

Information about the possibility to turn to a conciliation board

We hereby inform you, in line with Section 17/A Subsection (1a) of the Hungarian Act no CLV on Consumer Protection („Consumer Protection Act”), that in case of a consumer dispute (*please see the definition below*) consumers (*please see the definition below*) are entitled to turn to the conciliation board having competence for the place where the consumer’s home address or habitual residence is located.¹

²

A pre-condition for the commencement of the proceeding at the conciliation board is that the consumer shall attempt first to resolve the dispute directly with our company.

Contact details of the conciliation boards are listed below:

Conciliation Board	Registered seat/postal address	Phone number	Website/email
Baranya County Conciliation Board	7625 Pécs, Majorossy I. u. 36.	(+36)-72-507-154, (+36)-20-283-3422	e-mail: info@baranyabekeltetes.hu web: www.baranyabekeltetes.hu
Bács-Kiskun County Conciliation Board	6000 Kecskemét, Árpád krt. 4 <i>Levelezési cím:</i> Bács-Kiskun Megyei Kereskedelmi és Iparkamara által működtetett Bács-Kiskun Megyei Békéltető Testület 6001 Kecskemét, Pf. 228.	(+36)-76-501-525, 501-532 (+36)-70-938-4765	e-mail: bekeltetes@bacsbekeltetes.hu web: www.bacsbekeltetes.hu
Békés County Conciliation Board	5600 Békéscsaba, Penza ltp. 5.	(+36)-66-324-976 (+36)-66-324-976	e-mail: bekeltetes@bmkik.hu web: www.bmkik.hu
Borsod-Abaúj-Zemplén County Conciliation Board	3525 Miskolc, Szentpáli u. 1.	(+36)-46-501-091 (+36)-46-501-871	e-mail: bekeltetes@bokik.hu web: www.bekeltetes.borsodmegye.hu
Budapest	1016 Budapest, Krisztina krt. 99.	(+36)-1-488-2131	e-mail: bekelteto.testulet@bkik.hu web: bekeltet.bkik.hu

¹ If the consumer has no residence or habitual abode in Hungary, the competent conciliation board shall be determined based upon the registered seat of the business entity involved in the dispute or the body vested with powers as the representative of such business entity.

² Moreover, if so requested by the consumer, the conciliation board specified in such request shall have powers to proceed instead of the competent body referred to above.

Csongrád County Conciliation Board	6721 Szeged, Párizsi krt. 8-12.	(+36)-62-554-250 118 mellék	e-mail: bekelteto.testulet@csmkik.hu web: www.bekeltetes-csongrad.hu
Fejér County Conciliation Board	8000 Székesfehérvár, Hosszúsétatér 4-6.	(+36)-22-510-310	e-mail: bekeltetes@fmkik.hu web: https://www.bekeltetesfejer.hu/
Győr-Moson-Sopron County Conciliation Board	9021 Győr, Szent István út 10/a.	(+36)-96-520-217	email: bekeltetotestulet@gymkik.hu web: www.gymsmkik.hu/bekelteto
Hajdú-Bihar County Conciliation Board	4025 Debrecen, Petőfi tér 10. <i>Ügyintézés helyszíne:</i> 4025 Debrecen, Vörösmarty u. 13-15.	(+36)-52-500-710, (+36)-52-500-745	e-mail: bekelteto@hbkik.hu web: www.hbmbekeltetes.hu
Heves County Conciliation Board	3300 Eger, Hadnagy utca 6. földszint <i>Levelezési címe:</i> 3300 Eger, Postafiók 440.	(+36)-36-416-660 105 mellék	e-mail: bekeltetes@hkik.hu web: www.hkik.hu/content/bekelteto-testulet
Jász-Nagykun-Szolnok County Conciliation Board	5000 Szolnok, Verseghy park. 8. III. emelet 303-304. szoba	(+36)-20-373-2570	e-mail: bekeltetotestulet@iparkamaraszolnok.hu web: www.jaszbekeltetes.hu
Komárom-Esztergom County Conciliation Board	2800 Tatabánya, Fő tér 36.	(+36)-34-513-010	e-mail: bekeltetes@kemkik.hu web: https://www.kembekeltetes.hu/
Nógrád megye County Conciliation Board	3100 Salgótarján, Mártírok útja 4. fsz 14.	(+36)-32-520-860	e-mail: nkik@nkik.hu web: www.nkik.hu www.bekeltetes-nograd.hu

Pest County Conciliation Board	1055 Budapest, Balassi Bálint utca 25. IV/2. <i>Levelezési cím:</i> 1364 Budapest, Pf.: 81	(+36)-1-792-7881	e-mail: pmbekelteto@pmkik.hu web: www.pestmegyeibekelteto.hu
Somogy County Conciliation Board	7400 Kaposvár, Anna u. 6.	(+36)-82-501-000 (+36)-82-501-026	e-mail: skik@skik.hu web: www.skik.hu
Szabolcs- Szatmár- Bereg County Conciliation Board	4400 Nyíregyháza, Széchenyi u. 2.	(+36)-42-420-180	e-mail: bekelteto@szabkam.hu web: www.bekeltetes-szabolcs.hu
Tolna County Conciliation Board	7100 Szekszárd, Arany J. u. 23-25.	(+36)-74-411-661 (+36)-30-664-2130	e-mail: kamara@tmkik.hu monus.greta@tmkik.hu web: www.tmkik.hu
Vas County Conciliation Board	9700 Szombathely, Rákóczi Ferenc u. 23.	(+36)-94-312-356, (+36)-94-506-645 (+36)-30-956-6708	e-mail: bea@vmkik.hu web: www.vasibekelteto.hu
Veszprém County Conciliation Board	8200 Veszprém, Radnóti tér 1. Pf.: 220	(+36)-88-814-121 (+36)-88 814-111	e-mail: info@bekeltetesveszprem.hu web: www.bekeltetesveszprem.hu
Zala County Conciliation Board	8900 Zalaegerszeg, Petőfi u. 24.	(+36)-92-550-513	e-mail: zmbekelteto@zmkik.hu web: www.bekelteteszala.hu

"Consumer" shall mean any natural person acting outside his/her trade, business or profession who is purchasing, ordering, receiving and/or using goods (*definition see below*) or who is the target of any commercial offer / commercial communication in relation to the product. *Moreover*, For the purposes of the provisions about the right to turn to a conciliation board - excluding Regulation (EU) No. 524/2013 of the European Parliament and of the Council of 21 May 2013 on online dispute resolution for consumer disputes and amending Regulation (EC) No. 2006/2004 and Directive 2009/22/EC -, *consumer shall*

also mean - in addition to the above mentioned persons, - any civil society organization, ecclesiastical legal entity, condominium, housing cooperative, micro, small and medium-size enterprise acting for purposes of purchasing, ordering, receiving or using goods (definition see below) which can be regarded as outside its trade, business or profession, or that is the target of any commercial offer/communication in relation to the product. For the purposes of the Consumer Protection Act (Section 2 (j)) the term “goods” shall also include services³.

“**Consumer dispute**” shall mean any dispute between a consumer and a business entity arising out of, or in connection with the conclusion and performance of a sale - or service contract, and, in the absence of a sales or service contract between a consumer and a business entity, any dispute regarding the quality and safety of goods, the application of product liability regulations and the quality of services.

This document is published in order to comply with Section 17 Subsection (1a) of the Consumer Protection Act and does not constitute a submission statement by our company. The information contained herein does not constitute an agreement or commitment by TÜV Rheinland InterCert Kft. to be bound by the decision of the conciliation board.

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Company court: Fővárosi Törvényszék Cégbírósága (Budapest, Hungary)

³ “goods” shall mean: any product or service including immovable property, rights and obligation (Consumer Protection Act Section 2 j))