

Reference number:

RECORD
on handling consumer quality complaints
/ the return of purchased goods



Consumer identification data:

| | |
|---------------------------------------|--|
| Name of consumer/purchaser: | |
| Postal address of consumer/purchaser: | |

I. To be completed for consumer quality complaints:

According to Decree 19/2014 of 29 April 2014 of the Minister for National Economy on the treatment of warranty and guarantee claims for articles sold in the framework of a contract between consumers and businesses

| | |
|--|---------------|
| Identification data and description of consumer article: | |
| Purchase price of consumer article: | |
| Serial number of invoice: | |
| Place and date of purchase: | |
| Date of failure reporting: | |
| Description of failure: | |
| Claim the consumer/purchaser wishes to assert (mark with an X)*: | |
| Repair: | Replacement: |
| Discount: | Cancellation: |
| Method for the settlement of the complaint: | |
| If the method for the settlement is different from the consumer/purchaser's claim, the reason therefor: | |
| <i>If, at the time the complaint is lodged, the business cannot declare about the claim submitted by the consumer, it must give a notice to the consumer about its position within 5 working days, and in case the claim is rejected, about the reasons therefor and about the option of application to a conciliatory body.</i> | |
| If the complaint is rejected, the reasons therefor: | |
| The time, at which the consumer/purchaser may collect the product: | |

**II. Handling returns for products purchased in the Posta.hu online store;
to be completed when exercising the 14-day right of withdrawal**

pursuant to Government Decree 45/2014 of 26 February 2014 on the detailed rules of business to consumer contracts

| | |
|--|--|
| Serial number of invoice: | |
| Purchase price of product affected by withdrawal: | |
| Date of purchase: | |
| Date of receiving the product and identification number of the product: | |
| Date of handover (return) of product at a postal outlet: | |
| If the goods affected were purchased in the online store, the items of the invoice concerned and the state of the products concerned by the withdrawal must be given (the purchaser will be responsible for products that have been visibly used): | |
| | |

In case of consumer disputes, the consumer may request the proceedings before the conciliatory body operated by the county (metropolitan) chambers of trade and industry. The conciliatory body having competence based on the consumer's home address or place of residence shall conduct the procedure. In the absence of a home address or place of residence in the country, the jurisdiction of the conciliatory body is established according

to the registered office of the business or the body authorised to represent it in the consumer dispute. The contact details of these bodies can be found on the website [CONCILIATORY BODIES](#).

Magyar Posta Zrt. processes the personal data entered in the Record because they are necessary

- when handling a consumer quality complaint, for enforcing the warranty/guarantee claim in accordance with the provisions of the Civil Code and Decree 19/2014 of 29 April 2014 of the Minister for National Economy and for handling the quality complaint,
- when handling the return of products purchased in the online store and exercising the 14-day right of withdrawal, for fulfilling the legal obligations for handling statements of withdrawal pursuant to Government Decree 45/2014 of 26 February 2014 on the detailed rules of business to consumer contracts,

as well as enforcing the consumer’s statement of withdrawal, ensuring keeping in contact with the consumer in this regard and providing proof of the right exercised by the consumer. Detailed information on data processing is available in the continuation of this declaration.

I, the undersigned consumer/purchaser, hereby declare that I have on this day received a copy of this Record.

I, the undersigned distributor have accepted the consumer article referred to above, for the purpose of further action:

.....DayMonthYear

.....
Consumer/purchaser

.....
Distributor

According to Section 6:159 (2) and (2a) and Section 6:173 (2) of the Hungarian Civil Code and pursuant to Government Decree 373/2021 of 30 June, the consumer can, on the basis of a claim for warranty and guarantee, choose from the following options:

firstly, he/she can claim repair or replacement, unless the fulfilment of the selected right for warranty is impossible, or if it would result in disproportionate extra charges – in comparison to the fulfilment of any other claim for warranty – for the business, by taking account of the value represented by the service in a faultless condition, the weight of contract violation and the prejudice to interest caused to the claimant by the fulfilment of the right for warranty, or

secondly, he/she can claim a proportionate reduction of the countervalue, or he/she can withdraw from the contract, especially if the business has not agreed with the repair or the replacement, it cannot meet this obligation within due time, by protecting the interests of the consumer, or if the consumer has no more interest in the repair or the replacement. No cancellation is possible for any insignificant failures.

The manner in which I have requested to settle the quality defective product referenced in the above record has been duly followed. I have received the product or its countervalue in full:

..... day month 20.... year

.....
Signature of consumer/purchaser

I have received the full price of the product purchased in Magyar Posta’s online store and described in the above Report:

..... day month year

.....
Signature of consumer/purchaser

Privacy Notice

1. Who is the data processor?

Magyar Posta Zrt. (Registered office: 1138 Budapest, Dunavirág utca 2-6, Company reg. no.: 01-10-042463).
Contact details of the data protection officer: adatvedelem@posta.hu

2. What type of data do we process?

Magyar Posta Zrt. processes the data indicated in the Record, which it collects directly from you.

3. What authorises Magyar Posta to process data?

The processing of data is necessary

- for the enforcement of the provisions of Sections 6:168 to 6:173 of Act V of 2013 on the Civil Code,
- for the fulfilment of the legal obligations provided for in Decree 19/2014 of 29 April 2014 of the Minister for National Economy on the treatment of warranty and guarantee claims for articles sold in the framework of a contract between consumers and businesses [hereinafter: 'Decree of the Minister for National Economy']
- and provided for in Sections 20 to 22 of Government Decree 45/2014 of 26 February 2014 on the detailed rules of business to consumer contracts
[Article 6 (1)(c) of the General Data Protection Regulation]

4. For what purpose does Magyar Posta process data?

We process your data so that we can handle and settle your warranty/guarantee claims, quality complaints or statements of withdrawal and to contact you in this regard as well as to be able to provide proof of the consumer right you have exercised in accordance with the legal obligation.

5. How long is your data processed?

Your data will be kept for a period of three (3) years from the date of the Record. [Section 4 (6) of the Decree of the Minister for National Economy] If data processing becomes necessary due to the establishment, exercise or defence of any legal claim (e.g. court proceedings), Magyar Posta processes the data, after the expiry of the 3 years, for the period necessary for the establishment, exercise or defence of the legal claims.

6. Who do we transfer your data to and who are the recipients of the data?

Magyar Posta Zrt. does not employ a data processor for processing data.

Magyar Posta Zrt. may transfer the data upon request to persons, organisations and authorities specified by law in compliance with the obligation laid down therein.

7. What are your rights?

You may exercise your rights concerning the processing of your data at any time, without restriction and free of charge, by submitting a request to the following contact details:

- Customer Service Directorate 3512 Miskolc, and
- via e-mail to ugyfelszolgalat@posta.hu, or
- on the +36-1/767-8282 phone number,
- directly at the postal outlet.

In view of the fact that Magyar Posta Zrt. processes the data based on a legal obligation, you are entitled to access, rectify, and restrict the processing of your data. You can find further information about the details of these rights in Magyar Posta's Privacy Notice at postal outlets and on the website www.posta.hu/adatkezelesi_tajekoztato.

8. Where can you turn to protect your rights?

We recommend that you first contact Magyar Posta Zrt. with your complaint via the contact details provided in Section 7, in order for us to be able to address it. You can also turn to the National Authority for Data Protection and Freedom of Information (address: 1055 Budapest, Falk Miksa utca 9-11, postal address: 1363 Budapest, P. O. Box.: 9, e-mail: ugyfelszolgalat@naih.hu, website: naih.hu) or to the competent court according to your permanent or temporary residence.