

General Terms and Conditions

This document is not meant to be for registering, it stays in electronic format. It is not classified as a written contract, it is written in Hungarian, and not point to at any behaviour codes. If you have questions about the operation of the webshop and your order process, we will be at the given contact details.

The effect of this „General terms and Conditions” extends to the contractual relationships of the provider’s website (<http://www.labtech.hu>, cardiospy.com, netecg.com, stressecgssystem.com, ecgmonitoring.eu, holetrecgssystem.com) and subdomains. This „general terms and conditions” is available on the following webpage: <https://www.labtech.hu/en/privacy-policy/> and can be downloaded and printed at any time from the link below: https://www.labtech.hu/en/labtech_privacy_2021/

1. DATA OF THE PROVIDER

Name of the Provider: Labtech Ltd.

Registered Office (and official place of raising claims): 4031 Debrecen, Vág u. 4.

Contacts of the Provider and the regularly used electronic mailing address for contacting users: medical@labtech.hu

Registration-number: 09-09-000369

Tax-number: 10382312-2-09

Name of the registry authority: General Court of Debrecen

Language of contract: Hungarian

Name, e-mail and address of the storage provider:

Kincs.eu Kreatív Iroda Ltd.

Tax-number: 12965906-2-09

Seat: 4026 Debrecen, Bethlen utca 41. 10. em. 62.

Telephone: +36302291115

E-mail: gkincs@gmail.com

2. BASIC PROVISIONS

2.1. Issues not regulated in these Regulations and the interpretation of these Regulations are governed by Hungarian law, in particular Act V of 2013 on the Civil Code (“Civil Code”) and Act 2001 on Certain Issues of Electronic Commerce Services and Information Society Services. CVIII of the year. (Elker. Act) and Act No. 45/2014 Coll. On the detailed rules of contracts between consumers and businesses. (II. 26.) Government Decree. The mandatory provisions of the relevant legislation shall apply to the parties without any specific stipulation.

2.2. These Regulations are effective from April 17, 2020 and will remain in force until revoked. The Service Provider is entitled to unilaterally amend the Regulations (circumstances giving rise to the amendment: change in legislation, business interest, changes related to the company). The Service Provider will publish the amendments on the website 11 (eleven) days before they enter into force - during which time the User is entitled to withdraw from the contract or terminate it.

- 2.3. The Service Provider reserves all rights with regard to the website, any detail thereof and the content appearing on it, as well as the distribution of the website. It is prohibited to download, electronically store, process and sell the contents or any part of the content appearing on the website without the written consent of the Service Provider.

3. ORDER/PURCHASE

- 3.1. The user is obliged to provide his / her own real data during the purchase / registration. In the event of false or personally identifiable information provided during the purchase / registration, the resulting electronic contract will be void. The Service Provider excludes its liability if the User uses its services on behalf of another person with the data of another person.
- 3.2. The Service Provider shall not be liable for any delivery delays or other problems or errors that can be traced back to the data provided by the User incorrectly and / or inaccurately.

4. AVAILABLE PRODUCTS AND SERVICES

- 4.1. On our website, the User can browse the products manufactured and distributed by the Service Provider according to product categories.
- 4.2. In addition to the listed products, the User can view a short description and other features of each product, without claiming completeness. If you would like more information about the product, please contact the Service Provider on the telephone number / contact form provided on the Contact page!
- 4.3. The displayed products can be ordered by e-mail and phone.
- 4.4. On the website, the Service Provider indicates the name and description of the product in detail and displays a photo of the products. The images shown on the product data sheet may differ from the actual ones and may be used as illustrations.
- 4.5. If a special price is introduced, the Service Provider will fully inform the Users about the special offer and its exact duration.

5. PROCESS OF SUBSCRIPTION

- 5.1. The user adds the selected products to the shopping cart and then, after filling the order form, clicks on the "Submit Request for Quotation" button.
- 5.2. Payment methods:
 - By bank transfer: The User is obliged to transfer the value of the ordered products in advance or afterwards in accordance with the agreement concluded with the Service Provider. After crediting the amount to the service provider's bank account, the User is entitled to receive the product (s) in the manner specified by him.
 - Payment with Payplal: The user can initiate the payment to the Service Provider's account on his own paypal interface (via medical@labtech.hu) and

send the previously agreed amount by e-mail, with a reference to the order confirmation / proforma serial number in the notification.

5.3. Shipping cost:

The delivery cost depends on the quantity, type and destination of the ordered goods. In all cases, the Service Provider shall provide the delivery fee for the given shipment, which shall be forwarded to the User in the form of a price offer.

5.4. If there is an error or deficiency in the products on the website, the Service Provider reserves the right to make corrections. In such a case, the Service Provider shall inform the User about the new data immediately after recognizing or modifying the error. The user can then confirm the order once more or withdraw from the contract.

5.5. The final amount to be paid includes all costs based on the price offer. The invoice (and, if included with the product, the warranty card) is included in the package. The user is obliged to inspect the package in front of the courier upon delivery, and in case of any damage to products or packaging, he is obliged to request a report, in case of damage, he is not obliged to accept the package. Subsequent complaints without report will not be accepted by the Service Provider!

5.6. It is advised to provide an address where the courier can be received during the delivery period (usually between 8:00 and 16:00 on working days). In the case of non-received, returned packages, the delivery and return fee is charged to the User by the Service Provider.

5.7. In case of any other complaints, please contact the Service Provider in writing using the contact form or in the form of a direct e-mail to the email address medical@labtech.hu.

5.8. By making an acceptance statement (order) for the price offer, the user acknowledges that his / her payment obligation arises.

5.9. Fixing data entry errors: The user can continuously correct the data related to the request for quotation and order by e-mail.

5.10. The user will receive a confirmation e-mail after sending the subscription order. If this confirmation is not received by the User within the expected time limit from the sending of the User's order, but no later than within 48 hours, the User is released from the obligation to make an offer or a contractual obligation. The order and its confirmation shall be deemed to have been received by the Service Provider or the User when it becomes available to him. The Service Provider excludes its responsibility for the confirmation if the confirmation does not arrive on time because the User provided an incorrect e-mail address during registration or is unable to receive a message due to the saturation of the storage space belonging to his account.

6. ORDER PROCESSING AND FULFILMENT

6.1. Orders are processed during business hours. It is also possible to place the order outside the dates indicated as the processing of the order, if it takes place

after the working hours, it will be processed the next day. In all cases, the Service Provider's customer service will confirm electronically when you can fulfill your order.

6.2. The general deadline for performance is as follows:

- For products in stock, 3 to 10 working days from the confirmation of the order.
- In case the product is not in stock, it can be 6-12 weeks depending on the place of purchase and production capacity.

6.3. Based on the sales contract, the Service Provider is obliged to transfer the ownership of the thing, the User is obliged to pay the purchase price and take over the thing.

6.4. If the seller is a business and the buyer is a consumer, and the seller agrees to deliver the thing to the buyer, the risk of damage passes to the buyer when the buyer or a third party designated by him takes possession of the thing. The risk of damage passes to the buyer upon delivery to the carrier if the carrier has been entrusted by the buyer, provided that the carrier was not recommended by the seller.

6.5. If the seller is a business and the buyer is a consumer, unless otherwise agreed by the parties, the seller (according to these GTC: Service Provider) is obliged to make the thing available to the buyer (User) without delay, but no later than within thirty days.

6.6. In the event of a delay by the Service Provider, the User is entitled to set an additional deadline. If the seller fails to perform within the additional period, the buyer is entitled to withdraw from the contract.

6.7. The User is entitled to withdraw from the contract without setting an additional deadline if

- a) the Service Provider has refused to perform the contract; obsession
- b) the contract should have been performed at the agreed time and not otherwise, as agreed by the parties or because of the identifiable purpose of the service.

6.8. If the Service Provider fails to fulfill its obligations under the contract because the product specified in the contract is not available to it, it is obliged to inform the User immediately and to refund the amount paid by the User immediately.

6.9. The Service Provider draws the attention of the Users to the fact that if the User does not accept the ordered products performed in accordance with the contract (regardless of the method of payment), he / she will be in breach of contract. A Ptk. (§ 6: 142) who causes damage to the other party by breach of contract, is obliged to compensate it. He shall be released from liability if he proves that the breach was caused by a circumstance outside his control which was unforeseeable at the time of the conclusion of the contract and could not have been expected to avoid the circumstance or remedy the damage. Damage incurred in connection with the service must be compensated as compensation. In the event of an intentional breach of contract, the Service Provider shall be reimbursed in full.

- 6.10. This means that the Service Provider - if the consumer does not indicate his intention to withdraw - also enforces the damage caused to the purchase and storage of the products and the delivery cost (round trip) against the Users.
- 6.11. The Service Provider draws the attention of the Users to the fact that it uses the assistance of its lawyers in order to enforce our legal claims, so the User is also responsible for paying other (legal) costs (even fees for the order for payment procedure) arising from the breach of contract.

7. WAIVER CLAUSE

- 7.1. According to the directive 2011/83/ EU of the European Parliament and Commission, further about rules of contracts between customers and enterprises (Gov. Degree 45/2014) (II.26), the user can rescind in 14 days from the date of delivery, can return the ordered product(s) and no grounds need to be alleged. Without this information users can exercise the cancellation right for 1 year. If the Service Provider gives the information not later than 14 days after receipt of the product or the date of conclusion of the contract but within 12 months, then the deadline for withdrawal shall be 14 days from the date of that communication.
- 7.2. The Consumer may exercise his right of withdrawal by a clear statement to this effect or by means of model declaration set out in Annex 2. of the 45/2014. (II.26.)
- 7.3. The period for exercising the right of withdrawal shall expire 14 days after the date on which the consumer or a third party other than the carrier designated by the consumer gets the product.
- 7.4. The customer can exercise the waiver clause between the time of entering in a contract and the reception.
- 7.5. The cost of returning the product must be paid by the consumer, the firm has not undertaken to bear this cost.
- 7.6. In the event that the right of withdrawal is exercised, consumers will not be charged other than the cost of returning the product.
- 7.7. The right of withdrawal does not apply to the Consumer in the case of a non-prefabricated product which has been manufactured on the consumer's instructions or at his express request, or in the case of a product which is clearly tailored to the consumer.
- 7.8. The consumer may also not exercise his right of withdrawal in respect:
 - a) The Contract of the service, after the fulfilment of the service, if the Service Provider started the service with the previous, explicit permission of the consumer and the consumer noted that he/she lose the right of repossession after the total fulfilment of the service;
 - b) In case of products or services, whose prices cannot be influenced by financial market services, it depends on the possible fluctuation in the available term of the withdrawal right;
 - c) perishable goods or short „best before” term;

- d) gas-tight products, which cannot be sent back after opening because of healthcare or hygienic reason;
 - e) in case of a product, which blends with other products because of its type, after the handover;
 - f) in case of alcoholic drinks, which has a value what can be not impressionable by the company and depends on the market fluctuation, and the signatories have settled about the price of this product at the conclusion of the contract, but the accomplishment of the contract is 30 days after the date of the conclusion of the contract;
 - g) in case of enterprising contracts, when the company gets in contact with the customer because of the explicit request of the customer for repairing or maintenance;
 - h) in case of wrapped audio or video recordings, and computer software sales, after the opening of the package;
 - i) in case of newspapers, journals and periodicals, except subscription contracts;
 - j) in case of contracts of public auctions;
 - k) in relation to a contract about the provision of accommodation other than for residential purpose, transport of good, car rental services, catering or services related to leisure activities if the contract provides for a specific date or period of fulfilment;
 - l) digital data on not tangible assets, if the fulfilment has begun for the customer's previous consent, and in the same time the customers declare to lose the cancellation rights.
- 7.9. The Provider has to refund the expenses of the customer inclusive the delivery cost, immediately after return of the products or arrival of the confirmation of cancellation, but within 14 days.
- 7.10. In case of returning the costs, the same method of payment should be used, except the customer agree to another method of payment. The customer does not have any extra expense in connection with returning.
- 7.11. The Customer has to return or leave on the address of the Provider the products without any undue delay, but not later than 14 days, counting from the day of notification of confirmation the cancellation to the Provider.
- 7.12. In case of cancellation by the consumer in writing, it is sufficient to send the withdrawal statement within 14 days.
- 7.13. The Customer meet the deadline of returning, if the customer returns or send back the products within 14 days. Returns will be deemed to have expired if the consumer sends the product before the expiry of the deadline.
- 7.14. The consumer shall only bear the direct cost of returning the product, unless the enterprise has undertaken to bear this cost.
- 7.15. The Provider does not have to repay the extra cost to the Customer, if the customers choose a different delivery method, but not the cheapest delivery method.
- 7.16. Refunds may be withheld by the Service Provider until it has received the Goods (s) or has not provided Customer with proof that they have returned them: the previous date must be taken into account.

- 7.17. In case the Customer would like to desist from the contract he/she can send notification by any of the methods given by the Service Provider in writing (using the attached form), or on telephone. In the case of writing notice sent by post the date of stage stamps is considered. In the case of telephone noticing the date of telephone notice is used. In the case of post notice registered postage or package are accepted by the Service Provider. Customer can return the ordered product to the Service Provider by either post or via a courier service.
- 7.18. The consumer shall only be liable for the depreciation resulting from use beyond the use required to establish the nature, properties and operation of the product.
- 7.19. More information about contracts between the consumer and the business: 45/2014 (II. 26.) Gov. Degree can be seen [here](#).
- 7.20. More information about the 2011/83/EU directive of European Parliament and Commission can be seen [here](#).
- 7.21. The customers can look up the Provider with claims using the here obtainable contacts.
- 7.22. The right of cancellation is only entitled to the customers that are qualified as Users by the Civil Code.
- 7.23. Right of desist is not due to the company i.e. to the person who acts for his/her profession, occupation or business activity.
- 7.24. The Procedure of enforcing the right of desist:**
- 7.24.1. If the Customer wishes to enforce the right of desist, then he/she needs to send the declaration about the intention of her/his desist to one of the contact details of the Service Provider.
- 7.24.2. The Customer enforces her/his right of desist on time, when she/he send the declaration of desist in 14 days, after she/he got the product. She/He only needs to send the declaration of desist in 14 days, if the customer wants to desist in writing. If the Customer would point out her/his desist by post, the date of posting is taken into account. If the Customer would point out her/his desist in e-mail or by telefax, the date of dispatching is taken into account.
- 7.24.3. The Customer is obligated to send back forthwith the product to the address of the Service Provider, but in in less than 14 days, counted from the sharing of the declaration of desist. The Customer only needs to send in less than 14 days, the product does not need to arrive in 14 days. This way the deadline is enforced. The client needs to pay any cost, which is in connection with the return.
- 7.24.4. The Service Provider is not obligated to pay back the additional costs for the Customer, if the Customer chooses a different transport mode, not the usual and cheapest mode, what was chosen by the Service Provider. The

Customer can enforce her/his right of desist between the day of the contract and the day of the receipt of the product too.

- 7.24.5. In case of buying multiple products and the delivery of the products is not on the same day or the ordered products are delivered in multiple parts, the right of desist can be enforced in 14 days, counted from the last product or part.

8. WARRANTY

Failure

The debtor fails to perform properly if the service does not meet the quality requirements set out in the contract or the law at the time of performance. The debtor fails to perform correctly if the creditor was aware of the error at the time of the conclusion of the contract or had to know the error at the time of the conclusion of the contract.

The contract between the consumer and the business is null and void that deviates from the provisions of this chapter concerning warranty and warranty to the detriment of the consumer.

Only users qualifying as consumers under the Civil Code are entitled to more warranty rights.

Business User: Any person who is acting in the course of his or her profession, self-employment or business.

Guarantee of requisites

- 8.1. In what kind of situation can the Customer exercise its right for guarantee of requisites?

The Customer (User) can exercise the guarantee of requisites against the enterprise, in case of not proper fulfilment according to the rules of Civil Codex.

- 8.2. What kind of rights are the customers legal due according to the guarantee of requisites?

The Customer can choose between the opportunities according to guarantee of requisites:

- repair or exchange, except it is impossible for the Customer, or it is onerous cost for the enterprise
- in case of no demand for repair, or exchange, proportional reduction of consideration is demandable, or the failure can be repaired for the cost of the enterprise by the Customer or third person, or denounce the treaty
- The customer can turn to another guarantee of requisites, from the previously choice. The customer bears the cost of this process, except it was justified, or the enterprise gave ground to the turn.

- 8.3. What is the deadline for the customer of exercising the guarantee of requisites?

The customer is liable to announce the mistake immediately after recognition, but within 2 months after recognition. After the time of limitation -2 years counting back from the fulfilment of the contract- guarantee of requisites cannot be asserted. In connection with diet-supplements, energy-drinks etc. the guarantee of requisites can be exercised in the „best before” period.

- 8.4. Who is enforceable in connection with the guarantee of requisites against?

Customers can enforce guarantee of requisites against the Enterprise.

- 8.5. What kind of other conditions have of enforce the guarantee of requisites?

Within 6 months after fulfilling the contract, there is not any more conditions to enforce guarantee of requisites, but the announcement of the mistake, if the customer depose the product or the service has been given by the webshop run by the enterprise. After 6 months after fulfilling the contract, the customer is liable to prove, that the mistake has been existed at the time of fulfilling.

Product warranty (in case of consumer users)

- 8.6. In what kind of situation can exercise the Customer its right for product warranty?

In case of mistake of the mobiliary (product), the user can exercise the right of the product warranty or guarantee of requisites.

- 8.7. What kind of rights are the customers legal due according to the product warranty?

The Customer can ask just for repair or replace of the broken product.

- 8.8. In what kind of case is qualified the product „broken”?

The product is broken, if it is not fit to the quality requirement at the time of placing on the market, or the product does not have the attributes, which are listed in the description of the producer.

- 8.9. What is the deadline for the customer of exercising the product warranty?

The product warranty can be enforced by the Customer within 2 years (1 year in case of a business) from the time of placing on the market. The right for exercising the product warranty is lost after this deadline.

- 8.10. Who is enforceable in connection with product warranty, and what kind of other conditions should be existed for enforcing?

The product warranty can just be set up against the producer or distributor. The defect of the product should be proved by the Customer.

- 8.11. In what kind of case is the producer (distributor) relived of product warranty?

The producer (distributor) is relieved of warranty, if it is proved:

- the product has not been produced during business activity, or placed in the market
 - the mistake was not knowable at the time of placing in the market according to the science and technic
 - the mistake of the product is accused by adoption of official rules
- The producer (distributor) has to prove data enough to the relief.

Because of the same mistake relieved of warranty and guarantee of requisites can not be enforced in the same time, collateral. After a successful enforcement of relieved of warranty, guarantee of requisites can be enforced to the exchanged product against the producer.

8.12. In what cases can a consumer exercise his/her right to a guarantee?
In case of defective performance, Decree 151/2003 on the mandatory warranty for certain durable consumer goods. (IX. 22.) of the Government, the Service Provider is obliged to provide a guarantee if the user qualifies as a consumer.

8.13. What rights does the consumer have under the warranty and within what period?

The warranty period is one year. The warranty period begins with the delivery of the consumer product to the consumer or, if the commissioning is carried out by the distributor or his agent, begins on the day of commissioning.

Based on your warranty claim at the option of the holder

- i. repair or replacement, unless it is impossible to fulfill the chosen warranty or would impose a disproportionate additional cost on the debtor compared to the performance of another warranty, taking into account the value of the service in good condition, the seriousness of the breach and the performance of the warranty. caused damage to interests; obsession
- ii. may demand a proportionate reduction of the consideration, have the defect rectified or remedied at the debtor's expense, or may withdraw from the contract if the debtor has not undertaken the repair or replacement, (...) is unable to fulfill this obligation, or if the creditor his interest in repair or replacement has ceased.

There is no room for withdrawal due to a minor error.

The repair or replacement shall be carried out within a reasonable time, taking into account the nature of the thing and the intended use of the right holder, in the interests of the right holder.

8.14. When is the business released from its warranty obligation?

The Service Provider is released from its warranty obligation only if it proves that the cause of the defect arose after the performance. Please note that due to the same defect, the warranty and guarantee claim and the product warranty and guarantee claim cannot be asserted simultaneously, but the consumer is entitled to the rights arising from the warranty regardless of the rights described in the product and supplies warranty chapters.

- 8.15. The Service Provider does not have a warranty beyond the warranty period (professionally expected life) for damages resulting from natural wear and tear.
- 8.16. Furthermore, the Service Provider is not liable for any damages resulting from improper or negligent handling, excessive use or effects other than those specified, or other improper use of the products after the transfer of the risk of damage.
- 8.17. If the consumer claims a replacement within three working days of purchase (commissioning) due to the defect of the consumer product, the Service Provider is obliged to replace the consumer product, provided that the defect prevents the intended use.

Warranty claim procedure (in case of consumer users)

- 9.1. In a contract between a consumer and a business, the agreement of the parties may not deviate from the provisions of the Regulation to the detriment of the consumer.
- 9.2. It is the consumer's responsibility to prove the conclusion of the contract (by invoice or even with just a receipt).
- 9.3. The costs related to the fulfillment of the warranty obligation shall be borne by the Service Provider (Section 6:166 of the Civil Code).
- 9.4. The Service Provider is obliged to keep a record of the consumer's warranty claim notified to him.
- 9.5. A copy of the report shall be made available to the consumer without delay and in a verifiable manner.
- 9.6. If the Service Provider is unable to declare the fulfillment of the consumer's warranty or guarantee claim at the time of its notification, it must notify the consumer of its position within five working days in a verifiable manner, including the reason for the rejection and the possibility to turn to the conciliation body.
- 9.7. The Service Provider is obliged to keep the report for three years from the date of its collection and to present it at the request of the audit authority.
- 9.8. The Service Provider shall endeavor to carry out the repair or replacement within a maximum of fifteen days.

MIXED REGULATIONS

- 10.1. The Service Provider is entitled to use a contributor to fulfill its obligations. He is fully responsible for his unlawful conduct, as if he had committed the unlawful conduct himself.
- 10.2. If any part of these Rules becomes invalid, unlawful or unenforceable, it will not affect the validity, legality and enforceability of the remaining parts.

- 10.3. If the Service Provider does not exercise its right under the Regulations, the failure to exercise the right shall not be considered a waiver of the given right. A waiver of any right is only valid if expressly stated in writing. The fact that the Service Provider does not strictly adhere to any of the essential conditions or stipulations of the Regulations does not mean that it waives its strict adherence to the given condition or stipulation at a later date.
- 10.4. The Service Provider and the User try to settle their disputes amicably.
- 10.5. The parties state that the Service Provider's website operates in Hungary and is also maintained here. As the site can be visited from other countries, the users expressly acknowledge that the applicable law in relation to the user and the Service Provider is the **Hungarian law**. If the user is a consumer, then Pp. Pursuant to Section 26 (1), the court of the defendant's (consumer's) domicile shall have exclusive jurisdiction over the consumer in disputes arising from this contract.
- 10.6. The Service Provider does not apply different general access conditions for access to musical works on the website for reasons related to the User's citizenship, place of residence or place of establishment.
- 10.7. The Service Provider shall not apply different conditions to the payment transaction in respect of the payment methods accepted by the User due to the User's citizenship, residence or place of establishment, place of payment account, place of establishment of the payment service provider or place of issue of the cash substitute payment instrument within the Union.
- 10.8. The Service Provider and Advertiser complies with the requirements of the Internal Market on grounds of unjustified territorial restriction of content and other forms of discrimination based on the nationality, place of residence or place of establishment of the buyer, as well as Regulation (EC) No 2006/2004 and Regulation (EU) 2017/2394 as well as 2009/22. REGULATION (EC) No 2018/302 OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL.

11. COMPLAINT HANDLING ORDER (in case of consumer users)

- 11.1. The purpose of our shop is to fulfill all the orders/subscrption in good quality, for the satisfaction of the customer. If the customer has any plaint in connection of the contract or fulfillment of the contract, the plaint can be reported per telephone, e-mail or letter.
- 11.2. The Provider checks the claim immediately, and repair that. If the customer does not agree with the repair of the claim, or the check is not possible immediately, the Provider take a record immediately about the claim and the point of view. The customer get a copy as well.
- 11.3. The written claim will be answered in 30 days. In case of dismissal, the Provider give a reasoned statement. The Service Provider keeps the record and the copy of the record for 5 years and in case the Provider gives it for the control board.
- 11.4. We inform you, in case of the claim got declined, customers can apply for relief to the conciliatory proceeding with the following contacts:

- 11.5. In the case of a complaint the Customer may call for the consumer protection authority:

Based on the 387/2016. (XII. 2.) edict, first instance the regional organization, secondly the Pest Megyei Kormányhivatal acts in case of public administrations. The regional organizations can be found: <http://jarasinfo.gov.hu>

- 11.6. In the case of a complaint the Customer may call for the Reconciliation Board given below:

Bács-Kiskun Megyei Békéltető Testület
Címe: 6000 Kecskemét, Árpád krt. 4.
Telefonszáma: (76) 501-525, (76) 501-500
Fax száma: (76) 501-538
Név: Mátyus Mariann
E-mail cím: bkmkik@mail.datanet.hu;

Baranya Megyei Békéltető Testület
Címe: 7625 Pécs, Majorossy Imre u. 36.
Levelezési címe: 7602 Pécs, Pf. 109.
Telefonszáma: (72) 507-154
Fax száma: (72) 507-152
Név: Dr. Bodnár József
E-mail cím: bekelteto@pbkik.hu;

Békés Megyei Békéltető Testület
Címe: 5601 Békéscsaba, Penza ltp. 5.
Telefonszáma: (66) 324-976, 446-354, 451-775
Fax száma: (66) 324-976
Név: Dr. Bagdi László
E-mail cím: bmkik@bmkik.hu;

Borsod-Abaúj-Zemplén Megyei Békéltető Testület
Címe: 3525 Miskolc, Szentpáli u. 1.
Telefonszáma: (46) 501-091, 501-870
Fax száma: (46) 501-099
Név: Dr. Tulipán Péter
E-mail cím: kalna.zsuzsa@bokik.hu;

Budapesti Békéltető Testület
Címe: 1016 Budapest, Krisztina krt. 99.
Telefonszáma: (1) 488-2131
Fax száma: (1) 488-2186
Név: Dr. Baranovszky György
E-mail cím: bekelteto.testulet@bkik.hu;

Csongrád Megyei Békéltető Testület
Címe: 6721 Szeged, Párizsi krt. 8-12.
Telefonszáma: (62) 554-250/118 mellék
Fax száma: (62) 426-149
Név: Dékány László, Jerney Zoltán
E-mail cím: bekelteto.testulet@csmkik.hu;

Fejér Megyei Békéltető Testület
Címe: 8000 Székesfehérvár, Hosszúsétatér 4-6.
Telefonszáma: (22) 510-310
Fax száma: (22) 510-312
Név: Kirst László
E-mail cím: fmkik@fmkik.hu;

Győr-Moson-Sopron Megyei Békéltető Testület
Címe: 9021 Győr, Szent István út 10/a.
Telefonszáma: (96) 520-202; 520-217
Fax száma: (96) 520-218
Név: Horváth László
E-mail cím: bekeltetotestulet@gymkik.hu;

Hajdú-Bihar Megyei Békéltető Testület
Címe: 4025 Debrecen, Petőfi tér 10.
Telefonszáma: (52) 500-749
Fax száma: (52) 500-720
Név: Dr. Hajnal Zsolt
E-mail cím: info@hbkik.hu;

Heves Megyei Békéltető Testület
Címe: 3300 Eger, Faiskola út 15.
Levelezési címe: 3301 Eger, Pf. 440.
Telefonszáma: (36) 416-660/105 mellék
Fax száma: (36) 323-615
Név: Pintérmé Dobó Tünde
E-mail cím: tunde@hkik.hu;

Jász-Nagykun-Szolnok Megyei Békéltető Testület
Címe: 5000 Szolnok, Verseggy park 8.
Telefonszáma: (56) 510-610
Fax száma: (56) 370-005
Név: Dr. Lajkóné dr. Vígh Judit
E-mail cím: kamara@jnszmkik.hu;

Komárom-Esztergom Megyei Békéltető Testület
Címe: 2800 Tatabánya, Fő tér 36.
Telefonszáma: (34) 513-010
Fax száma: (34) 316-259
Név: Dr. Rozsnyói György

E-mail cím: kemkik@kemkik.hu;

Nógrád Megyei Békéltető Testület
Címe: 3100 Salgótarján, Alkotmány út
9/a
Telefonszám: (32) 520-860
Fax száma: (32) 520-862
Név: Dr. Pongó Erik
E-mail cím: nkik@nkik.hu;

Pest Megyei Békéltető Testület
Címe: 1119 Budapest, Etele út 59-61. 2.
em. 240.
Telefonszáma: (1)-269-0703
Fax száma: (1)-269-0703
Név: dr. Csanádi Károly
E-mail cím: pmbekelteto@pmkik.hu
Honlap cím: www.panaszrendezes.hu

Somogy Megyei Békéltető Testület
Címe: 7400 Kaposvár, Anna utca 6.
Telefonszáma: (82) 501-000
Fax száma: (82) 501-046
Név: Dr. Novák Ferenc
E-mail cím: skik@skik.hu;

Szabolcs-Szatmár-Bereg Megyei
Békéltető Testület
Címe: 4400 Nyíregyháza, Széchenyi u.
2.
Telefonszáma: (42) 311-544, (42) 420-180
Fax száma: (42) 311-750
Név: Görömbeiné dr. Balmaz Katalin
E-mail cím: bekelteto@szabkam.hu;

Tolna Megyei Békéltető Testület
Címe: 7100 Szekszárd, Arany J. u. 23-25.
Telefonszáma: (74) 411-661
Fax száma: (74) 411-456
Név: Mátyás Tibor
E-mail cím: kamara@tmkik.hu;

Vas Megyei Békéltető Testület
Címe: 9700 Szombathely, Honvéd tér 2.
Telefonszáma: (94) 312-356
Fax száma: (94) 316-936
Név: Dr. Kövesdi Zoltán
E-mail cím: pergel.bea@vmkik.hu

Veszprém Megyei Békéltető Testület
Címe: 8200 Veszprém, Budapest u. 3.
Telefonszáma: (88) 429-008
Fax száma: (88) 412-150
Név: Dr. Óvári László
E-mail cím: vkik@veszpremikamara.hu

Zala Megyei Békéltető Testület
Címe: 8900 Zalaegerszeg, Petőfi utca
24.
Telefonszáma: (92) 550-513

Fax száma: (92) 550-525

Név: dr. Koczka Csaba

E-mail cím: zmbekelteto@zmkik.hu

- 11.7. Reconciliation Boards take care of dispute of the consumers if it is not handled in judicial way. The aim of Reconciliation Boards is to make an agreement between the parties in order to settle the dispute of the consumers, but if it fails, they make a simple, effective and cost-effective decision to enforce the rights of the consumers. The Reconciliation Board gives advice at the request of the consumer or the Service Provider in connection with the rights of the consumer and the obligations of the consumer.
- 11.8. In case of online trading or cross-border dispute of consumers in connection with online service contracts, only the Reconciliation Board is assignee, which is working next to the Chamber commerce in Budapest.
- 11.9. If the Customer has complaint, she/he can use the Online Dispute Resolution. It only requires a registration in the system of the European Commission, [click here](#). Then, after a log in, the customer can remonstrate via the online website: <http://ec.europa.eu/odr>
- 11.10. In the procedure of the Reconciliation Board the Service Provider has mutual assistance obligation. Because of that the Service Provider needs to send answer to the Reconciliation Board and needs to have a person who is entitled to make an agreement on the audition. If the headquarter of the company is not registered in the county known by the chamber which is operating the regional reconciliation board, the obligation of the company in the co-operation is to offer the possibility of the written agreement based on the demands of the consumer.
- 11.11. If the consumer does not turn to a conciliation body or the procedure is unsuccessful, the consumer has the opportunity to go to court to settle the dispute. The action must be brought by means of an application containing the following information:
- the court seised;
 - the names, domiciles and legal status of the parties and their representatives;
 - the right to be enforced, by presenting 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.
- The application must be accompanied by the document or a copy thereof, the content of which is relied on as evidence.

12. INTELLECTUAL PROPERTY RIGHTS

- 12.1. As a website, the Labtech.hu qualified as an intellectual property, it is absolutely forbidden to download or multiply any content or any part of the webpage, republishing, storing, adapting and selling data of Labtech.hu without the written consent of the Provider.
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- 12.3. The Provider reserves all the right for any elements of the services, domain-names, and second-domains, and for the commercial on the internet.

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- 12.6. The customer accept because of use without permission, the provider is authorized for contractual penalty. The cost per pictures is 70.000 HUF (gross price), or 20.000 HUF (gross price) per words, The customer accepts this contractual penalty is not unconscionable, and customers should be sensible while browsing the page. In case of contravening property rights the Provider adjust notarial attestation of the act, which cost will be worn by the customer.

13. PRIVACY POLICY

The privacy policy is available and can be downloaded from the following webpage:
https://www.labtech.hu/en/labtech_privacy_2021/

Budapest, 12 August 2020