



## IMPRINT

### Cinema Mystica Immersive Digital Art Exhibition

Budapest 1052, Párizsi Udvar – Ferenciek Tere 10.

Phone: +36 20 212 1242

### WARNING

The exhibition contains flashing lights and is therefore not recommended for visitors who are sensitive to such effects. Visitors enter at their own risk, being aware of and considering their health condition. It is not the responsibility of the staff to be aware of the visitor's health condition. The organizers accept no liability for any damage or injury. Please prepare accordingly. No complaints will be accepted after leaving the ticket office. We reserve the right to change opening hours and the program.

### Tickets and Exhibited Installations

We reserve the right to change the program within the exhibition space. Tickets purchased on site are non-refundable. For tickets purchased online, the time slot can be modified via: [hello@cinemamystica.hu](mailto:hello@cinemamystica.hu) For online ticket purchases, customers have the right to withdraw from the purchase without justification within 14 days of purchase.

### Media Inquiries

Professional or commercial photography within the exhibition requires prior written permission from the organizer. For further questions, please contact: [marketing@cinemamystica.hu](mailto:marketing@cinemamystica.hu)

### Online Ticket Purchase

Information about the online ticket purchase process is available here: <https://support.cooltix.com/hu/articles/6912346-altalanos-szerzodesi-feltetelek-vasarloknak> For online purchases, customers may withdraw within 14 days without providing a reason.

### Arrival

General opening hours: 10:00 – 22:00 (ticket office closes at 21:30). Hours may vary during peak periods. Online tickets allow fast-track entry within a 1-hour time slot. Outside the time slot, normal entry applies. For on-site ticket purchases, arriving 10–15 minutes earlier is recommended. In case of full capacity, ticket sales may be temporarily restricted.

### Mobile Phone Use

Please silence or switch off your mobile phone unless using it for photography.

### Photography

Professional or commercial photography requires prior written permission. For inquiries: [marketing@cinemamystica.hu](mailto:marketing@cinemamystica.hu) Failure to comply may result in being asked to stop photographing or leave the premises.

### Code of Conduct

Loud talking and behavior not appropriate to museum standards are not allowed. Violators will first be warned, and if necessary, asked to leave.

### Protection of Exhibits

Please take care of the exhibited items and maintain the required distance. Do not litter, use open flames, or cause damage. Parents and adult supervisors are responsible for children and any damage they may cause. Any damage may result in legal consequences.

### Food and Beverages

Consumption of food and alcoholic beverages is not allowed. Drinks may only be brought in sealed bottles.



## Smoking

Smoking and the use of e-cigarettes are prohibited throughout the building.

## Animals

Unfortunately, animals are not allowed.

## Take Care of Your Valuables

For your convenience, please use the cloakroom. We are not responsible for items left in the exhibition area.

## Cloakroom

We are not responsible for valuables or fragile items left in the cloakroom. Maximum bag size: 30 × 40 cm. Suitcases cannot be stored anywhere in the museum.

## Age Restrictions

The exhibition is not recommended for children under 6 due to light and sound effects. If visiting with small children, responsibility lies solely with the parent or guardian. Visitors under 14 must be accompanied by an adult. Cinema Mystica is open to everyone, but please follow the rules to ensure an enjoyable experience for all.

## Prohibited Items

The following are not allowed: weapons or weapon-like objects, dangerous items or substances, bicycles, scooters, roller skates, skateboards, bags larger than 20 × 30 cm, umbrellas, or any sports equipment.

## Conditions of Entry

Visitors under the influence of alcohol or other substances, or dressed in an inappropriate manner, will not be admitted. Organizers reserve the right to remove visitors who violate these rules or behave in a socially unacceptable or offensive manner. In such cases, no ticket refund will be provided.

## Miscellaneous Provisions

Matters not covered are governed by Act V of 2013 on the Civil Code and Government Decree 45/2014 (II.26.) on distance contracts in consumer agreements. 18. Copyright (see more in the Terms and Conditions) Content on <https://cinemamystica.net> is protected by copyright. It is prohibited to download, reproduce, distribute, store, process, or sell any content without written permission. Even with permission, materials may only be used with proper reference to the website. Cinema Mystica Ltd. reserves all rights to its services, domain names, and advertising spaces.

## Data Protection

Cinema Mystica Ltd's Privacy Policy is available on the website.

## Custom Group Offers

For large group offers, contact: [sales@cinemamystica.hu](mailto:sales@cinemamystica.hu) Discounted group time slots can be provided if payment is received at least two weeks in advance. Otherwise, tickets must be purchased on-site.

## Discounted Tickets

Student ticket: Available for those over 16 with a valid photo student ID. Foreign students must present a valid ISIC card.  
Senior ticket: Available for individuals aged 65+ with ID. Children's ticket: Available for ages 3–10. Free for children aged 0–2.  
Group discount: Available for groups of 10 or more with a single payment.

Thank you for your attention! Enjoy your visit!



## TERMS AND CONDITIONS (TC)

<https://cinemamystica.net> – effective from: 2026-03-10

If you have any questions regarding these Terms and conditions, the use of the website, specific products, or the purchasing process, or if you would like to discuss a custom request, please contact our staff using the provided contact details.

### I. IMPRINT: COMPANY DETAILS

Company name: Cinema Mystica Limited Liability Company Registered office: 1051 Budapest, Vörösmarty tér 5., 1st floor

Tax number: 32258123-2-41

Company registration number: 01 09 431282

Contact: [hello@cinemamystica.hu](mailto:hello@cinemamystica.hu)

### II. GENERAL PROVISIONS

2.1. Matters not regulated in these Terms and their interpretation shall be governed by Hungarian law, in particular Act V of 2013 on the Civil Code (Ptk.) and Act CVIII of 2001 on electronic commerce (E-commerce Act). Mandatory legal provisions apply without specific stipulation.

2.2. These TC are effective from March 10, 2026, until revoked. The Company reserves the right to unilaterally amend them. Changes will be published on the website 7 days before taking effect. By using the website, users accept all applicable regulations.

2.3. The Service Provider reserves all rights regarding the website, its content, and distribution. Downloading, storing, processing, or selling any content is prohibited. Before finalizing an order, you must familiarize yourself with these TC. By making a purchase, you accept these terms, which become part of the contract between you and the Service Provider.

### III. DEFINITIONS

**Goods:** Movable items offered for sale on the website, including goods containing digital elements.

**Goods with digital elements:** Items that include or are connected to digital content/services essential for their function.

**Digital content:** Data produced or supplied in digital form.

**Parties:** Seller and Buyer jointly.

**Consumer:** A natural person acting outside their profession or business.

**Consumer contract:** A contract where one party is a consumer.

**Functionality:** Ability of goods/digital services to perform intended functions.

**Manufacturer:** Producer, importer, or entity presenting itself as such.

**Interoperability:** Ability to work with different hardware/software.

**Compatibility:** Ability to work without conversion with standard systems.

**Website:** The platform used to conclude contracts.

**Contract:** Sales agreement concluded via website/email.

**Durable medium:** Tool enabling storage and unchanged reproduction of data.

**Distance communication:** Means enabling contract conclusion without physical presence (e.g., internet, phone).

**Distance contract:** Consumer contract concluded without simultaneous physical presence.

**Business:** Person acting within professional/economic activity.

**Buyer/You:** Person placing an order.

**Seller:** Person offering goods via the website.

#### **Warranty:**

- Voluntary or contractual warranty beyond legal obligations
- Mandatory statutory warranty

**Purchase price:** Payment for goods or digital services.

#### **IV. APPLICABLE LEGISLATION**

The contract is governed by Hungarian law, including:

- Act CLV of 1997 on Consumer Protection
- Act CVIII of 2001 on Electronic Commerce
- Act V of 2013 on the Civil Code
- Government Decree 151/2003 on warranties
- Decree 10/2024 on durable goods
- Government Decree 45/2014 on consumer contracts
- NGM Decree 19/2014 on warranty procedures
- Act LXXVI of 1999 on Copyright
- Act CXII of 2011 on Data Protection
- EU Regulation 2018/302 (geo-blocking)
- EU Regulation 2016/679 (GDPR)
- Government Decree 373/2021 on sale of goods and digital services

#### **V. SCOPE OF THE TC**

The content of the contract concluded between the Parties is determined by these Terms and conditions (hereinafter: TC) in addition to the provisions of the relevant binding legal regulations. Accordingly, these TC contain the rights and obligations of you and us, the conditions for the conclusion of the contract, the deadlines for performance, the delivery and payment terms, the liability rules, and the conditions for exercising the right of withdrawal.

The technical information required for the use of the Website, which is not contained in these TC, is provided by other information available on the Website.

The language of the contracts subject to these TC is Hungarian. Contracts subject to these TC are not considered written contracts and are not registered by the Seller.

Our company uses electronic invoices pursuant to Act CXXVII of 2007, Section 175. By accepting these TC, you consent to the use of electronic invoices.

The prices indicated on the website are in HUF and include 27% VAT. The possibility that the Seller may modify the prices for business policy reasons cannot be excluded. The modification of prices does not apply to contracts that have already been concluded.

If the Seller has incorrectly indicated the price and an order has been received for the Goods, but the parties have not yet concluded a contract, the Seller offers the option of purchasing the Goods at the real price, with which information the Buyer may decide whether to order the Goods at the real price or not to use this option, in which case no contract shall be concluded between the Parties.

#### **VI. LEGAL REMEDIES**

The consumer may submit a claim for warranty, product warranty, or guarantee related to the Goods or an objection to the elimination of an individual violation of rights or interests regarding the conduct, activity, or omission of the Seller or a person



acting in the interest or benefit of the Seller directly related to the distribution or sale of the goods to consumers (consumer complaint under the Consumer Protection Act) at the following contact details and methods:

- In writing via the following website: <https://cinemamystica.ne>
- In writing via the following email address: [hello@cinemamystica.hu](mailto:hello@cinemamystica.hu)
- In writing by post: 1051 Budapest, Vörösmarty tér 5. 1. em.
- In person orally via the following telephone number: +36 (20) 212 12 42

The consumer's claim for warranty, product warranty, or guarantee is not subject to the Seller's control under the Consumer Protection Act. rules on handling consumer complaints but is obliged to handle them in accordance with separate legislation.

The consumer may communicate his complaint under the Fgytv., which is an objection to the elimination of an individual right or interest violation related to the conduct, activity or omission of the enterprise or a person acting in the interest or on behalf of the enterprise directly related to the distribution or sale of goods to consumers, orally or in writing to the enterprise - with the exception of claims for warranty, product warranty or guarantee.

The Seller shall immediately examine the verbal complaint and remedy it as necessary. If the consumer does not agree with the handling of the complaint or if the complaint cannot be investigated immediately, the Seller shall immediately record the complaint and its position on it and, in the case of an oral complaint submitted in person, shall hand over a copy of it to the consumer on site; in the case of an oral complaint submitted by telephone or using other electronic communication services, it shall send it to the consumer within 30 days at the latest - in accordance with the provisions applicable to the response to a written complaint - simultaneously with the substantive response. The record of the complaint shall contain the following:

- the consumer's name, address or electronic mail address,
- the place, time and method of submitting the complaint,
- a detailed description of the consumer's complaint, a list of documents, records and other evidence presented by the consumer,
- a statement of the enterprise on its position on the consumer's complaint, if immediate investigation of the complaint is possible,
- the person taking the minutes and – apart from an oral complaint made by telephone or using another electronic communication service – the signature of the consumer,
- the place and time of taking the minutes,
- in the case of an oral complaint made by telephone or using another electronic communication service, the unique identification number of the complaint, and
- the warning that if the consumer does not provide the data set out in points a. and c. when taking the minutes, or refuses to sign the minutes, the

The seller shall not apply the requirements for responding to written complaints when handling oral complaints

If the consumer does not provide the data set out in points a) and c) above when making an oral complaint, or refuses to sign the minutes, the business is not obliged to act in accordance with the requirements for responding to written complaints when handling oral complaints.

The Seller shall, unless otherwise provided by a directly applicable legal act of the European Union, respond to the written complaint in writing and take measures to communicate it within thirty days of its receipt in a substantiated manner. The Seller shall justify its position rejecting the complaint. In the event of rejection of the complaint, the Seller shall inform the consumer in writing of which authority or conciliation body may initiate proceedings with his complaint, depending on its nature.

The information shall also include the seat, telephone and internet contact details, and mailing address of the competent authority or the conciliation body at the consumer's place of residence, place of stay or registered office, and whether the Seller has made a general declaration of submission.



If the Seller provides an electronic interface or form for reporting a written complaint, it shall immediately confirm receipt of the written complaint at the electronic mailing address provided by the consumer.

The Seller is obliged to keep the minutes of the oral complaint or the written complaint, as well as a copy of the substantive response to the complaint, for three years and present them to the supervisory authority upon request.

If a potential consumer dispute between the Seller and the consumer is not resolved during negotiations, the following legal remedies are open to the consumer:

**1. Consumer protection procedure:** A complaint can be filed with the consumer protection authorities. If the consumer consumes If a consumer notices a violation of his/her consumer rights, he/she is entitled to file a complaint with the competent consumer protection authority according to his/her place of residence. After assessing the complaint, the authority decides on the conduct of the consumer protection procedure. The first-instance consumer protection authority tasks are performed by the capital and county government offices competent according to the consumer's place of residence.

**2. Court procedure:** The customer is entitled to enforce his/her claim arising from a consumer dispute before the court in civil proceedings in accordance with the provisions of Act V of 2013 on the Civil Code and Act CXXX of 2016 on the Code of Civil Procedure.

**3. Conciliation body procedure:** If we reject your consumer complaint, you are entitled to file a complaint with the competent Conciliation Body according to your place of residence, place of stay or registered office, or the Conciliation Body indicated by you in the application. The condition for initiating the conciliation body procedure is that the consumer attempts to resolve the dispute directly with the business concerned.

The conciliation body – unless the consumer requests a personal hearing – shall hold the hearing online via an electronic device that simultaneously transmits audio and video without being present in person (hereinafter referred to as: online hearing).

The business is obliged to cooperate in the conciliation body procedure, and within this framework, we are obliged to send our response to the conciliation body within the deadline when called upon by the conciliation body. Except for 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, the business shall ensure the participation of a person authorised to conclude a settlement at the hearing.

The representative of the business authorized to conclude a settlement must participate online in the online hearing. If the consumer requests a personal hearing, the representative of the business authorized to conclude a settlement must participate at least online in the hearing. The Seller has not made a general declaration of submission to the conciliation body.

More information about the Conciliation Bodies can be found at <https://www.bekeltetes.hu>, and the contact details of the respective competent conciliation bodies can be found in Annex 1.

#### Available remedies:

- Consumer protection authority
- Court proceedings
- Conciliation body (mediation)

More info: <https://www.bekeltetes.hu>

## VII. COPYRIGHT

The website is protected under copyright law. Unauthorized use is prohibited. Rights holder: Cinema Mystica Ltd.

According to Section 1 (1) of the Copyright Act LXXVI of 1999 (hereinafter: the Copyright Act), the website is considered a work of authorship, so all parts of it are protected by copyright. According to Section 16 (1) of the Copyright Act, the unauthorized use of graphic and software solutions, computer programs on the website, or the use of any application with which the website or any part of it can be modified is prohibited. Any material from the website and its database may only be taken over with the written consent of the copyright owner, with a reference to the website and indication of the source.

## VIII. PARTIAL INVALIDITY

If any point of the TC is legally incomplete or invalid, the remaining points of the contract shall remain valid, and the provisions of the relevant legislation shall apply instead of the invalid or incorrect part.



The Seller does not have a code of conduct under the Act on the Prohibition of Unfair Commercial Practices against Consumers.

## **IX. PRODUCT INFORMATION**

Key product characteristics are described on the website.

## **X. ACCURACY OF DATA**

During the ordering process, you can modify the data you have entered before finalizing the order (by clicking the back button in the browser, the previous page will open, so the entered data can be corrected even if you have already moved to the next page). Please note that it is your responsibility to enter the data you have entered accurately, as the Goods will be invoiced and delivered based on the data you have provided.

Please note that an incorrectly entered e-mail address or the storage space of the mailbox may result in the lack of delivery of the confirmation and may prevent the conclusion of the contract. If the Buyer has finalized his order and discovers an error in the data provided, he must initiate the modification of his order as soon as possible. The Buyer may notify the Seller of the modification of the incorrect order by sending a letter from the e-mail address provided when ordering, or by calling the Seller.

## **XI. USE OF THE WEBSHOP**

Purchase does not require registration.

### **1. Product Selection**

Products can be selected via categories. Prices listed must be paid.

By clicking on the product categories on the website, you can select the desired product family, and within it the individual Goods. By clicking on the individual Goods, you will find the photo, article number, description, and price of the Goods. In case of purchase, you must pay the price listed on the website.

### **2. Add to Cart**

After selecting the Goods, you can add any number of Goods to the cart by clicking on the "Add to Cart" button without incurring any obligation to purchase or pay, as adding the Goods to the cart does not constitute an offer.

We recommend that you add the Goods to the cart even if you are not sure that you want to purchase the given Goods, because this will make it clear to you with one click which Goods you have selected at the given moment, and you can view and compare them on one screen.

The contents of the Cart can be freely modified until the order is finalized – until the "Finalize Order" button is pressed – you can remove any Goods from the Cart, add new Goods to the Cart, or change the desired quantity.

If you place the selected Goods in the Cart, a separate window will pop up with the text "The Goods have been added to the Cart". If you do not wish to select any more Goods, click the "Continue to Cart" button! If you would like to view the selected Goods again or add another Goods to the Cart, click the "Back to Goods" button!

### **3. Viewing the Cart**

While using the website, you can check the contents of the cart at any time by clicking the "View Cart" icon at the top of the website. Here you have the option to remove the selected Goods from the Cart or change the quantity of the Goods. After pressing the "Update Cart" button, the system displays the information corresponding to the data you have changed, including the price of the Goods added to the cart.

If you do not wish to select additional Goods and place them in the cart, you can continue shopping by pressing the "Order" button.

### **4. Entering customer data**

After pressing the "Order" button, the contents of the cart will be displayed, as well as the total purchase price to be paid by you if you purchase the Goods you have selected. In the "Delivery service" box, you must check whether you wish to receive the ordered Goods in person (personal collection) or request delivery. In the case of delivery, the system indicates the delivery fee, which you are obliged to pay in the event of an order. In the "User data" text box, you can enter your e-mail address,

and in the "Billing information" text box, your full name, address, and phone number. In the "Shipping Information" text box, the system automatically stores the data entered in the "Billing Information" section. If you request delivery to a different address, please remove the check mark. In the "Note" text box, you can enter additional information as desired.

## 5. Order Overview

After filling in the above text boxes, you can continue the ordering process by clicking the "Continue to the next step" button, or you can delete/correct the data entered so far by clicking the "Cancel" button and return to the contents of the Cart. When you click the "Continue to the next step" button, you will be taken to the "Order Overview" page. Here you can see a summary of the data you previously entered, including the contents of the Cart, user, billing and shipping data and the amount you must pay (you cannot change these data here, unless you click the "Back" button).

## 6. Finalizing the order

If you are satisfied that the contents of the basket correspond to the Goods you wish to order and that your details are correct, you can finalize your order by clicking on the "Submit Order" button. The information provided on the website does not constitute an offer to conclude a contract by the Seller. In the case of orders subject to these TC, you are considered the bidder.

By clicking the "Submit Order" button, you expressly acknowledge that your offer shall be deemed to have been made and that your statement – in the event of confirmation by the Seller in accordance with these TC – entails a payment obligation. The Seller is obliged to immediately confirm the receipt of the order to the Buyer electronically. If this confirmation does not reach the Buyer within the expected deadline, depending on the nature of the service, but no later than 48 hours from the date of sending the Buyer's order, the Buyer is released from the obligation to make an offer or enter a contractual obligation.

## 7. Order processing, conclusion of the contract

You may place your order at any time. The Seller will confirm your offer by e-mail no later than 48 hours after sending your offer. The contract is concluded when the confirmation e-mail sent by the Seller becomes available to you in your e-mail system.

## 8. Unreceived packages. Procedure followed in the event

If the Buyer does not take over the ordered and delivered Goods and does not notify the Seller of his intention to withdraw from the contract within 14 days without giving a reason as provided for in the law, he will be in breach of his contract with the Seller, under which he is obliged to take over the Goods and thereby accept the Seller's performance. In this case, the Seller will attempt to re-deliver the Goods, if he can agree to this with the Buyer, but may make the re-delivery subject to payment of a delivery fee. If the re-delivery is unsuccessful or cannot be agreed with the Buyer because the Buyer refuses to cooperate, the Seller is entitled to terminate the contract with the Buyer with immediate effect due to the breach of contract and to claim the costs of the unsuccessful delivery and return as a penalty against the Buyer. The Parties accept the use of the email used by the Buyer when ordering as a form of communication and record that the date of notification of the termination is the date when the termination letter becomes available in the Buyer's email account.

## 9. Payment methods

- Bank card payment: You can pay quickly and securely by bank card in our webshop.
- On-site: If you wish to pay the value of the order upon receipt of the package, select the "Cash on delivery" payment method.

## 10. Methods of receipt, receipt fees:

in person: on-site

## 11. Delivery deadline

In the case of a Buyer who is a consumer, unless otherwise agreed by the Parties, the Seller is obliged to make the Goods available to the Buyer without delay after the conclusion of the contract, but no later than thirty days.

Based on the above, the general delivery deadline for the order is a maximum of 10 days from the confirmation of the order. The Seller will provide information about any delivery deadline that may differ from this (but not longer than 30 days) for each delivery method. In the event of a delay by the Seller, the Buyer is entitled to act against the Seller in accordance with Act V of 2013 on the Civil Code.

## 12. Reservation of rights, ownership clause

If you have previously ordered Goods but have not received them during delivery (excluding the case where you have exercised your right of withdrawal), or if the Goods have been returned to the Seller with an undeliverable indication, the Seller will make the delivery of the order conditional on the advance payment of the purchase price and delivery costs.

The Seller may withhold the delivery of the Goods until it is satisfied that the payment of the price of the Goods has been successfully made using the electronic payment solution (including the case where, in the case of Goods paid for by bank transfer, the Buyer transfers the purchase price in the currency of his/her Member State and the Seller does not receive the full amount of the purchase price and delivery fee due to the conversion, bank commissions and costs). If the price of the Goods has not been paid in full, the Seller may call the Buyer to supplement the purchase price.

## 13. Sales abroad - prohibition of territorial content blocking

The Seller does not differentiate between buyers within the territory of Hungary and those outside the territory of the European Union when using the Website, i.e. it does not restrict buyers' access to the Website based on their citizenship, place of residence or place of establishment. Unless otherwise provided in these TC, the Seller shall ensure the delivery/receipt of the ordered Goods within the territory of Hungary.

The language of communication and purchase shall be primarily Hungarian, the Seller shall not be obliged to communicate with the Buyer in the language of the Buyer's Member State. The Seller shall not be obliged to comply with any non-contractual requirements specified in the national law of the Buyer's Member State in relation to the Goods concerned, such as labelling or sector-specific requirements, or to inform the Buyer of such requirements. Unless otherwise provided by the Seller, Hungarian VAT shall apply to all Goods.

The Seller shall provide non-Hungarian buyers with the same delivery options as Hungarian buyers to deliver the Goods. If the Buyer may request the delivery of the Goods to the territory of Hungary or to the territory of any other European Union member state according to the TC, the non-Hungarian buyer may also request this by any of the delivery methods specified in the TC.

If the buyer can choose to personally collect the Goods from the Seller according to the TC, this can also be used by non-Hungarian buyers. Otherwise, the buyer may request to arrange the delivery of the Goods abroad at his own expense. Hungarian buyers do not have this right.

The Seller fulfills the order after paying the shipping fee. If the buyer does not pay the shipping fee to the Seller or does not arrange his own delivery by the pre-agreed date, the Seller terminates the contract and refunds the prepaid purchase price to the buyer.

## CONSUMER INFORMATION

According to Section 8:1 (1) point 3 of Act V of 2013 on the Civil Code (hereinafter: Civil Code), a **consumer** is a natural person acting outside their profession, independent occupation, or business activity. Accordingly, **legal entities are not entitled to exercise the right of withdrawal without justification.**

### 1. CONSUMER RIGHTS UNDER GOVERNMENT DECREE 45/2014 (II.26.), SECTION 20

**(1)** *In the case of contracts concluded outside business premises or at a distance, the consumer has the right to withdraw from the contract without giving any reason within the period specified in paragraph (2).*

*For service contracts, if performance has begun after the consumer's prior consent, the consumer has the right to terminate the contract without justification within the same period.*

**(2)** *The withdrawal or termination period is:*

**a)** *For contracts for the sale of goods:*

- from the day the consumer (or a third party designated by the consumer, other than the carrier) takes possession of the goods
- in the case of multiple goods delivered separately: from receipt of the last item

- for goods consisting of several lots or pieces: from receipt of the last lot or piece
- for regularly delivered goods: from receipt of the first delivery

**b) For service contracts:** within 14 days from the date of contract conclusion

**(3)** The consumer may exercise the right of withdrawal between the conclusion of the contract and receipt of the goods.

**(4)** If the contract is concluded based on the consumer's offer, the consumer may withdraw the offer before the contract is concluded.

The withdrawal period is **14 calendar days**.

If the Seller fails to inform the consumer about the right of withdrawal and its conditions, the withdrawal period is extended by **12 months**. If the information is later provided, the withdrawal period expires **14 days after such notification**.

## 2. EXERCISING THE RIGHT OF WITHDRAWAL OR TERMINATION

The consumer may exercise this right by making a clear statement or by using the withdrawal form available on the website.

## 3. VALIDITY OF THE WITHDRAWAL STATEMENT

The withdrawal is considered timely if the statement is sent within the deadline.

The consumer bears the burden of proof.

The Seller must confirm receipt of the withdrawal electronically.

## 4. SELLER'S OBLIGATIONS IN CASE OF WITHDRAWAL

- a)** Refund obligation: The Seller shall refund all payments (including delivery costs) within 14 days of becoming aware of the withdrawal. Additional costs due to choosing a more expensive delivery method are not refundable.
- b)** Method of refund: Refunds are made using the same payment method unless otherwise agreed. No extra fees may be charged to the consumer.
- c)** Additional costs: The Seller is not obliged to reimburse extra delivery costs beyond the standard method.
- d)** Right of retention: The Seller may withhold the refund until the goods are returned or proof of return is provided. Cash-on-delivery returns are not accepted.

## 5. CONSUMER OBLIGATIONS IN CASE OF WITHDRAWAL

- a)** Return of goods: The consumer must return the goods within 14 days of notifying withdrawal.
- b)** Costs of return: The consumer bears the direct cost of returning the goods. COD returns will not be accepted.

If a service has already begun, the consumer must pay a proportional fee for the service provided.

- c)** Liability for depreciation: The consumer is liable for any diminished value resulting from use beyond what is necessary to establish the nature and functioning of the goods.

## 6. CASES WHERE THE RIGHT OF WITHDRAWAL DOES NOT APPLY

The right of withdrawal cannot be exercised in cases defined in Section 29 of the decree, including:

- fully performed services (with prior consent)
- goods/services with price depending on financial market fluctuations

- custom-made or personalized goods
- perishable goods
- sealed goods that cannot be returned for hygiene reasons once opened
- goods inseparably mixed with others
- certain alcoholic beverages
- urgent repair/maintenance services
- opened audio/video recordings or software
- newspapers and periodicals (except subscriptions)
- public auction contracts
- accommodation, transport, car rental, catering, or leisure services with a fixed date
- digital content supplied without a physical medium if performance has begun with consent

## 7. WARRANTY AND GUARANTEE INFORMATION

This section is based on Government Decree 45/2014 and applies only to consumers.

## 8. REQUIREMENTS FOR CONFORMITY OF PERFORMANCE

### a) General requirements for goods

Goods must:

- match description, quantity, quality, and functionality
- be suitable for the intended purpose
- include accessories and instructions
- receive necessary updates

They must also:

- be suitable for usual purposes
- meet expected quality and performance
- correspond to public statements (unless corrected or unknown to Seller)

### b) Goods with digital elements

The Seller must:

- provide updates (including security updates)
- ensure availability of updates for a reasonable time or at least 2 years

The Seller is not liable if the consumer fails to install updates properly after being informed.

### c) Digital content

The Seller must provide digital content without delay and in the latest version. Performance is complete when the content becomes accessible. Continuous services must remain compliant throughout the contract period. The Seller is not liable for defects caused by failure to install updates if proper information was provided.

#### **d) Defective performance**

The Seller is liable if defects arise from improper installation when:

- installation was carried out by the Seller
- or instructions provided were inadequate

For goods with digital elements, the Seller is liable for defects within:

- 2 years (or longer if continuous service applies)

If a defect appears within one year, it is presumed to have existed at the time of delivery unless proven otherwise. The consumer must cooperate with the Seller to determine the cause of defects.

### **WARRANTY FOR DEFECTS (STATUTORY WARRANTY)**

#### **1. In what cases can you exercise your statutory warranty rights?**

In the event of defective performance by the Seller, you may assert a statutory warranty claim against the Seller in accordance with Sections 6:159–6:167 of the Hungarian Civil Code (Ptk.) and, in the case of consumer contracts, Government Decree 373/2021 (VI.30.).

#### **2. What rights are you entitled to under a statutory warranty claim?**

At your choice, you may exercise the following statutory warranty rights:

You may request repair or replacement, unless fulfilling your chosen remedy is impossible or would result in disproportionate additional costs for the Seller compared to fulfilling another remedy. If you did not request, or could not request, repair or replacement, you may request a proportionate reduction of the price or—ultimately—withdraw from the contract.

You may switch from one chosen warranty right to another, but you shall bear the cost of the switch, unless it was justified or caused by the Seller. In the case of consumer contracts, unless proven otherwise, any defect recognized within one year from the date of performance shall be presumed to have existed at the time of delivery, unless this presumption is incompatible with the nature of the goods or the defect.

The Seller may refuse to bring the goods into conformity if repair or replacement is impossible or would result in disproportionate additional costs, considering all circumstances, including the value of the goods in defect-free condition and the severity of the breach of contract.

The consumer is also entitled—depending on the seriousness of the breach—to request a proportionate price reduction or terminate the sales contract if:

- the Seller has not carried out repair or replacement, or has done so but failed to meet the following conditions in whole or in part:
  - the Seller must ensure the return of the replaced goods at its own expense.
  - if repair or replacement requires the removal of goods that were installed in accordance with their nature and purpose before the defect became apparent, the obligation includes removing the defective goods and installing the replacement or repaired goods or bearing the costs thereof.
- the Seller has refused to bring the goods into conformity.
- a repeated defect occurs despite attempts to remedy it.
- the defect is so serious that it justifies immediate price reduction or termination; or
- the Seller has not undertaken to bring the goods into conformity, or it is evident that it will not do so within a reasonable time or without significant inconvenience to the consumer.

If the consumer wishes to terminate the contract due to defective performance, the Seller must prove that the defect is insignificant. The consumer is entitled to withhold all, or part of the outstanding purchase price proportionate to the severity of the breach until the Seller fulfills its obligations regarding conformity and defective performance.

## General rules:

- The Seller must ensure the return of replaced goods at its own expense.
- If repair or replacement requires removal of installed goods, this includes removal and reinstallation or covering those costs.

The reasonable time for repair or replacement starts when the consumer notifies the Seller of the defect. The consumer must make the goods available for repair or replacement. A price reduction is proportionate if it equals the difference between the value of the goods as contracted and the value of the goods received. The consumer may terminate the contract by a declaration addressed to the Seller expressing the intention to terminate.

If only part of the goods is defective, the consumer may terminate the contract only for that part but may also terminate the entire contract if it would be unreasonable to retain only the conforming goods.

If the contract is terminated (in whole or in part):

- the consumer must return the affected goods at the Seller's expense; and
- the Seller must refund the purchase price without delay once the goods or proof of return is received.

The Seller must record the consumer's warranty claim and provide a copy without delay. If the Seller cannot immediately assess the claim, it must inform the consumer within 8 days (including reasons for rejection and dispute resolution options). The Seller must strive to complete repair or replacement within 15 days. If it exceeds this period, the consumer must be informed of the expected duration.

## 3. Within what time limit can you assert your claim?

You must report the defect without delay after discovering it. A defect reported within two months of discovery is deemed timely. However, your statutory warranty rights expire after 2 years from the date of performance. The period during which the goods cannot be used due to repair is not counted toward the limitation period. For repaired or replaced parts, the limitation period restarts.

## 4. Against whom can you assert your claim?

You may assert your statutory warranty claim against the Seller.

## 5. What other conditions apply?

Within one year of performance, you only need to notify the defect, provided you can prove the goods were supplied by the Seller. After one year, you must prove that the defect already existed at the time of delivery.

## 6. Special rules for digital content

The consumer is entitled—depending on the severity of the breach—to request a proportionate price reduction or terminate the contract if:

- a) repair or replacement is impossible or disproportionate.*
- b) the Seller fails to restore conformity within a reasonable time and without significant inconvenience;*
- c) a repeated defect occurs.*
- d) the defect is serious; or*
- e) the Seller refuses or is unlikely to restore conformity.*

In case of repair or replacement, the Seller must restore conformity free of charge within a reasonable time, considering the nature and purpose of the digital content/service. The Seller may choose the method of remedy. A price reduction is proportionate if it reflects the difference between the value of compliant service and the service provided. For continuous services, it applies to the period of nonconformity.

If the consumer terminates the contract due to defective performance, the Seller must prove the defect is insignificant. If the consumer provides only personal data in exchange for digital content, the consumer may terminate the contract even in case of minor defects but cannot request a price reduction.

The consumer may terminate the contract by declaration. If the Seller fails to perform, the consumer must call upon the Seller to perform, unless:

- the Seller refuses to provide the content; or
- timely performance is essential and is missed.

Upon termination:

- the Seller must refund all amounts paid.
- however, no refund is due for periods during which the service was properly provided.
- only the proportion relating to non-conforming periods must be refunded.

Refunds must be made within 14 days using the original payment method (unless otherwise agreed, without extra cost). Refund costs are borne by the Seller.

The Seller may block access to digital content after termination (e.g. disable account access). The consumer must stop using and sharing the content.

If the content was supplied on a physical medium, the consumer must return it within 14 days upon request, at the Seller's expense.

The consumer must pay a proportionate fee for use prior to termination corresponding to the compliant service provided.

## **PRODUCT WARRANTY (PRODUCT GUARANTEE)**

### **1. When can you exercise your product warranty rights?**

In the event of a defect in a movable item (Product), you may – at your choice – assert either a claim under warranty for defects (implied warranty) or a product warranty claim in accordance with Sections 6:168–6:170 of the Civil Code.

### **2. What rights are you entitled to under a product warranty claim?**

As a product warranty claim, you may request the repair or replacement of the defective Product.

### **3. When is a Product considered defective?**

A Product is considered defective if it does not meet the quality requirements in force at the time it was placed on the market, or if it does not have the properties described by the manufacturer.

### **4. Within what time limit can you assert a product warranty claim?**

You may assert your product warranty claim within two years from the date the Product was placed on the market by the manufacturer. After this period, you lose this right.

### **5. Against whom can you assert your product warranty claim?**

You may exercise your product warranty rights against the manufacturer or distributor of the Product (hereinafter collectively referred to as the "manufacturer").

### **6. What are the rules of proof in case of a product warranty claim?**

When asserting a product warranty claim, you must prove that the defect existed at the time the Product was placed on the market by the manufacturer.

### **7. When is the manufacturer exempt from product warranty obligations?**

The manufacturer is exempt from product warranty liability if it can prove that:

- the Product was not manufactured or placed on the market within the scope of its business activity, or
- the defect was not recognizable according to the state of science and technology at the time of placing on the market, or
- the defect results from the application of a law or mandatory regulatory requirement. The manufacturer only needs to prove one of the above grounds to be exempt.

Please note that you may assert a warranty for defects claim against the seller and a product warranty claim against the manufacturer simultaneously, in parallel, for the same defect. However, if your product warranty claim is successfully enforced, you may subsequently assert warranty for defects claims regarding the replaced product or the repaired part only against the manufacturer.

## GUARANTEE (WARRANTY)

### 1. When can you exercise your guaranteed rights?

Pursuant to Government Decree No. 151/2003 (IX. 22.) on mandatory warranties for certain durable consumer goods, the Seller is obliged to provide a warranty for new durable consumer goods listed in Annex 1 of Ministerial Decree No. 10/2024 (VI. 28.) (e.g. technical devices, tools, machines), including their accessories and components (hereinafter collectively referred to as "consumer goods").

The list of products subject to mandatory warranty is defined in the above regulation. Warranty rights may be enforced with a warranty card or, as detailed here, with proof of payment. The Seller is not obliged to issue a warranty card if the purchase price does not exceed HUF 100,000; in such cases, warranty rights may be enforced with proof of payment.

Irregular issuance or failure to provide a warranty card does not affect the validity of the warranty. If no warranty card is provided, the conclusion of the contract is deemed proven if the consumer presents proof of payment (invoice or receipt). The return of opened packaging is not a condition for enforcing a warranty claim.

### 2. What rights do you have under the mandatory warranty and within what time limits?

**a) Warranty rights:** Under the warranty, the Buyer may request repair or replacement, request a price reduction in cases specified by law, or ultimately withdraw from the contract if the obligated party fails to perform repair or replacement within an appropriate time or without causing inconvenience, or if the Buyer's interest in repair or replacement has ceased.

The Buyer may submit a warranty claim at the Seller's registered office, any business premises, branch, or the repair service indicated on the warranty card.

#### **b) Time limits for enforcement**

The warranty period is:

- 2 years for products priced between HUF 10,000 and HUF 250,000
- 3 years for products priced above HUF 250,000

Failure to meet these deadlines results in loss of rights. However, if the product is repaired, the warranty period is extended by the time during which the product could not be used properly. The warranty period begins on the date the product is handed over, or on the date of installation if installation is performed by the Seller or its agent. If installation occurs more than six months after delivery, the warranty period starts on the date of delivery.

#### **c) Rules for handling warranty claims**

The Seller must aim to complete repair or replacement within 15 days. If this period is exceeded, the Seller must inform the Buyer of the expected duration. If the product is deemed irreparable during the warranty period, the Seller must replace it within 8 days, unless otherwise requested by the consumer. If replacement is not possible, the purchase price must be refunded within 8 days.

If repair is not completed within 30 days, the Seller must replace the product within 8 days after the deadline expires or refund the purchase price if replacement is not possible. If the product fails for the fourth time during the warranty period, it must be replaced within 8 days or refunded if replacement is not possible.

For fixed-installation products or those over 10 kg (except vehicles), repairs must be carried out at the place of use.

The Seller must record the warranty claim and provide a copy to the consumer. If the Seller cannot immediately assess the claim, it must respond within 8 days.

#### **d) Exceptions to warranty rules**

Certain rules do not apply to vehicles and similar products (e.g. electric bikes, scooters, cars, trailers, watercraft), although the Seller must still aim to repair within 15 days.

### **3. Relationship between warranty and other warranty rights**

The guarantee exists alongside implied warranty and product warranty rights. The key difference is that the burden of proof is more favorable to the consumer under a guarantee.

### **4. Replacement within three working days**

For new durable goods, if a defect is reported within 3 working days of purchase or installation, the Seller must replace the product within 8 days, provided the defect prevents proper use. If replacement is not possible, the purchase price must be refunded immediately.

### **5. When is the Seller exempt from warranty obligations?**

The Seller is exempt only if it proves that the defect occurred after delivery. You may assert warranty for defects, product warranty, and guarantee claims simultaneously. However, once a claim has been successfully enforced for a specific defect, you cannot assert another claim for the same defect on a different legal basis.

## **INFORMATION FOR NON-CONSUMER BUYERS**

**General rules of warranty for defects:** Non-consumer Buyers may request repair or replacement, price reduction, repair at the Seller's expense, or withdrawal from the contract. The limitation period is 1 year from delivery.

**Product warranty and guarantee:** Product warranty and mandatory guarantee apply only to consumers and, under certain conditions, to SMEs.

If the manufacturer provides a warranty covering non-consumer buyers, it can be enforced directly with the manufacturer.

## **SPECIAL RULES APPLICABLE TO MICRO, SMALL AND MEDIUM-SIZED ENTERPRISES**

The provisions set out in this section apply exclusively to micro, small and medium-sized enterprises (hereinafter: SMEs) as defined by the Act on SMEs and the support of their development, acting outside the scope of their profession, independent occupation or business activity.

### **Warranty for Defects (Implied Warranty) in the Case of SMEs**

#### **1. Within what time limit can you enforce your warranty claim?**

You are obliged to report the defect without delay after its discovery. A defect reported within two months of its discovery shall be deemed to have been reported without delay. Please note, however, that you may no longer enforce your warranty rights after the expiry of the two-year limitation period from the date of performance of the contract.

#### **2. Against whom can you enforce your warranty claim?**

You may enforce your warranty claim against the Seller.

#### **3. What rights are you entitled to under your warranty claim?**

At your choice, you may assert the following warranty claims:

You may request repair or replacement, unless the fulfillment of the chosen remedy is impossible or would result in disproportionate additional costs for the Seller compared to another remedy. If you did not request or could not request

repair or replacement, you may request a proportionate reduction in the consideration, or – as a last resort – withdraw from the contract.

Within six months from performance, there are no additional conditions for enforcing a warranty claim beyond notifying the defect, if you prove that the goods were supplied by the Seller. After six months from performance, however, you must prove that the defect already existed at the time of performance.

## PRODUCT LIABILITY FOR SMES

### 1. In what cases can you exercise your product liability rights?

In the event of a defect in a movable item (Goods), you may, at your choice, enforce either a warranty claim for defects or a product liability claim in accordance with the provisions of the Civil Code.

### 2. What rights are you entitled to under your product liability claim?

Under a product liability claim, you may request the repair or replacement of the defective Goods.

### 3. Within what time limit can you enforce your product liability claim?

You may enforce your product liability claim within two years from the date the product was placed on the market by the manufacturer. After this period, you lose this entitlement.

### 4. Against whom can you enforce your product liability claim?

You may exercise your product liability rights against the manufacturer or distributor of the product (hereinafter collectively referred to as: manufacturer).

### 5. In what cases is the manufacturer exempt from product liability?

The manufacturer is exempt from product liability if it can prove that:

- the product was not manufactured or placed on the market within the scope of its business activity; or
- the defect could not have been recognized at the time the product was placed on the market according to the state of science and technology; or
- the defect in the product results from the application of legislation or mandatory official requirements.

The manufacturer only needs to prove one of these reasons to be exempt.

## GUARANTEE (COMMERCIAL WARRANTY) FOR SMES

### 1. In what cases can you, as an SME, exercise your guaranteed rights?

Pursuant to Government Decree 151/2003 (IX. 22.) on mandatory guarantees for certain durable consumer goods, the Seller is obliged to provide a guarantee in the case of the sale of new durable consumer goods listed in Annex 1 of Ministerial Decree 10/2024 (VI. 28.) (e.g. technical products, tools, machines), as well as their accessories and components defined therein (hereinafter collectively referred to as consumer goods in this section), provided that you, as an SME, purchase the consumer goods outside the scope of your profession, independent occupation or business activity within the framework of retail trade as defined by law, irrespective of whether the goods are accounted for within your economic activity.

### 2. What rights and within what time limits are you entitled to in the case of a mandatory guarantee?

#### Guarantee rights

Based on your guaranteed rights, you may request repair or replacement; in cases provided by law, you may request a price reduction or ultimately withdraw from the contract if the obligated party did not undertake repair or replacement, cannot



fulfill this obligation within an appropriate time while safeguarding the interests of the entitled party, or if your interest in repair or replacement has ceased. You may report your guarantee claim, at your choice, at the Seller's registered office, any of its premises or branches, or directly at the repair service indicated on the warranty certificate.

#### **Time limits for enforcement**

The guaranteed claim may be enforced during the guarantee period, which according to Government Decree 151/2003 (IX. 22.) is:

- a) two years for products with a sale price between HUF 10,000 and HUF 250,000;*
- b) three years for products with a sale price above HUF 250,000.*

Failure to meet these deadlines results in loss of rights. However, in the case of repair, the guarantee period is extended by the time during which the Buyer could not use the product as intended due to the defect, starting from the date the product was handed over for repair.

The guarantee period begins on the date the product is handed over to the Buyer, or, if installation is carried out by the Seller, its agent, or another authorized person, on the date of installation.

If the Buyer puts the product into operation more than six months after delivery, the guarantee period starts on the date of delivery.

#### **When is the Seller exempt from its guaranteed obligation?**

The Seller is exempt from its guaranteed obligation only if it proves that the cause of the defect arose after performance.

## Annex No. 1

### CONTACT DETAILS OF THE REGIONALLY COMPETENT CONCILIATION BOARDS

#### **Budapest Conciliation Board**

Seat: Budapest  
Jurisdiction: Budapest  
Contact details:  
Address: 1016 Budapest, Krisztina krt. 99. 1st floor, Room 111  
Mailing address: 1253 Budapest, P.O. Box 10  
Phone: +36 1 488 2131  
Email: [bekelteto.testulet@bkik.hu](mailto:bekelteto.testulet@bkik.hu)  
Website: [bekeltet.bkik.hu](http://bekeltet.bkik.hu)

#### **Baranya County Conciliation Board**

Seat: Pécs  
Jurisdiction: Baranya County, Somogy County, Tolna County  
Contact details:  
Address: 7625 Pécs, Majorossy I. u. 36.  
Phone: +36 72 507 154  
Email: [info@baranyabekeltetes.hu](mailto:info@baranyabekeltetes.hu)  
Website: [baranyabekeltetes.hu](http://baranyabekeltetes.hu)

#### **Borsod-Abaúj-Zemplén County Conciliation Board**

Seat: Miskolc  
Jurisdiction: Borsod-Abaúj-Zemplén County, Heves County, Nógrád County  
Contact details:  
Address: 3525 Miskolc, Szentpáli u. 1.  
Phone: +36 46 501 091  
Email: [bekeltetes@bokik.hu](mailto:bekeltetes@bokik.hu)  
Website: [bekeltetes.borsodmegye.hu](http://bekeltetes.borsodmegye.hu)

#### **Csongrád-Csanád County Conciliation Board**

Seat: Szeged  
Jurisdiction: Békés County, Bács-Kiskun County, Csongrád-Csanád County  
Contact details:  
Address: 6721 Szeged, Párizsi krt. 8–12.  
Phone: +36 62 549 392  
Email: [bekelteto.testulet@cskik.hu](mailto:bekelteto.testulet@cskik.hu)  
Website: [bekeltetes-csongrad.hu](http://bekeltetes-csongrad.hu)

#### **Fejér County Conciliation Board**

Seat: Székesfehérvár  
Jurisdiction: Fejér County, Komárom-Esztergom County, Veszprém County  
Contact details:  
Address: 8000 Székesfehérvár, Hosszúsétatér 4–6.  
Phone: +36 22 510 310  
Email: [bekeltetes@fmkik.hu](mailto:bekeltetes@fmkik.hu)  
Website: [www.bekeltetesfejer.hu](http://www.bekeltetesfejer.hu)

#### **Győr-Moson-Sopron County Conciliation Board**

Seat: Győr  
Jurisdiction: Győr-Moson-Sopron County, Vas County, Zala County  
Contact details:  
Address: 9022 Győr, Szent István út 10/a  
Phone: +36 96 520 217  
Email: [bekelteto.testulet@gymsmkik.hu](mailto:bekelteto.testulet@gymsmkik.hu)  
Website: [bekeltetesgyor.hu](http://bekeltetesgyor.hu)

#### **Hajdú-Bihar County Conciliation Board**

Seat: Debrecen  
Jurisdiction: Jász-Nagykun-Szolnok County, Hajdú-Bihar County, Szabolcs-Szatmár-Bereg County  
Contact details:  
Address: 4025 Debrecen, Vörösmarty u. 13–15.  
Phone: +36 52 500 710, +36 52 500 745  
Email: [bekelteto@hbkik.hu](mailto:bekelteto@hbkik.hu)  
Website: [hbmbekeltetes.hu](http://hbmbekeltetes.hu)

#### **Pest County Conciliation Board**

Seat: Budapest  
Jurisdiction: Pest County  
Contact details:  
Address: 1055 Budapest, Balassi Bálint u. 25. IV/2.  
Phone: +36 1 792 7881  
Email: [pmbekelteto@pmkik.hu](mailto:pmbekelteto@pmkik.hu)  
Website: [panaszrendezes.hu](http://panaszrendezes.hu)



**Annex No. 2**

**WITHDRAWAL STATEMENT**

Addressee: Cinema Mystica Limited Liability Company (1051 Budapest, Vörösmarty tér 5. 1st floor; Tax number: 32258123-2-41)

I, the undersigned, hereby declare that I exercise my right of withdrawal/termination in respect of the contract for the sale of the following Goods or the provision of the following service(s):

.....  
.....

Date of conclusion of the contract / date of receipt:

.....

Name of the consumer:

.....

Address of the consumer:

.....

I request that the purchase price be refunded to the following bank account number (fill in only if you wish the refund to be made by bank transfer):

.....

Date: .....

Signature of the consumer (only in case of a paper-based declaration):

.....

Prepared based on the model withdrawal form set out in Annex No. 2 of Government Decree 45/2014 (II.26.)