempt to violate, the security of the service, including in particular:

- accessing data not intended for the Customer, or logging in to a server or user account which the Customer is not authorised to access;
- attempting to probe, scan or test the vulnerability of the system or network, or to breach the security or authentication measures of the system without proper authorisation.

5.2.8. The Customer acknowledges that the above conduct gives rise to a reasonable suspicion of a criminal offence, and if the Service Provider detects the commission of such an act, it will in all cases result in a criminal complaint.

6. DATA PROTECTION AND CONFIDENTIALITY OBLIGATIONS

6.1. With regard to the personal data processed by the Service Provider in the course of the use of the service, the provisions of the **Privacy Notice** shall apply.

6.2. The Customer is obliged to keep secret the identifiers and passwords required for using the service and for logging in to the administration interface available on the Service Provider's website. The Customer must pay particular attention to the secure handling of these login credentials and take every precaution that can be expected of them to prevent the loss of the login credentials or their disclosure to unauthorised persons. The Customer is fully liable for damage resulting from unauthorised use if they have failed to take the security measures necessary to keep the data secret. The Customer is obliged to notify the Service Provider without delay if they detect or suspect that their login credentials may have become known to unauthorised persons.

7. RIGHT OF WITHDRAWAL

7.1. If the Customer does not pay the consideration for the service within the payment deadline indicated on the invoice, the Service Provider may withdraw from the contract.

7.2. The Customer is entitled to withdraw from the contract without giving reasons within 14 days from the date of conclusion of the contract. In the case of a contract for the provision of services, if the performance of the contract has already begun, the Customer is entitled to terminate the contract without giving reasons within 14 days.

7.3. In the case of a contract for the provision of services, the Customer may exercise their right of withdrawal or termination within fourteen days from the date of conclusion of the contract.

7.4. The Customer exercises their right of withdrawal/termination in time if, before the expiry of the above deadline, they send the Service Provider an unambiguous statement of their intention to withdraw/terminate by post or e-mail. For this purpose, the Customer may also use the model withdrawal/termination form set out in Annex 2 of Government Decree 45/2014.

7.5. In the event of withdrawal, the Service Provider refunds the full amount paid by the Customer as consideration no later than within 14 days of becoming aware of the withdrawal.

7.6. Pursuant to Section 29 (1) a) of Government Decree 45/2014 (II.26.), the Customer is not entitled to the right of withdrawal in the case of a contract for the provision of services after the service has been fully performed, if the business started the performance with the consumer's express prior consent, and the consumer acknowledged that they will lose their right of termination once the service has been fully performed.

7.7. On the basis of the confirmed order, the Customer is not entitled to the right of withdrawal with respect to the Service in view of the circumstances that

- the Service Provider starts performing the service on the basis of the Customer's express prior consent given during the order,
- at the time of the order, the Customer declares that they acknowledge that they will lose their right of termination once the service has been fully performed,
- in the case of a domain registration or domain maintenance service, the service is deemed fully performed upon the delegation of the domain by the Registry and upon the renewal of the maintenance,
- in the case of ordering a hosting service, the activation of the service by the Service Provider is deemed full performance.

7.8. In view of the above, the Customer is entitled neither to the right of withdrawal nor to the right of termination after the delegation of the domain, the renewal of the domain maintenance, or the activation of the hosting service.

8. TERMINATION OF THE CONTRACT

8.1. The contract for the use of the Service is concluded between the Parties for a fixed term of 1 (one) year. An exception to this is any service whose fixed term is determined otherwise by the Parties at the time of concluding the contract.

8.2. The Customer is entitled to terminate the contract by a letter delivered (received/arrived) to the Service Provider 10 days before the renewal date preceding the expiry of the contract, or by fax or e-mail.

8.3. Within 30 days of becoming aware of a unilateral modification of the GTC, or of the service content or fees, by the Service Provider – in the event of disagreement with the modifications – the Customer is entitled to terminate the service with 30 days' notice. With regard to orders confirmed before the fee modification, the price list in force at the time of confirmation of the service applies to the Customer until the end of the notice period.

8.4. The Service Provider is entitled to terminate the contract with immediate effect if the Customer, despite the Service Provider's notice, fails to fulfil their payment obligation by the additional deadline specified therein, which must be at least 8 days.

8.5. The Service Provider is entitled to terminate the contract with immediate effect if the Customer's conduct conflicts with the prohibitions listed in point 5, or if the Service Provider is hindered in providing the service, or a third party is hindered in exercising their statutory rights, by a factor attributable to the Customer or of which the Customer was aware at the time of ordering the service.

8.6. Termination with immediate effect by the Service Provider does not affect its claim to the full fee for the ordered service period. For the fee relating to the period not covered by the service, the Service Provider is entitled to it as a forfeit (penalty) due to the Customer's breach of contract.

8.7. In the event of termination of the fixed-term contract during the year by the Customer – except for the cases governed by point 8.3 and cases of termination with immediate effect by the Customer – the Customer is not entitled to reclaim the annual fee already paid, and if it has not yet been paid, the Customer is obliged to pay the annual subscription fee to the Service Provider. Termination is valid only in writing, by post, fax or e-mail.

8.8. In the case governed by point 8.3, the Service Provider is entitled to the pro rata portion of the annual fee, and in the case of termination with immediate effect by the Customer, to the full annual fee.

8.9. Termination of the contract does not release either party from obligations arising up to the date of termination.

9. EXCLUSION OF LIABILITY

9.1. The Service Provider expressly excludes liability for any damage and/or loss resulting from access to its website or to the information, documentation or other written materials available there, or from their indirect or direct use, from the website being unfit for use or not functioning properly, or from any deficiency, malfunction or ambiguity.

9.2. The Service Provider assumes no responsibility whatsoever for information, content and services provided by the Customer on its storage space, in particular for misuse resulting from errors in, or improper maintenance of, software installed by the Customer on the Service Provider's hosting space (e.g. content management systems such as WordPress, Joomla, etc.). If the Customer causes damage to the Service Provider or to third parties through such activity or omission, the Customer is obliged to compensate for the damage caused.

9.3. The Service Provider assumes no responsibility whatsoever for damage occurring/suffered on the computers of the Customer or third parties, or in any other respect, in connection with the use of the service, given that it has no means of exercising control over the content of the data traffic. The Service Provider excludes liability for any pecuniary or non-pecuniary damage falling within the Customer's sphere of interest or caused by the Customer.

10. SUBMITTING AND HANDLING COMPLAINTS

10.1. If the Customer has a comment or complaint regarding the operation of the Service Provider's website, the information provided on it, or the service, they may report it to the Service Provider at the contact details below.

Central customer service contact details:

E-mail: ufsz@domainadminisztracio.hu
Postal address: 1191 Budapest, Kisfaludy utca 16. 6/18., Hungary
Phone: +36 30 426 6905

11. ENFORCEMENT OF RIGHTS, DISPUTE RESOLUTION

11.1. The Parties shall endeavour to settle any legal dispute arising from the contract amicably through mutual consultation. If this does not lead to a result, they shall primarily initiate mediation proceedings to resolve the dispute.

11.2. If the disputed issues arising between the Parties are not settled through mutual consultation or within the framework of mediation proceedings, or if the objections raised by the Customer concerning the subject of the service cannot be remedied during the complaint procedure, the Customer is entitled to use the following forums and means of enforcing rights.

11.3. In disputed matters relating to domain delegation and registration, or to the effect of the concluded service contract and the existence and performance of the rights and obligations arising from it, the Parties are entitled to submit to the exclusive jurisdiction of the **Ad Hoc Arbitration Court** supported by the **Council**

of Hungarian Internet Providers (Internet Szolgáltatók Tanácsa), which arbitration court decides the dispute with the effect of a final court judgment.

11.4. The methods and basic rules of alternative, amicable dispute resolution between the Customer as a consumer and the Service Provider as a business are governed by **Directive 2013/11/EU of the European Parliament and of the Council**. As the primary dispute resolution forum for products or services purchased online, the Directive designates the **Online Dispute Resolution Platform** operated by the European Commission, available on the website

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

11.5. **Conciliation body:** for the out-of-court, amicable settlement of consumer disputes relating to the quality and safety of products and services, the application of product liability rules, and the conclusion and performance of the contract, the Customer may initiate proceedings before the conciliation body competent according to their place of residence or stay, or may turn to the conciliation body operating alongside the professional chamber competent according to the Service Provider's registered office. For the purposes of the rules on Conciliation Bodies, in addition to natural person end users, the following also qualify as Consumers: civil organisations as defined by separate law, churches, condominiums, housing cooperatives, and micro, small and medium-sized enterprises that buy, order, receive, use or utilise goods or services, or are the addressees of commercial communications or offers relating to goods or services.

Contact details of the Budapest Conciliation Board:

Address: 1016 Budapest, Krisztina krt. 99. III. em. 310., Hungary
Mailing address: 1253 Budapest, Pf.: 10., Hungary
E-mail: bekelteto.testulet@bkik.hu
Central phone number: +36 1 488 2186
Fax: +36 1 488 2131

11.6. **Complaints to consumer protection authorities:** if the Customer detects a violation of their consumer rights, they are entitled to file a complaint with the consumer protection authority competent according to their place of residence. After assessing the complaint, the authority decides on conducting consumer protection proceedings.

12. SCOPE OF THE GTC

12.1. These GTC apply to the Service Provider and to the Customers. These GTC do not apply to the financial institution processing the payment.

12.2. These GTC are valid for an indefinite period.

12.3. The Service Provider reserves the right to modify these GTC. In the event of a modification of the GTC, ongoing orders are governed by the provisions of the General Terms and Conditions in force on the date of confirmation of the order by the Service Provider.

12.4. In the event of a modification of the GTC, the Service Provider notifies the Customer at least 8 days before the modification enters into force, by e-mail or in the form of a news item published on its website.

This English translation is provided for information purposes only. In the event of any discrepancy between the Hungarian and the English versions, the Hungarian version shall prevail.