

## **GENERAL TERMS AND CONDITIONS**

These General Terms and Conditions (hereinafter referred to as "GTC") concern to the use and purchase through the [www.mayamood.com](http://www.mayamood.com) webshop (hereinafter referred to as "Webshop"). By ordering, registering on the Webshop and by subscribing to the newsletter, users acknowledge that they got to know and agree to the terms and conditions of this GTC and accept them unconditionally.

Please read the provisions of this GTC carefully before each purchase.

### **1. Data of the service provider**

Company Name: Petild Kft.  
Seat: 1091 Budapest, Üllői út 71. 2. em. 14.  
Postal address: Mayamood Shop, 1201 Budapest, Barkó utca 5.  
Firm Registration Number: 01-09-709846  
Authority of registration: Fővárosi Törvényszék Cégbírósága  
Tax number: 12916232-2-43  
Phone: +36302732709  
The e-mail address used regularly for contact: [info@mayamood.com](mailto:info@mayamood.com)  
(hereinafter referred to as "Service Provider")

Data storage service provider:  
Company Name: 23VNET Kft.  
Seat: 1094 Budapest, Liliom u. 24-26. II / 5.  
Postal address: 1132 Budapest, Victor Hugo u. 18-22.  
E-mail address: [info@hostit.hu](mailto:info@hostit.hu)

The Service Provider declares that it has all the required statutory licenses to operate the Webshop and to sell the products in the Webshop and has done all necessary announcements.

The Service Provider further states that it does not include a Code of Conduct for services available through the Webshop.

### **2. Conditions for using the service**

The services of the Webshop are only available to natural persons who are more than 16 years old. To use these services you need to accept the provisions of this GTC and the Privacy Policy, which will contribute to the handling of your personal data.

### **3. The shopping process and the conclusion of the contract**

#### **3.1 Registration and Login**

You have the option to register on the Webshop with the advantage that it is not necessary to reissue your data during your next purchase, but it is also possible to purchase without prior registration. You can register under "My Account". To do so, you must enter your email address in the box under REGISTRATION, then click on the Register button, then click on the activation link sent to the specified email address to finalize your registration.

After successful registration you have the possibility to log in to the Webshop under "My Account" in the LOGIN section by entering your username or e-mail address and password. Before clicking on the Login button, you can check the box beside the „Remember me” text, therefore you don't need to enter your password again when you login.

You can check and modify your data at any time by entering "My Account" menu or when you place an order. If you have forgotten your password, enter „My account” menu and click on the "Forgot your password?" link under the Login button and enter your username or email address. After that, a link will be sent to your email address provided during registration, which will allow you to create a new password.

You may ask the Service Provide to delete your registration at any time by indicating your claim in the "Contacts" or "Customer Service" section. After deleting your data, you can not reset them anymore.

Please pay particular attention to the accuracy of your data, especially your email address, because the Service Provider is not responsible for any damages resulting from incorrect datas.

By registrating or placing an order, you give your personal data voluntarily, but giving these datas is the condition of the purchase. By providing your personal data, you especially acknowledge and agree that your data will be handled by the Service Provider in accordance with the Privacy Policy that is inseparable from this GTC.

### **3.2 Selecting the product**

You can choose from the products in the "Shop" menu. Click on the product name or the "Choose Options" button on the product's photo to see the product sheet for information about the product. Please also read the product's label before using it, which includes all statutory information.

After selecting the right size (the size of the product can be selected from the drop-down menu next to Size), you can place the selected product in your cart by clicking the "Add to cart" button. The desired quantity of the selected product can be set with "+" and "-" signs.

This is not yet a purchase obligation. After that a field above the product data sheet will automatically show that you have successfully placed your product in the cart. Placing the cursor (mouse) above the cart icon in the top right corner of the Webahop allows you to quickly see which products and how many of them have been added to the shopping cart. Click on the cart icon to see its contents or access it from the "Shop / Cart" menu.

Then you can continue searching for products and placing any number of products in your cart. By clicking on the "Cart" icon or in the "Shop / Cart" menu you can see the names of the products you wish to order and their gross value given in HUF. Here you can modify the content of the cart, delete products, or change the quantities with the "+" and "-" signs. Clicking "Update Cart" button you can finalize the cart content.

If you have finalized the cart content and selected the products that you would like to order, click on the "Proceed to Checkout" button in the Cart menu. By this you still have not sent your order.

### **3.3 Specifying shipping and billing information**

You can access the "Checkout" menu by clicking on the "Proceed to Checkout" button in the Cart menu. You can enter your billing and shipping details here if you have not entered these information in My Account after your registration. If you purchase as a registered user, the information given here is stored.

The order is fulfilled by the Service Provider at any Hungarian address. Thus, you have the option of requesting the delivery to your home or workplace or to the address of your friend or neighbor.

### **3.4 Payment Methods**

The following options are available for paying products ordered in the Webshop:

#### Bank Transfer

Bank transfer to the following bank account number (prepayment):

PETILD Kft.

OTP Bank - 11709002-20575885-00000000

Please enter the order number in the message box.

#### Payment in cash on receipt

In the case of home delivery, upon receipt of the package payed in cash to the courier (cash on delivery) or in cash on receipt of the product personally.

### Credit card payment with Barion

Safe and convenient payment with a bank card or a Barion wallet. It works on prepaid e-money balances, even without a card. 100% Hungarian. 100% safe and fast. Data of your credit card must NOT be entered on the Barion page. Barion Payment Zrt. operates with the permission of the Hungarian National Bank, the 2011 EU Electronic Money Directive and the CCXXXV 2013. according to the law. Authorization number: H-EN-I-1064/2013 | Institution Identification: 25353192.

You can choose the payment method by checking the small circle before the description of the payment method.

Packages are delivered by the DPD courier service.

All costs related to the order will be displayed after selection, before the order is sent.

The total amount expressed includes all costs incurred in connection with the order.

### **3.5 Correcting data input errors**

You may at any time modify the details already provided, the method of payment or the content of the cart. For incomplete data, the system will indicate an automatic error message and the order may not be finalized in the absence of mandatory data.

The Service Provider shall not be liable for any damages or any expenses incurred due to incorrect data.

In all cases, the shipping or any other additional costs incurred due to incorrect, inaccurate or incomplete information will be borne by you.

### **3.6 Ordering**

After you have finalized your order by clicking the "Proceed to Checkout" button, you can see the names, gross unit prices, quantities of the products you wish to order and the amount of the possible discount. You can see the total gross price, payment and shipping costs, the gross amount of the cost, the name, address, e-mail address, telephone number, billing and delivery information you have given. Before submitting an order, you may go back any time to change your order information.

If you have chosen the bank transfer or cash payment methods, you can submit your order by clicking the "Place Order" button after accepting the Terms and Conditions (check the box). In case of a successful order, the system will confirm this by an order summary page where "Thank you. Your order has been received. " text can be read and you can find your order information along with the order number. The submission of the order is considered to be a bid to which you are bound and which the Service Provider accepts by confirming the order as follows.

### **3.7 Confirmation of the order and conclusion of the contract**

The Service Provider first sends an automatic letter to your e-mail address about the receipt of your order within 48 hours. This confirmation confirms your order and contains its details and conditions (customer name, product name, price, payment method, etc.).

If don't receive confirmation within 48 hours from the order, the content of the offer will no longer bind you. Lack of confirmation may be caused by incorrectly entered data or the potential saturation of the user's mailbox.

Subsequently, the Service Provider will notify you about the fulfillment of the order, the availability of the product or its production date.

Because of increased interest in certain products or of custom products, the item may not be available at the time of order, so the Service Provider will not be responsible for the execution of the order.

If the product is finished or available, the Service Provider will notify you by sending another email and informing you of the expected time of delivery. In the reply message of the user, you have the opportunity to consult with the Service Provider about the day of delivery.

Subsequently, the courier company will notify you about the taken up and expected delivery time by email. On the day of delivery, you will receive another notice informing you of the one-hour delivery interval within that day.

Between you and the Service Provider a contract is made with the notification of performance of the order, which is a non-written Hungarian contract. The resulting contract will not be filed. The contract is for a definite period of time, it will enter into force with the approval of the order and will terminate upon completion of the order. The contract will remain in force until the contracting parties completely fulfill all their obligations towards each other.

You have the opportunity to correct your order that was made incorrectly within 24 hours by sending an email to [info@mayamood.com](mailto:info@mayamood.com).

#### **4. Prices**

The prices quoted for the products are gross prices, means they include the tax and are in Hungarian Forint.

The price is the price valid at the time of the order. During the period between the place of the order and receipt of the product, the price of the products may be reduced. In this case, the Service Provider can not refund money. The Service Provider may not enforce any price increases following the order.

The price of the products includes all additional costs that may be incurred.

#### **5. Deadline of delivery and delivery terms**

The ordered products are delivered by the DPD courier to the address provided by you.

Delivery takes place within 2 to 20 working days from the confirmation of the order, depending on the availability of the product.

Packages are delivered on business days between 9:00 and 18:00.

The DPD courier sends an email to you about the delivery status.

Delivery of the ordered products is free of charge.

By submitting the order, you undertake to take over the product at the address stated in the order. If the receipt of the product fails for the reason attributable to you, it shall compensate for the resulting damage and costs. In the event of a failure to deliver the package, the Service Provider attempts to resubmit the product two more times.

Please always provide a shipping address where you can take over the product at the specified time.

In case of indicating quantitative or qualitative objection upon receipt of the order, the product will be returned. If your objection is legitimate, the Service Provider will contact you for re-dispatch, in which case the Service Provider will not charge extra cost for the re-dispatch. If the objection is unfounded, the costs incurred shall be borne by you.

#### **6. Payment Terms**

The products ordered in the Webshop can be paid via bank transfer, cash payment or online payment via credit card through Barion.

#### **7. Exercise of the right of withdrawal**

You can terminate the contract within 14 (fourteen) working days from the date of receipt of the product without any reason according to the No. 45/2014 (II.26.) Government decree on the detailed rules of contract between consumer and business.

The withdrawal period shall expire 14 days after the receipt of the product by you or the person you entrusted to take over the product, who is not the courier.

Your right of withdrawal may also be exercised during the period between the conclusion of the contract and the receipt of the product.

The right of withdrawal shall be deemed valid within the deadline if your statement is sent before the expiry of the 14-day deadline.

You may have a written statement of withdrawal by a clear statement sending an e-mail to info@mayamood.com or mail to Mayamood Shop, 1201 Budapest, Barkó u. 5th postal address.

To make this statement you can use the following declaration form as set out in Annex 2 in the Government decree No. 45/2014. (II.26.):

*Declaration of withdrawal / denunciation  
(only in case of withdrawal / termination of contract, please fill in and return)*

*To: Mayamood Shop  
postal address: 1201 Budapest, Barkó u. 5th  
email address: info@mayamood.com*

*I, the undersigned, declare that I am exercising my right of withdrawal / termination for the sale of the following products or the contract for the provision of the following services:*

*Date of contract / date of receipt:  
Customer's name:  
Customer's address:*

*Date:  
Signature of the customer (solely on paper declaration)*

### **7.1. Sending back**

In the case of a withdrawal, you shall send back the product or give it back personally to the Service Provider at the following address no later than 14 (fourteen) days from the date of the cancellation without undue delay. The package may be dispatched by you to the DPD courier service, provided by the Service Provider or by post.

Return address:  
Mayamood Shop  
Budapest  
Barkó Street 5.  
1201

Please do not attach a new order to the returned product, even if you have a replacement inquiry. Order the desired product simply on our Webshop.

You must return the product without damage and in its original condition.  
Please keep the invoice until the amount is refunded.

The Service Provider reimburses the amount paid by you within 14 (fourteen) days after the acknowledgment of the withdrawal. The Service Provider may withhold the amount until you have returned the product or has no doubt that you had returned the product; the earlier date must be taken into account.

During the refund, the Service Provider shall use a payment method equivalent to the payment method you have chosen when ordering the product, unless you require and expressly contribute to a different payment method; you will not be charged any additional costs as a result of using this refund method.

## **8. Warranty, guarantee**

### **8.1. Supplies guarantee**

In the event of a defective performance of the Service Provider, you may enforce an Eligibility Claim in accordance with the Civil Code.

You may choose to have the following guarantee claims:

You may request correction or replacement, unless the fulfillment of any of these is impossible or the Service Provider would have a disproportionate additional cost compared to the fulfillment of another claim. If you did not request or cannot request for correction or replacement, you may request remuneration, or you may correct or have corrected the error for the Service Provider's expense, or, in the final case, terminate the contract. There is no place for a withdrawal due to an insignificant error.

You may also change your choice of guarantee, but the cost of the change should be borne by you unless it is justified or the Service Provider gave cause to the change.

You are obliged to report the error immediately after discovering it, but no later than two months after the discovery of the error. In addition to the limitation period of two years from the date of performance of the contract, your guarantee rights can no longer be enforced.

You may enforce your guarantee claim against Service Provider, Petild Kft.

Within six months of the delivery, there is no other condition to validate the claim of the guarantee claim beyond the notification of the error if you verify that the product was purchased from the Service Provider (by invoice or by a copy of the invoice). However, after six months from the date of delivery, you shall be obliged to prove that the defect has been already existed at the time of delivery.

### **8.2. Product warranty**

If the product is defected, you may - according to your choice – enforce your claim defined in 8.1. or enforce your claim for product warranty.

Due to the same defect you may not be able to enforce the supplies guarantee and product warranty claim simultaneously. However, in the event of a successful validation of your product warranty claim, you may enforce your product warranty claim of the replaced product or the corrected part to the manufacturer.

As a product warranty claim, you may request only the repair or replacement of the defective product, in which case there is no way to give up or cancellation.

The product is defected if it does not meet the quality requirements that was in force when it was placed on the market or does not have the features specified by the manufacturer.

You can enforce your product warranty claim within two years after the product has been placed on the market by the manufacturer. After this deadline you are not entitled to enforce that.

You can only enforce your product warranty claim against the manufacturer or distributor of the product. You must prove the defect of the product when validating a product warranty claim.

A manufacturer (distributor) is only exempted from his product warranty obligation if he can prove that the product was manufactured or placed on the market in a non-business activity, or that the defect was not recognized by the state of the art or technology at the time of placing the product, or the product defect stems from the application of a statutory or mandatory regulatory requirement.

The manufacturer (distributor) has to prove sufficient evidence to justify the exemption.

### **8.3. Warranty**

The Service Provider does not give warranty to the products.

### **8.4. Procedure for enforcing a guarantee claim**

The rules of procedure for enforcing the guarantee claim are set forth in NGM Decree 19/2014. (IV.29.).

In the event that the guarantee claim is validated, you shall be obliged to prove the conclusion of the contract. The conclusion of the contract shall be deemed to be proven if the customer certifies the payment of the consideration, ie the invoice or receipt, to the Service Provider.

The Service Provider is required to include a record of the claimed guarantee claim, a copy of which shall be made available to you promptly and verifiably.

If the Service Provider can not comment on the fulfillment of your guarantee claim upon its notification, he / she must inform you in a verifiable manner within five working days of his / her position, including the reasons for refusal and the possibility to make contact with the Conciliation Body.

The costs related to the fulfillment of the guarantee obligation shall be borne by the Service Provider. If, however, if the failure of the product involved a lack of your maintenance obligation, you shall bear the costs incurred by completing the warranty obligation if you have had knowledge of the maintenance of the product or if the Service Provider fulfilled his obligation to provide information in this regard. If the Service Provider finds that your objection to the Product has been caused by improper use, the Service Provider informs you in writing of this fact. If you do not accept this, you may request an independent test, the cost of which in case of a profitable result is the Service Provider and, in the case of rejection, you are liable. The Service Provider issues a transfer invoice to you.

The Service Provider should endeavor to make the corrections or exchanges within a maximum of fifteen days.

## **9. Liability**

The Service Provider is only responsible for orders placed on products that are available through the Webshop.

The performance of the Webshop, messaging, data transfer, and response speed depend on the server technology, and may therefore adversely affect factors outside the Service Provider (eg connection failure, server computer performance, etc.). The Service Provider is not responsible for the fact that the Webshop is temporarily unavailable, overloaded, or possibly terminated for technical reasons.

The Service Provider shall exclude any liability for any unforeseeable events (vis major) or activities of third parties for which no charge has been incurred.

The Service Provider excludes any liability for misuse, misrepresentation, inaccuracy or incompleteness of the data supply, unauthorized registration of a legal representative without a consent, and failure to report any unsolicited, unsuccessful delivery of the notices sent by e-mail, for damages suffered by you or any third party.

## **10. User feedback**

If you would like to send us feedback on your online shopping or order, you can simply and quickly make it by using our form on the "Contact us" menu item:

<https://mayamood.com/contact-us/>

## **11. Complaints**

You may notify your complaints regarding our product or the Service Provider via our contact details below:

Mayamood Shop  
Address: 1201 Budapest, Barkó utca 5.  
Mobile: +36302732709  
E-mail: info@mayamood.com

The Service Provider shall immediately investigate and, if necessary, rectify the oral complaint. If you disagree with the handling of the complaint or if the complaint can not be immediately investigated, the Service Provider shall promptly take a minutes of the complaint and its position and send a copy of it to you.

The written complaint will be answered in writing by the Service Provider within 30 (thirty) days. In response, the Service Provider shall attach the minutes of the complaint. The minutes shall include the complainant's name, contact details and the description of the complaint. If the complaint is refused by the Service Provider, he must give reasons for his rejection, and must draw the attention of you to the remedies. The copy of the reply shall be kept for five years and presented to the inspection authorities upon request. The record recorded by the Service Provider contains the CLV 1997 on Consumer Protection statutory data.

In order to investigate the complaint, the Service Provider is entitled to request the return of the defected product, depending on the nature of the complaint.

If the complaint is rejected, the User is entitled to apply for the residence, place of residence or conciliation bodies of the company's home office. The contact details of the conciliation bodies are governed by the provisions of 1. Annex of this GTC.

For more information about territorial jurisdiction, see the link below:  
<http://www.bekeltetes.hu/index.php?id=testuletek>

The conciliation body competent for the seat of the undertaking:  
Budapest Conciliatory Body, operating beside the Budapest Chamber of Commerce and Industry  
Address: 1016 Budapest, Krisztina krt. 99.  
Phone: 06-1-488-2131  
Fax: 06-1-488-2186  
E-mail: bekelteto.testulet@bkik.hu

The Service Provider shall be obliged to cooperate in the conciliatory body procedure. The Service Provider must declare in writing the validity of your request and the circumstances of the case as well as the acceptance of the decision of the Council as a matter of compulsion within eight days from the delivery of the notification sent by the President of the Conciliation Body to the Conciliation Body. He must state the facts and their evidence in his statement and enclose the documents (copies) of which are referred to as evidence.

With the exception of the application of Regulation (EU) No 524/2013 of the European Parliament and of the Council of 21 May 2013 on online dispute resolution and consumer protection and amending Directives 2006/2004 / EC and 2009/22 / EC, the Service Provider is obliged to ensure the participation of a person authorized to create a settlement at the hearing. If the Service Provider's seat or place of business is not registered in a county governed by the chamber of the territorial jurisdiction of the Conciliation Body, the Service Provider's co-operation obligation is to offer the possibility of a written agreement that meets the consumer's request.

The Service Provider informs you that the European Parliament and the Council have established an online dispute settlement platform with their European Parliament and Council Regulation (EU) No 524/2013 on online dispute resolution in consumer disputes and amending Regulation (EC) No 2006/2004 and Directive 2009/22 / EC (Consumer Online Dispute Resolution). The purpose of this platform is to promote independent, impartial, transparent, effective, prompt and fair non-judicial online settlement of disputes between consumers and traders.

The online dispute resolution platform can be accessed via the following link:  
<http://ec.europa.eu/odr>



## **12. Data protection, newsletter, "cookies"**

Information on data protection provisions can be found in the Privacy Policy.  
<https://mayamood.com/privacy-policy/>

You have the opportunity to subscribe to the Service Provider's newsletter when registering or using the Webshop. Subscribe to the newsletter is voluntary. When subscribing, you expressly agree that informative and marketing content will be sent to the e-mail address you have given. You can unsubscribe from this newsletter at any time.

When browsing the Webshop, technical information (IP address, duration of visit, etc.) can be recorded for statistical purposes only. These data will not be linked to your personal data, you cannot be identified in any way. You must enable cookies to access the service. If you do not want to enable cookies, you can disable it in your browser's settings, however, some elements of the Webshop may be available only partially or completely.

## **13. Copyright**

The content of this site is protected by copyright. These rights are reserved to the Service Provider without any spatial or temporal limitation, unless otherwise specified. It is prohibited to use the downloaded content from the Webshop for purposes other than purchasing on the Webshop, to be reworked, copied, etc.

In the event of violation of the copyright and other rights of the Webshop, the Service Provider shall immediately initiate legal proceedings against the infringer.

## **14. Final provisions**

In matters not regulated by this GTC, the provisions of Hungarian law, such as the applicable Civil Code, Electronic Commerce Services and Information Society related services, Section CVIII. Act on Consumer Protection, 1997, CLV. Act No. 45/2014 on the detailed rules for contracts between consumers and companies (II.26.) Government Decree 19/2014 on the rules of procedure for the management of warranty and warranty claims for items sold under a contract between a consumer and a business (IV.29.) NGM Decree and Act CXII of 2011 on Information Freedom of Information and Freedom of Information, are governed by the provisions of the Act.

The Service Provider is entitled to amend this General Terms and Conditions unilaterally with prior notice. The amended provisions can be applied to orders before the modification.

Validity date: September 24, 2018

This General Terms and Conditions can be downloaded from here in pdf format.

## **Annex 1.**

### Conciliation bodies' contacts

#### **Bács-Kiskun Megyei Kereskedelmi és Iparkamara mellett szervezett Békéltető Testület**

Address: 6000 Kecskemét, Árpád krt. 4.  
Mailing address: 6001 Kecskemét Pf. 228.  
Tel.: +3676-501-525, 501-532  
Fax: +3676-501-538  
Mobil: +3670-7028-403,  
E-mail: [bekeltetes@bacsbekeltetes.hu](mailto:bekeltetes@bacsbekeltetes.hu)

#### **Békés megyei Kereskedelmi és Iparkamara mellett szervezett Békéltető Testület**

Address: 5600 Békéscsaba, Penza ltp. 5.  
Phone: +3666-324-976  
Fax: +3666-324-976

#### **Borsod-Abaúj-Zemplén Megyei Gazdasági Kamarák mellett működő Békéltető Testület**

Address: 3525 Miskolc, Szentpáli u. 1.  
Phone: +3646-501-091, 501-870  
Fax: +3646-501-099  
E-mail: [bekeltetes@bokik.hu](mailto:bekeltetes@bokik.hu)

#### **Budapesti Kereskedelmi és Iparkamara mellett működő Budapesti Békéltető Testület**

Address: 1016 Budapest, Krisztina krt. 99.  
Phone: +361-488-2131

Fax: +361-488-2186  
E-mail: [bekelteto.testulet@bkik.hu](mailto:bekelteto.testulet@bkik.hu)

**Csongrád megyei Kereskedelmi és Iparkamara mellett szervezett Békéltető Testület**

Address: 6721 Szeged, Párizsi krt. 8-12.

Phone: +3662-554-250/118

Fax: +3662-426-149

E-mail: [bekelteto.testulet@csmkik.hu](mailto:bekelteto.testulet@csmkik.hu)

**Fejér megyei Kereskedelmi és Iparkamara mellett szervezett Békéltető Testület**

Address: 8000 Székesfehérvár, Hosszúsétatér 4-6.

Dr. Andrea Szendrei customer relationship coordinator, conciliatory corporate administrator

Phone: +3622/510-310

Fax: +3622-510-312

e-mail: [bekeltetes@fmkik.hu](mailto:bekeltetes@fmkik.hu); [fmkik@fmkik.hu](mailto:fmkik@fmkik.hu)

**Győr-Moson-Sopron megyei Kereskedelmi és Iparkamara mellett működő Békéltető Testület**

Address: 9021 Győr, Szent István út 10/a.

Phone: +3696-520-217

Fax: +3696-520-218

email: [bekeltetotestulet@gymskik.hu](mailto:bekeltetotestulet@gymskik.hu)

**Hajdú-Bihar megyei Békéltető Testület**

Seat: 4025 Debrecen, Petőfi tér 10.

Place of administration: 4025 Debrecen Vörösmarty u. 13-15.

Phone: +3652-500-710, 06-52-500-745

Fax: +3652-500-720

E-mail: [bekelteto@hbkik.hu](mailto:bekelteto@hbkik.hu)

**Heves megyei Kereskedelmi és Iparkamara mellett működő Békéltető Testület**

Seat: 4025 Debrecen, Petőfi tér 10.

Place of administration: 4025 Debrecen Vörösmarty u. 13-15.

Phone: +3652-500-710, 06-52-500-745

Fax: +3652-500-720

E-mail: [bekelteto@hbkik.hu](mailto:bekelteto@hbkik.hu)

**Jász-Nagykun-Szolnok Megyei Kereskedelmi és Iparkamara mellett működő Békéltető Testület**

Address: 5000 Szolnok, Verseghy park. 8. III. room 305.-306.

e-mail: [bekeltetotestulet@jnszmkik.hu](mailto:bekeltetotestulet@jnszmkik.hu)

Phone: 20/373-2570

**Komárom-Esztergom megyei Kereskedelmi és Iparkamara mellett szervezett Békéltető Testület**

Address: 2800 Tatabánya, Fő tér 36.

Phone: +3634-513-010

Fax: +3634-316-259

Email: [bekeltetes@kemkik.hu](mailto:bekeltetes@kemkik.hu)

**Nógrád Megyei Békéltető Testület**

Address: 3100 Salgótarján, Alkotmány u. 9/A

Phone: +3632-520-860

Fax: +3632-520-862

E-mail: [nkik@nkik.hu](mailto:nkik@nkik.hu)

**A Pécs-Baranyai Kereskedelmi és Iparkamara mellett működő Baranya Megyei Békéltető Testület**

7625 Pécs, Majorossy I. u. 36.

Phone: +3672-507-154, +3620-283-3422 fax: +3672-507-152,

e-mail: [kerelem@baranyabekeltetes.hu](mailto:kerelem@baranyabekeltetes.hu), [info@baranyabekeltetes.hu](mailto:info@baranyabekeltetes.hu)

**Pest Megyei Békéltető Testület**

1119 Budapest, Etele út 59-61. II. 240.  
Mailing address: 1364 Budapest, Pf.: 81  
E-mail address: pmbekelteto@pmkik.hu  
Phone: +361-269-0703  
Fax: +361-269-0703

To submit a complaint electronically, please visit:

<http://www.panaszrendezes.hu/homepage/index.php/panaszkuldes>

**Somogy Megyei Békéltető Testület**

Address: 7400 Kaposvár, Anna u. 6.  
Phone: +3682-501-000  
Fax: +3682-501-046

**Szabolcs-Szatmár-Bereg megyei Kereskedelmi és Iparkamara mellett szervezett Békéltető Testület**

Address: 4400 Nyíregyháza, Széchenyi u. 2.  
Phone: +3642-311-544  
Fax: +3642-311-750  
E-mail address.: bekelteto@szabkam.hu

**Tolna Megyei Békéltető Testület**

Address: 7100 Szekszárd, Arany J. u. 23-25.  
Phone: +3674-411-661  
Mobil: +3630-6370-047

Fax: +3674-411-456  
E-mail: kamara@tmkik.hu

**Vas megyei Kereskedelmi és Iparkamara mellett működő Békéltető Testület**

Address: 9700 Szombathely, Honvéd tér 2.  
Phone: +3694-312-356  
Fax: +3694-316-936  
Bea Pergel Conciliatory Board Staff  
e-mail: pergel.bea@vmkik.hu

**Veszprém Megyei Békéltető Testület**

Address: 8200 Veszprém, Radnóti tér 1. Pf.: 220  
Phone: 06-88-814-111  
Every week, you can call directly from 8 am to 1 pm on Tuesdays: +3688-814-121  
Fax: 06-88-412-150  
E-mail: info@bekeltetesveszprem.hu

**Zala Megyei Kereskedelmi és Iparkamara mellett működő Békéltető Testület**

Address: 8900 Zalaegerszeg, Petőfi u. 24.  
Phone: 06-92-550-513  
Fax: 06-92-550-525  
E-mail: zmbekelteto@zmkik.hu