

PROJEKTREND

DIGITAL PUBLICATIONS – COMPLETE LEGAL DOCUMENTATION

3 September 2026 | 1.0 – consolidated MASTER

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I. LEGAL INFORMATION AND SCOPE

This consolidated document contains the legal information applicable to the presentation, online ordering, payment and electronic supply of Projektrend digital publications, including e-books, PDF and EPUB publications, digital workbooks, downloadable materials, spreadsheets and digital bundles.

It consolidates the legal pages published in the Books / Legal section of www.projektrend.hu. If an individual legal page or checkout notice has been updated more recently than this consolidated file, the latest version specifically made available for the relevant purchase process applies, without prejudice to mandatory law.

Current sales territory: This document is prepared for a digital sales model restricted to Hungary. Hungarian- and English-language publications may both be sold to customers in Hungary. Sales directed to consumers in another country must not be enabled until the relevant consumer-law, tax, payment, language and data-protection requirements have been separately reviewed and implemented.

Service Provider / Controller	Katalin Szabó (Hungarian legal name order: Szabó Katalin)
Brand	Projektrend
Current legal form	private individual with a Hungarian tax number (adószámos magánszemély)
Address	1104 Budapest, Harmat utca 160. 10/60., Hungary
Hungarian tax number	HU 922 942 48
VAT status	Hungarian domestic VAT exemption (alanyi adómentes)
E-mail	projektrend.asszisztencia@gmail.com
Telephone	+36 70 724 5629
Website	www.projektrend.hu

Effective date and version: 3 September 2026, 1.0 – consolidated MASTER.

II. TERMS AND CONDITIONS – DIGITAL PUBLICATIONS

1. Service Provider

Service Provider / Controller	Katalin Szabó (Hungarian legal name order: Szabó Katalin)
Brand	Projektrend
Current legal form	private individual with a Hungarian tax number (adószámos magánszemély)
Address	1104 Budapest, Harmat utca 160. 10/60., Hungary
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Telephone	+36 70 724 5629
Website	www.projektrend.hu

Hereinafter: the Service Provider. These Terms govern the electronic commerce relationship between the Service Provider and a person ordering a digital publication through the webshop at www.projektrend.hu.

2. Scope and acceptance of the Terms

These Terms apply to digital products available in the webshop and to the related electronic contracting process. Before placing the final order, the Customer can access and save the Terms. Acceptance of the Terms is a condition of placing the order.

The Service Provider may amend these Terms for the future. Contracts already concluded are generally governed by the version in force at the time of contracting, unless mandatory law provides otherwise or a later change is favourable to the Customer and is accepted by the Customer.

3. Definitions

- Customer: a person or organisation placing an order in the webshop.
- Consumer: a natural person acting outside his or her trade, business, craft or profession, as defined by applicable Hungarian consumer law.
- Digital content: data produced and supplied in digital form, including PDF, EPUB, e-book, workbook, spreadsheet and other downloadable files.
- Durable medium: a medium enabling information addressed personally to the recipient to be stored for future reference for an adequate period and reproduced unchanged; e-mail may constitute a durable medium.

4. Characteristics of digital products

Each product page provides the essential characteristics of the product, including its title, language, format, nature of content, price and known technical or compatibility requirements. The product page and these Terms together form part of the contractual information.

Digital products are supplied without a tangible medium unless the product page expressly states otherwise.

5. Ordering process

1. The Customer selects the digital product and, where applicable, adds it to the cart.
2. The Customer provides the data required for ordering and invoicing.
3. Before finalising the order, the Customer can review and correct input errors.

4. The Customer reviews and accepts the applicable legal documents and, where immediate digital performance is requested, makes the separate statutory declaration.
5. The Customer submits the order using a button or function that clearly indicates the resulting payment obligation.
6. The system sends electronic confirmation that the order has been received.

If electronic acknowledgement of receipt is not received within 48 hours after submission, the Customer may be released from the offer or contractual obligation in the cases provided by Hungarian e-commerce law.

6. Formation, language and storage of the contract

The contract is formed when the order is accepted by the Service Provider or upon the contracting event specified in the particular webshop process. An automated technical acknowledgement of receipt does not necessarily constitute a separate acceptance in every configuration; the information displayed in the relevant checkout process applies.

For the current Hungary-directed sales model, the contractual language is Hungarian unless the Service Provider expressly activates an English-language checkout and clearly indicates this before the order is placed. The fact that the publication itself is in English does not by itself change the language of the contract.

The contract is concluded electronically. Order and confirmation data may be retained in electronic systems; this does not by itself mean that the contract is registered in a separate public or private contract register. Customers should retain the e-mails sent to them.

7. Prices, currency and discounts

Prices displayed in the webshop are the consumer prices payable to the Service Provider. The current sales model uses Hungarian forints (HUF), unless a product page and checkout expressly indicate another currency.

The Service Provider is currently subject to the Hungarian domestic VAT exemption (alanyi adómentes). Pricing and invoicing always follow the Service Provider's actual tax status in force at the time of sale.

Where a digital publication qualifies as an e-book or other book under the Hungarian fixed-book-price rules, the statutory fixed consumer price applies during the first 365 days following the first publication date. The aggregate value of permitted discounts and other statutory benefits may generally not exceed 10% of the consumer price, and the statutory online discount may not be combined with other discounts. The publisher makes the first publication date publicly available for the statutory 365-day period.

Where a price-reduction announcement is subject to the Hungarian prior-price rule, the Service Provider also displays the statutory previous price, generally the lowest price applied during at least the preceding 30 days. The special fixed-book-price rules must always be observed where applicable.

8. Payment

The payment methods available at any given time are shown in the checkout. If PayPal is used, payment processing involves PayPal (Europe) S.à r.l. et Cie, S.C.A., 22-24 Boulevard Royal, L-2449 Luxembourg. PayPal applies its own contractual and privacy terms within the scope of its services.

Projektrend does not receive or store the Customer's PayPal password or full payment-card details. Payment is considered successful only when the payment system reports a successful transaction.

9. Invoicing

The Service Provider issues the invoice or other mandatory accounting document in accordance with the Hungarian tax and accounting rules applicable at the time of sale. The Customer must provide accurate invoicing information. Statutory accounting information is retained for the legally required period.

10. Supply of digital content

Unless otherwise agreed, the Service Provider supplies the digital content without undue delay after the contract has been concluded and, for paid products, after successful payment has been confirmed. Supply may take place by download link, e-mail or another electronic solution made available by the webshop.

Supply is deemed completed when the digital content, or a means suitable for accessing or downloading it, becomes available to the Customer. The Customer is responsible for providing a working e-mail address and a digital environment capable of opening the disclosed file format.

11. General right of withdrawal

A Consumer entering into a distance contract generally has a 14-day right of withdrawal without giving reasons. A specific statutory exception applies to digital content not supplied on a tangible medium.

12. Immediate digital performance and loss of the right of withdrawal

For digital content not supplied on a tangible medium, the Consumer loses the right of withdrawal once performance begins only if all statutory conditions are met:

- the Consumer has given prior express consent to performance beginning before expiry of the 14-day withdrawal period;
- at the same time, the Consumer has expressly acknowledged that the right of withdrawal will be lost once performance begins; and
- the Service Provider has provided the statutory confirmation of the contract and those declarations on a durable medium.

Suggested checkout declaration: “I expressly request and consent to the supply of the purchased digital content beginning before the expiry of the 14-day withdrawal period, following successful payment. I acknowledge that once the digital content is made available to me and performance begins, I lose my 14-day right of withdrawal.”

The checkbox must not be pre-ticked. Acceptance of the general Terms alone does not replace this separate express declaration.

13. Electronic withdrawal function

Under the rules applicable from 19 June 2026, an easily visible and readily accessible electronic “Withdraw from the contract” function must be provided for online contracts within the statutory scope during the withdrawal period. The function must enable the Consumer to provide at least the decision to withdraw, the Consumer’s name, data identifying the contract/order and an electronic contact address for confirmation. The final submission function is labelled “Confirm withdrawal” or an equally unambiguous equivalent.

Receipt of the electronic withdrawal declaration is acknowledged without undue delay on a durable medium, normally by e-mail. The acknowledgement includes the content of the withdrawal declaration and the date and time it was submitted.

14. Non-conformity of digital content

Digital content must conform to the agreed description, quality, functionality, compatibility and other contractual and statutory requirements. The Service Provider ensures conformity under Hungarian Government Decree 373/2021 (VI. 30.).

Where digital content is not in conformity, the Consumer may have statutory remedies including bringing the content into conformity, a proportionate price reduction or termination of the contract where the legal conditions are met. Loss of the withdrawal right does not remove remedies for non-conformity.

15. Technical requirements and compatibility

The product page discloses the material known technical requirements and file formats. Before purchase, the Customer should verify that a compatible device and software are available. The Service Provider is not responsible for a failure caused solely by the Customer's incompatible or outdated digital environment where the relevant compatibility information was properly disclosed in advance.

16. Copyright and licence

Digital publications are protected by copyright. Unless an express licence states otherwise, purchase does not transfer copyright; it grants a personal, non-exclusive, non-transferable right to use the purchased copy for its intended purpose.

- Unauthorised copying, mass reproduction or public distribution of the digital file is prohibited.
- Selling, reselling, publicly uploading or systematically making the file or a substantial part of it available to third parties is prohibited.
- Lawful quotation, private use and other statutory copyright exceptions remain available in accordance with applicable law.

17. Liability

The Service Provider is responsible for obligations imposed by law and contract. Nothing in these Terms excludes or restricts rights granted to Consumers by mandatory law.

The Service Provider is not responsible for temporary service interruptions or resulting consequences caused by unavoidable events outside its reasonable control, but will take reasonable steps to restore the service.

18. Complaints and alternative dispute resolution

Complaints may be submitted by e-mail to projectrend.asszisztencia@gmail.com, by post to the Service Provider's address or by telephone at +36 70 724 5629. Written consumer complaints are generally answered in writing, substantively and verifiably within 30 days. The complaint and a copy of the substantive response are retained for 3 years.

Consumer disputes may also be submitted to a Hungarian conciliation body. The list of the eight regional conciliation bodies is in Annex 2. For a Consumer resident or staying in Budapest, the Budapest Conciliation Body is generally competent.

19. Data protection and cookies

Detailed personal-data rules are set out in Part VI and cookie rules in Part VII of this document.

20. Territorial scope and English-language publications

The current sales model is directed exclusively to Hungary. A Customer in Hungary may purchase either a Hungarian- or English-language digital publication. Availability of English-language content does not by itself constitute sales directed to consumers in other countries.

Sales directed to another country may begin only after the required consumer-law, tax, payment, language and data-protection conditions have been separately implemented and the legal documents updated.

21. Governing law and final provisions

Hungarian law governs the contract, without prejudice to mandatory provisions that apply irrespective of a choice of law. Consumers retain all mandatory rights and available legal remedies.

If any provision of these Terms is invalid or unenforceable, the remaining provisions remain effective unless the contract cannot reasonably continue without the affected provision.

III. IMPRINT AND SERVICE PROVIDER INFORMATION

Service Provider / Controller	Katalin Szabó (Hungarian legal name order: Szabó Katalin)
Brand	Projektrend
Current legal form	private individual with a Hungarian tax number (adószámos magánszemély)
Address	1104 Budapest, Harmat utca 160. 10/60., Hungary
Hungarian tax number	HU 922 942 48
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E-mail	projektrend.asszisztencia@gmail.com
Telephone	+36 70 724 5629
Website	www.projektrend.hu

Website platform and hosting

The technical platform of www.projektrend.hu is provided by Mozello.

Mozello SIA, Mežsargu 33, Jūrmala, LV-2008, Latvia; company registration no. 40203002519; EU VAT ID LV40203002519; support e-mail: support@mozello.com; telephone: +371 2660 6765; website: www.mozello.com.

Purpose of the website

The website presents Projektrend professional content and digital publications and, when the webshop is activated, enables online sale of digital products.

Copyright

The website text, original visuals, digital publications, workbooks, spreadsheets, brand elements and other original content are protected by copyright. Unauthorised reproduction, use or distribution is prohibited except where permitted by law or expressly authorised by the right holder.

Contact

Legal, purchasing and consumer matters: projektrend.asszisztencia@gmail.com; +36 70 724 5629.

IV. DIGITAL CONTENT AND RIGHT OF WITHDRAWAL

1. Scope

This section explains the consumer withdrawal rules applicable to digital content supplied without a tangible medium, including PDF, EPUB, e-book, workbook and other downloadable files.

2. General 14-day rule

A Consumer entering into a distance contract generally has a 14-day right of withdrawal without giving reasons. For digital content, that right may be lost once performance begins if the statutory conditions are satisfied.

3. Conditions for loss of the withdrawal right

- prior express consent to beginning performance within the 14-day period;
- simultaneous express acknowledgement that the withdrawal right will be lost;
- proper confirmation of the contract and declarations on a durable medium;
- actual commencement of digital performance.

If a required declaration or confirmation is missing, loss of the withdrawal right cannot simply be assumed. Hungarian consumer law also provides specific cost-protection rules for digital content where the required consent, acknowledgement or confirmation was not properly obtained.

4. Confirmation on a durable medium

Confirmation may be provided by e-mail. Where immediate digital performance has been requested, the confirmation must also record the relevant consumer declaration as required by law.

5. Defective or non-conforming digital content

Loss of the withdrawal right does not affect remedies for non-conforming digital content. A corrupted, inaccessible, incorrect, incomplete or materially different file may give rise to statutory remedies.

6. Withdrawal declaration

Where the withdrawal right remains available, the Consumer may use the model in Annex 1, make another unequivocal statement, or use the electronic “Withdraw from the contract” function on the website.

V. WITHDRAWAL FROM THE CONTRACT

1. Methods of withdrawal

- the electronic “Withdraw from the contract” function;
- the model withdrawal form in Annex 1;
- another unequivocal withdrawal statement sent by e-mail or post.

2. Minimum data for the electronic withdrawal function

- the Consumer’s decision to withdraw;
- the Consumer’s name;
- data identifying the contract or order;
- the electronic contact address to which confirmation is requested.

The final submission button/function is labelled “Confirm withdrawal”. The function should not impose an unnecessary prior login requirement that would make exercise of the statutory right materially more difficult.

3. Receipt acknowledgement

Receipt of an electronic withdrawal declaration is acknowledged without undue delay by e-mail or another durable medium. The acknowledgement records the content of the declaration and the date and time of submission. Annex 3 contains a template.

4. Deadline and reimbursement

Withdrawal is exercised in time if the Consumer sends the declaration before expiry of the withdrawal period. Where withdrawal is valid, the Service Provider refunds any amount required by law without undue delay and generally within 14 days after becoming aware of the withdrawal, using the same means of payment unless the Consumer expressly agrees otherwise and incurs no additional cost.

5. Use of digital content after termination

Where a digital-content contract is lawfully terminated, the Consumer must refrain from further use of the digital content and from making it available to third parties. The Service Provider may disable further access where permitted by law.

VI. PRIVACY NOTICE – DIGITAL PUBLICATIONS

1. Controller

Service Provider / Controller	Katalin Szabó (Hungarian legal name order: Szabó Katalin)
Brand	Projektrend
Current legal form	private individual with a Hungarian tax number (adószámú magánszemély)
Address	1104 Budapest, Harmat utca 160. 10/60., Hungary
Hungarian tax number	HU 922 942 48
VAT status	Hungarian domestic VAT exemption (alanyi adómentes)
E-mail	projektrend.asszisztencia@gmail.com
Telephone	+36 70 724 5629
Website	www.projektrend.hu

No data protection officer is currently designated. Privacy requests may be sent to projektrend.asszisztencia@gmail.com.

2. Data-protection principles

- lawfulness, fairness and transparency
- purpose limitation
- data minimisation
- accuracy
- storage limitation
- integrity and confidentiality
- accountability

3. Processing activities

Processing	Data	Purpose	Legal basis	Retention
Website technical operation	IP address, browser/device data, timestamps, session/security data	secure operation, troubleshooting, prevention of abuse	GDPR Art. 6(1)(f) – legitimate interests	for the period required for the technical/security purpose
Order and contract	name, e-mail, billing data, country, product, price, order ID, date/time, payment status, declarations	conclusion and performance of the contract	GDPR Art. 6(1)(b)	generally aligned with civil-law limitation periods, normally 5 years
Digital supply	e-mail, order ID, product, payment status, access/performance data	delivery and evidence of performance	GDPR Art. 6(1)(b), and (f) for necessary security data	for as long as necessary to evidence contractual claims

Processing	Data	Purpose	Legal basis	Retention
Immediate-performance declaration	consent/ acknowledgement and timestamps, order ID	compliance with consumer-law requirements	GDPR Art. 6(1)(c), and (b) where relevant	for as long as necessary to evidence contractual/legal claims
Electronic withdrawal	name, order ID, e-mail, declaration content, date/time	enable and evidence statutory withdrawal	GDPR Art. 6(1)(c)	generally 5 years, or until a dispute is finally resolved
Payment	name, e-mail, transaction amount/currency, identifiers, status	payment processing	GDPR Art. 6(1)(b), and (c) for mandatory records	for the period required by payment/financial law and the relevant provider
Invoicing	billing name/address/country, tax data where required, product, amount, date, invoice data	tax and accounting compliance	GDPR Art. 6(1)(c)	at least 8 years for accounting records
Complaints	name, contact details, order, complaint, evidence, response/actions	complaints handling and legal compliance	GDPR Art. 6(1)(c)	3 years
Customer-support correspondence	name, e-mail, communication, attachments	answer enquiries and support contracts	GDPR Art. 6(1)(b) or (f)	where no contract arises, generally no longer than 6 months after closure unless a longer period is justified

4. Recipients and service providers

Mozello SIA – website/webshop platform, hosting and related technical processing. Mozello may act as a processor for data handled technically on behalf of Projektrend and as an independent controller for its own service, security and account operations. Mozello states that websites and website data are stored on servers located in Ireland, EU.

PayPal (Europe) S.à r.l. et Cie, S.C.A. – payment service provider and independent controller for its own payment, security and fraud-prevention processing.

Google Ireland Limited, Gordon House, Barrow Street, Dublin 4, Ireland – technical e-mail service provider where Projektrend uses Google-based e-mail.

Hungarian National Tax and Customs Administration, consumer authority, conciliation bodies, courts, police or other authorities – only where required by law or a lawful request and only to the extent necessary.

5. Transfers outside the EEA

International technology or payment providers may involve transfers outside the European Economic Area. Such transfers may take place only under Chapter V GDPR with an appropriate transfer mechanism and safeguards, such as an adequacy decision or standard contractual clauses.

6. Automated decision-making and profiling

Projektrend does not currently use solely automated decision-making or profiling in its digital-publication sales that produces legal effects concerning the data subject or similarly significantly affects the data subject. PayPal's own security and fraud-prevention systems are governed by PayPal's privacy rules.

7. Data-subject rights

- information and access
- rectification
- erasure where statutory conditions are met
- restriction of processing
- data portability where applicable
- objection to processing based on legitimate interests
- withdrawal of consent where processing is based on consent

Requests may be sent to projektrend.asszisztencia@gmail.com or by post to the Service Provider's address. The Controller responds within the time limits laid down by the GDPR.

8. Supervisory authority

Hungarian National Authority for Data Protection and Freedom of Information (NAIH), 1055 Budapest, Falk Miksa utca 9-11., Hungary; postal address: 1363 Budapest, P.O. Box 9; e-mail: ugyfelszolgalat@naih.hu; telephone: +36 1 391 1400; website: www.naih.hu.

9. Security

The Controller applies technical and organisational measures appropriate to the risk in order to reduce unauthorised access, alteration, erasure, loss or disclosure. Personal-data breaches are handled in accordance with the GDPR; where a breach is likely to result in a risk to the rights and freedoms of natural persons, notification to the supervisory authority is generally subject to the 72-hour GDPR deadline from awareness.

VII. COOKIE NOTICE

www.projektrend.hu may use cookies and similar technologies for operation of the website and webshop. A cookie is information stored on or read from the user's device or browser.

1. Categories

- Strictly necessary cookies: required for the website, session, cart, security and cookie settings. No separate consent is required where they are strictly necessary to provide a service expressly requested by the user.
- Functional/preference cookies: may remember user choices; non-essential use requires consent.
- Analytics cookies: used to analyse visits and use; non-essential analytics require prior consent.
- Marketing cookies: used for remarketing, campaign measurement or personalised advertising and require prior consent.

2. Current providers and status

Category	Provider	Purpose	Status
Mozello technical cookies	Mozello	website, session, cart, security, cookie choice	active where technically necessary
PayPal technologies	PayPal	payment, security, fraud prevention	when PayPal is used
Google Analytics	–	analytics	not currently deployed by Projektrend in its own settings
Meta Pixel / Projektrend remarketing	–	marketing / remarketing	not currently deployed

3. Consent and settings

Non-essential cookies must not be activated before the user has given the required consent. Refusal or withdrawal of consent must not prevent use of basic functions that can technically be provided without such cookies. Settings may be changed through the cookie interface or browser settings.

4. Retention and changes

Session cookies normally last until the end of the session; preference cookies remain for the provider-defined period; third-party cookies follow the relevant third party's rules. This notice must be updated if new analytics, marketing or other non-essential technologies are introduced.

VIII. COMPLAINTS HANDLING AND CONSUMER INFORMATION

1. How to submit a complaint

E-mail: projectrend.asszisztencia@gmail.com

Postal address: Katalin Szabó – Projektrend, 1104 Budapest, Harmat utca 160. 10/60., Hungary

Telephone: +36 70 724 5629

E-mail is recommended for digital-purchase complaints because the time and content of the submission can be evidenced. Please provide, where possible, your name, e-mail address, order reference, product name, description of the problem and requested remedy. Do not send full card data, PayPal passwords or other secret payment credentials.

2. Oral and written complaints

Oral complaints are examined immediately and remedied where possible. If immediate resolution is not possible or the Consumer disagrees with the proposed resolution, the statutory complaint record must be drawn up.

Unless a directly applicable EU act or another law provides otherwise, a written consumer complaint is answered in writing, substantively and in a verifiable manner within 30 days of receipt. A rejection must be reasoned. If an electronic complaint form is provided, receipt of the complaint is acknowledged without undue delay to the e-mail address provided by the Consumer.

The written complaint, or the record of an oral complaint, and a copy of the substantive response are retained for 3 years.

3. Non-conforming digital content

A corrupted or inaccessible file, delivery of the wrong product, missing material or material deviation from disclosed characteristics may constitute non-conforming performance. Loss of the withdrawal right does not remove these statutory remedies.

4. Conciliation bodies

Consumer disputes may be submitted to a Hungarian conciliation body for out-of-court resolution. Before starting the procedure, the Consumer must first attempt to resolve the dispute directly with the Service Provider. As a general rule, the regional conciliation body competent for the Consumer's residence or place of stay is competent. Annex 2 lists all eight regional bodies.

5. Consumer authority

Budapest Capital Government Office – Consumer Protection Department (Budapest Főváros Kormányhivatala, Fogyasztóvédelmi Főosztály), 1117 Budapest, Prielle Kornélia utca 4/B., Hungary; e-mail: fogyasztovedelem@bfkh.gov.hu; telephone: +36 1 450 2598. The consumer authority supervises compliance with consumer-protection rules; an individual contractual dispute may instead fall within the remit of a conciliation body or court.

6. Former EU ODR platform

The former EU Online Dispute Resolution (ODR) platform has been discontinued. Projektrend therefore does not provide an obsolete ODR-platform link in this legal documentation.

7. Court proceedings

Use of conciliation or administrative consumer-protection mechanisms does not exclude judicial enforcement. Jurisdiction, venue and procedure are governed by the applicable law.

ANNEX 1 – MODEL WITHDRAWAL FORM

Complete and return this form only if you have a right of withdrawal in respect of the contract and wish to withdraw.

To: Katalin Szabó – Projektrend, 1104 Budapest, Harmat utca 160. 10/60., Hungary; e-mail: projectrend.asszisztencia@gmail.com

I/We hereby give notice that I/We withdraw from my/our contract for the supply of the digital content identified below:

Digital publication / product	
Order / contract reference	
Date of order / contract	
Name of consumer(s)	
Address of consumer(s)	
E-mail address	

Date: _____ Signature of consumer(s): _____

Signature is required only if this form is submitted on paper.

Important for digital content: If the Consumer expressly requested performance of digital content not supplied on a tangible medium to begin before expiry of the 14-day withdrawal period, simultaneously acknowledged loss of the withdrawal right, received the required confirmation and performance has begun, the withdrawal right may no longer be exercised for that digital content under the statutory conditions. This does not affect remedies for non-conforming performance.

ANNEX 2 – REGIONAL CONCILIATION BODIES

Territorial jurisdiction is based on Annex 2 to the Hungarian Consumer Protection Act (Act CLV of 1997). Contact details are based on the current national list published by the Hungarian Chamber of Commerce and Industry. Data checked: 3 September 2026.

1. Budapesti Békéltető Testület

Jurisdiction	Budapest
Address	1016 Budapest, Krisztina krt. 99., Hungary
Postal address	1253 Budapest, Pf. 10., Hungary
Telephone	+36 1 488 2131
E-mail	bekelteto.testulet@bkik.hu
Website	https://bekeltet.bkik.hu/

2. Baranya Vármegyei Békéltető Testület

Jurisdiction	Baranya, Somogy and Tolna County
Address	7625 Pécs, Majorossy Imre u. 36., Hungary
Postal address	7625 Pécs, Majorossy Imre u. 36., Hungary
Telephone	+36 72 507 154; +36 20 283 3422
E-mail	info@baranyabekeltetes.hu
Website	https://www.baranyabekeltetes.hu/

3. Borsod-Abaúj-Zemplén Vármegyei Békéltető Testület

Jurisdiction	Borsod-Abaúj-Zemplén, Heves and Nógrád County
Address	3525 Miskolc, Szentpáli u. 1., Hungary
Postal address	3501 Miskolc, Pf. 376., Hungary
Telephone	+36 46 501 090
E-mail	bekeltetes@bokik.hu
Website	https://www.bekeltetes.borsodmegye.hu/

4. Csongrád-Csanád Vármegyei Békéltető Testület

Jurisdiction	Bács-Kiskun, Békés and Csongrád-Csanád County
Address	6721 Szeged, Párizsi krt. 8-12., Hungary
Postal address	6721 Szeged, Párizsi krt. 8-12., Hungary
Telephone	+36 62 554 250 / 118 mellék
E-mail	bekelteto.testulet@csmkik.hu
Website	https://www.bekeltetes-csongrad.hu/

5. Fejér Vármegyei Békéltető Testület

Jurisdiction	Fejér, Komárom-Esztergom and Veszprém County
Address	8000 Székesfehérvár, Hosszúséta tér 4-6., Hungary

Postal address	8000 Székesfehérvár, Hosszúséta tér 4-6., Hungary
Telephone	+36 22 510 310
E-mail	bekeltetes@fmkik.hu
Website	https://www.bekeltetesfejer.hu/

6. Győr-Moson-Sopron Vármegyei Békéltető Testület

Jurisdiction	Győr-Moson-Sopron, Vas and Zala County
Address	9021 Győr, Szent István út 10/A., Hungary
Postal address	9021 Győr, Szent István út 10/A., Hungary
Telephone	+36 96 520 217
E-mail	bekeltetotestulet@gymkik.hu
Website	https://www.bekeltetesgyor.hu/hu/

7. Hajdú-Bihar Vármegyei Békéltető Testület

Jurisdiction	Hajdú-Bihar, Jász-Nagykun-Szolnok and Szabolcs-Szatmár-Bereg County
Address	4025 Debrecen, Vörösmarty u. 13-15., Hungary
Postal address	4025 Debrecen, Vörösmarty u. 13-15., Hungary
Telephone	+36 52 500 710; +36 52 500 745
E-mail	bekelteto@hbkik.hu
Website	https://www.hmbekeltetes.hu/

8. Pest Vármegyei Békéltető Testület

Jurisdiction	Pest County
Address	1055 Budapest, Balassi Bálint u. 25. IV. emelet 2., Hungary
Postal address	1364 Budapest, Pf. 81., Hungary
Telephone	+36 1 792 7881
E-mail	pmbekelteto@pmkik.hu
Website	https://www.panaszrendezes.hu/ ; https://www.pestmegyeibekelteto.hu/

Contact details may change. If there is a discrepancy, the current details published by the relevant conciliation body and the Hungarian Chamber of Commerce and Industry prevail.

ANNEX 3 – ELECTRONIC WITHDRAWAL RECEIPT ACKNOWLEDGEMENT TEMPLATE

This template may be used to acknowledge receipt of an electronic withdrawal declaration on a durable medium. It does not by itself constitute a substantive determination that the withdrawal is legally valid or that a refund has been approved.

Name of consumer	{{CONSUMER_NAME}}
Order / contract reference	{{ORDER_REFERENCE}}
Digital product concerned	{{PRODUCT_NAME}}
Withdrawal decision	The Consumer stated that he/she withdraws from the identified contract.
E-mail for confirmation	{{EMAIL_ADDRESS}}
Date submitted	{{DATE}}
Time submitted	{{TIME}}
Content of withdrawal declaration	{{WITHDRAWAL_DECLARATION_CONTENT}}

Please retain this acknowledgement because it records the content, date and time of the electronic withdrawal declaration.

ANNEX 4 – ENGLISH-LANGUAGE PUBLICATIONS AND TERRITORIAL SALES SCOPE

Projektrend may offer digital publications in both Hungarian and English. The current sales model is restricted to Hungary. Accordingly, an English-language publication may be purchased by a Customer in Hungary, but availability of English content does not by itself constitute sales directed to consumers in other countries.

Before another country is enabled, at least the following must be reviewed and, where necessary, updated: enabled sales countries, currency, VAT and invoicing model, payment method, contractual language, consumer information, data processing and mandatory consumer-protection rules.

This English document is intended to provide equivalent legal information to English-speaking Customers. Until an English-language contractual checkout is expressly activated, the Hungarian-language contractual process remains the governing sales process.

LEGAL FRAMEWORK – PRINCIPAL SOURCES

- Hungarian Civil Code – Act V of 2013.
- Hungarian Consumer Protection Act – Act CLV of 1997.
- Hungarian E-Commerce Act – Act CVIII of 2001.
- Hungarian Government Decree 45/2014 (II. 26.) on detailed rules for contracts between consumers and businesses, including the electronic withdrawal function applicable from 19 June 2026.
- Hungarian Government Decree 373/2021 (VI. 30.) on detailed rules for sales of goods and supply of digital content and digital services to consumers.
- Hungarian Act CXL of 1997, Chapter VIII/A on fixed book prices, as inserted by Act XIII of 2024.
- Hungarian Joint Ministerial Decree 4/2009 (I. 30.) NFGM–SZMM on display of prices and the previous-price rule for announced price reductions.
- Hungarian Accounting Act – Act C of 2000.
- Hungarian Electronic Communications Act – Act C of 2003, including rules concerning storage/access to information on terminal equipment.
- Regulation (EU) 2016/679 (GDPR).
- Directive 2011/83/EU on consumer rights and the amendments concerning the electronic withdrawal function introduced by Directive (EU) 2023/2673.
- Directive (EU) 2019/770 on certain aspects concerning contracts for the supply of digital content and digital services.

Interpretation: Nothing in this document excludes or restricts rights granted to consumers by mandatory law. This documentation must be updated if the seller's legal status changes, a new invoicing/payment provider is introduced, a new sales country is enabled, or the webshop undergoes a material technical change.