

CONSUMER PROTECTION INFORMATION

from 7th November 2022.

EuRent Autókölcsönző Kft. (hereinafter referred to as “Service Provider”) hereby informs its Customers that its “autoabo” car subscription service falls within the scope of **Act CLV of 1997 on Consumer Protection (hereinafter referred to as “Act”)**.

Pursuant to the Act, “**Consumer**” means a natural person acting for purposes outside his/her independent professional or economic activity, who uses the “autoabo” car subscription service or is the addressee of commercial communications or offers related to the said service. For the purposes of the rules on conciliation boards – 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 for consumer disputes and amending Regulation (EC) No. 2006/2004 and Directive 2009/22/EC, – in addition to the above, non-governmental organisations, ecclesiastical legal entities, condominiums, housing cooperatives, micro, small and medium-sized enterprises subject to special laws and acting for purposes outside the scope of their economic activities and profession that use the car subscription service or are the addressees of commercial communications or offers related to the said service shall also be considered consumers.

In connection with the service, we wish to inform you that **the registered office of EuRent Autókölcsönző Kft. is located at 1238 Budapest, Szentlőrinci u., topographical lot no.: 195853, which is also the place of complaint handling.**

Customers who are considered consumers may lodge **complaints** about the operation of the autoabo.hu website or the conduct, acts or omissions of the employees or business partners of EuRent Autókölcsönző Kft. orally or in writing (in person, by telephone or by a document submitted by another person, by post or by e-mail), **using the following contact details:**

- postal address: 1238. Budapest, Szentlőrinci Street 195853 hrsz.
- e-mail address: europcar@europcar.hu
- phone number: +36 1 421 8333

Oral complaints will be investigated immediately and, if necessary, remedied by the Service Provider. If the consumer is not satisfied with the handling of the complaint, or the complaint cannot be investigated immediately, the Service Provider shall, without delay, record the complaint and its position on the matter, and send a copy of it or, in the case of an oral complaint made in person, deliver it to the Customer on the spot.

The Service Provider **shall send the Customer** a reasoned **reply** to any written complaint or to any oral complaint that cannot be investigated immediately, **within thirty days** of the communication of the complaint.

If a complaint is rejected, the Customer may refer the matter to the **court** or to the **conciliation board** competent for the place of residence or place of stay of the Customer. A precondition for initiating conciliation board proceedings is that the Customer must first attempt to settle the dispute directly with the undertaking concerned.

For **more detailed** information on Conciliation Board **proceedings**, please visit the following website:

<https://bekeltetes.hu/udvozlo>

The **registered offices, telephone numbers, internet address and postal address of conciliation boards** are available in the document below:

https://www.europcar.hu/uploads/1161/B%C3%A9k%C3%A9ltet%C5%91_test%C3%BCletek_el%C3%A9rhet%C5%91s%C3%A9gei.pdf

Customers may also contact the consumer protection authority, whose contact details are provided in the document below.

https://www.europcar.hu/uploads/1161/Fogyaszt%C3%B3v%C3%A9delmi_hat%C3%B3s%C3%A1g_el%C5%91rhet%C5%91s%C3%A9gei.pdf

Customers may contact the **Hungarian Competition Authority** regarding issues such as misleading of consumers, business practices that unduly restrict consumers' freedom of choice, or abuse of dominant economic position. Contact details of the Hungarian Competition Authority:

http://www.gvh.hu/fogyasztoknak/az_ugyfelszolgalati_iroda_elrhetosegei