



Complaints Mechanism

Policy of Díjnet Zrt.

In effect from: 10 April 2024

Complaints Mechanism Policy of Díjnet Zrt.

Dear Client,

The staff members of Díjnet Zrt. (*hereinafter: Díjnet or Company*) make every effort to ensure that you are served in the most effective way possible, and keep you perfectly satisfied with services and products of the Company.

However sometimes there may be cases when a divergence of opinions occurs between you and the Company. The aim of the Company is to settle these cases quickly and satisfactorily for both parties.

With the present document entitled Complaints Mechanism Policy the Company wishes to help you in case you have a complaint to submit in connection with the Company's products, services, or regarding the quality thereof, the administrators' behavior or any other topic.

To this end, please read our Policy carefully, which provides information on potential notifications, comments, handling of complaints and the manner of proceeding thereof.

Thank you for your cooperation and your attention.

Díjnet Zrt.

Complaints Mechanism Policy of Díjnet Zrt.

Regarding the services, proceedings, administration, administrators' behavior and any other activity of Díjnet Zrt. (*hereinafter "Díjnet" or "Company"*) the Company's Client may submit a complaint or comment.

The right to submit a complaint is an essential consumer right, the Company does not charge any special fee against the Client on the communication, investigation and answering of a complaint. The Company shall ensure that the Client is not subjected to any disadvantage because of the lodging of a complaint.

Notification of complaints

The Client may submit a written complaint to the Company via the email addresses info@diynet.hu and ugyfelszolgalat@diynet.hu .

If so requested by the Client, the staff members of Díjnet provide information concerning the complaint mechanism, and about the stage reached in the proceedings.

In the event of complaint concerning an Invoice Issuer, the staff members of Díjnet investigate the complaint after receiving it and (if necessary) accordingly forward the complaint to the Invoice Issuer concerned. In this case they also inform the Client of the developments.

Responding to complaints

The Company fully investigates the complaints and provide detailed answers to them. The return email contains the actions which aim to settle or resolve the complaint, in case of rejection the reasons therefor, and the list of bodies where the Client may appeal against the refusal.

The Company considers the complaints in a consumer-friendly way, investigates and responds to them as set out hereinafter:

When a complaint is submitted, the Company provides a reasoned reply to the complaint in writing as soon as possible, but no later than the 30-days time limit under the provisions of the legislation that regulates complaint handling. In case the Company needs more information for the investigation, it shall immediately contact the Client and/or the Invoice Issuer, or payment service providers, banks in case of payment problems, or the IT service provider in case of technical complaints. If the full investigation of the complaint is not possible within the time limit specified above (e.g. the information required for the investigation does not arrive on time, within the time limit set out by the legislation) the Company informs the Client on Díjnet's position, the reasons for the delay, and, where possible, the probable date of completion of the complaint procedure, and about the fact that we will be able to send the complemented response to the Client only from the date on which such further information is received.

The Company shall retain the complaint and the response thereto for 5 years.

The Company sends the response to the complaint primarily to the email address registered by the Client.

Data policy in relation to complaints

When handling complaints the Company may request the following data from the Client:

- a) product or service concerned,
- b) description, reason of complaint,
- c) the Client's demands,
- d) the copy of documents in support of the complaint held by the Client, which are not available for the service provider.
- e) any other data required to investigate and answer the complaint.

Our company protects the data of the Customer who submitted the complaint in accordance with Regulation (EU) 2016/679 of the European Parliament and of the Council on the protection of natural persons with regard to the processing of personal data and the free flow of such data, as well as the repeal of Regulation 95/46/EC (General Data Protection Regulation Decree), and CXII of 2011 on the right to informational self-determination and freedom of information. handled in accordance with the provisions of the law. Detailed information can be found in Díjnet Zrt.'s Information on Data Management (<https://www.dijnet.hu/en/adatkezeles-tajekoztato.html>).

Review bodies

In the event of rejection of a complaint, or expiry of reply deadline the Client may appeal to the following organizations:

The Client may initiate proceedings before the court, the competent conciliation panel of the place of residence, or the consumer protection inspectorate of the place of residence.

On the Client's request any other conciliation panel specified in the Client's request may carry out the procedure instead of the conciliation panel of the Client's place of residence or stay.

On the website of Díjnet you may find directly the contact details of every conciliation panel under the link <https://www.dijnet.hu/ekonto/control/bekelteto>.

Under the legislation on consumer protection Clients who are not consumers (e.g. business organization) in the event of the rejection of a complaint may apply to court in accordance with the rules of civil procedure.

Publication

The Company publishes the present Complaints Mechanism Policy on its website www.dijnet.hu.

Díjnet Zrt.