

General Terms and Conditions

Terms and Conditions – For Consumers

General Terms and Conditions – For Consumers

Please read the General Terms and Conditions carefully. If you have any questions regarding these Terms and Conditions, the use of the online store, the products, the purchasing process, or the delivery process, please contact us using one of the contact details provided below.

Company operating the online store

Name: Meglio Horse Kft.
Registered office: 3078 Bánytereny, Szőlő út 7/A
Tax number: 32354164-2-12
Company registration number: 12-09-012631
Contact person: Kitti Susán
Bank: Erste Bank
Bank account number: 11600006-00000001-98295387
FELIR registration number: AB4308994

(hereinafter referred to as the *Seller*)

Contact details of the online store

Mailing address: 3078 Bánytereny, Szőlő út 7/A
Phone number: +36 20 299 1595
Email: info@meglio.hu
Website: www.meglio.hu

Hosting service provider details

Name: Unas Online Kft.
Address: 9400 Sopron, Kőszegi út 14.
Email: unas@unas.hu
Website: unas.hu

Basic Definitions

Goods: Movable property, including goods packaged in containers, bottles, or otherwise in limited quantity or with a specific volume.

Parties: The Seller and the Buyer collectively.

Consumer: A natural person acting outside the scope of their profession, independent occupation, or business activity.

Consumer contract: A contract in which one of the parties qualifies as a consumer.

Manufacturer: The producer of the product, in the case of an imported product, the importer bringing the product into the territory of the European Union, and a

ny person who presents themselves as the manufacturer by placing their name, trademark, or other distinguishing mark on the product.

Defective performance: The Seller of the product or the party providing the service performs defectively if the service, at the time of performance, does not comply with the quality requirements set forth in the contract or by law.

Website: The present website through which the contract is concluded.

Warranty: Products subject to a statutory warranty obligation are not sold on this website.

Contract: The sales contract concluded between the Seller and the Buyer using the Website and electronic correspondence.

Durability: The ability of a product to retain its required functions and performance during normal use.

Product: Goods offered for sale by the online store.

Free of charge: Without payment of the necessary costs incurred to make the goods conform to the contract.

Buyer: A person making a purchase offer and entering into a contract through the online store.

Business: A person acting within the scope of their profession, independent occupation, or business activity, including any person acting in the name or on behalf of such a business.

Purchase price: The consideration payable for the goods, as well as for the provision of digital content or a digital service.

Characteristics of the Contract

The products available in the online store at www.meglio.hu constitute the subject of the contract between the Seller and the Buyer. The individual characteristics of the products can be found on the respective product pages. Some of the images displayed may serve as illustrations; therefore, the actual color of the product may differ from what is shown. The purchase price indicated next to each product is expressed in Hungarian Forints (HUF) and always refers to the gross price of the selected product.

The language of the contract is Hungarian. The contract does not qualify as a written contract and is not filed. Consequently, it cannot be retrieved at a later date. The contract does not refer to any code of conduct.

Order Process

Selecting a Product

The Buyer can view the detailed description of a selected product by clicking on the product's name or photo. Decorative elements visible in the product photos are not part of the product, except in cases where the product description explicitly states otherwise.

Adding a Product to the Cart

After specifying the desired quantity, the Buyer can add the product to a virtual cart by clicking the ADD TO CART button. Placing a product in the cart does not create any payment obligation.

If the Buyer wishes to add more products to the cart, they can click BACK TO PRODUCTS and continue adding additional items they intend to purchase.

The cart automatically calculates the total value of the order.

Viewing the Cart Contents

During the ordering process, it is possible to view and modify the contents of the cart.

If the quantity of items in the cart differs from what the Buyer intends to order, the correct number can be entered in the QUANTITY field, followed by pressing the UPDATE button.

To remove an item from the cart, click the DELETE button.

If the Buyer does not wish to purchase additional products and has verified that the quantities and prices are correct, they can proceed by clicking the PROCEED TO CHECKOUT button.

Registration

Registration in the online store is not mandatory. After providing the necessary information for registration, the Buyer can continue the ordering process.

If the Buyer has already registered, they can proceed by entering their login credentials.

Registration allows for faster shopping during future visits, enables tracking of order status, and provides access to previous orders.

Providing Billing, Shipping, and Payment Information

During the ordering process, billing information (name, address, email address, and phone number) must be provided. The online store system automatically stores billing details as shipping information.

If the billing and shipping addresses differ, the Buyer must uncheck the box labeled "Shipping address is the same as billing address" and provide the correct shipping details.

During this step, the Buyer can select the delivery and payment methods for the order. Additional comments related to the order can be entered in the COMMENTS text box.

Reviewing the Order

Before submitting the order, the Buyer can review the product prices, shipping costs, and billing and shipping details once more. If any errors are detected, the Buyer should click the BACK button and make the necessary corrections.

Finalizing the Order

If all information is correct, the Buyer can send the order by clicking the PLACE ORDER button.

By submitting the order, the Buyer accepts the online store's General Terms and Conditions and acknowledges that the order entails a payment obligation.

In the case of online orders, the Buyer is considered the offeror. The contract between the Buyer and the Seller is concluded when the Seller accepts the offer submitted through the online store.

The automatic order confirmation email sent by the online store does not constitute acceptance of the offer.

Prices

Our prices are the list prices valid at the time of the order and are displayed next to the respective products in the online store.

All prices are gross prices and include 27% VAT.

The prices do not include the cost of delivery.

Shipping fees are displayed during the checkout process before the order is finalized and can also be found in the General Terms and Conditions.

Procedure in Case of an Incorrect Price

Despite our best efforts, it may happen that a product in the online store appears with an incorrect price.

A price is considered incorrect primarily if it is listed as HUF 0, or if the discount is displayed incorrectly — for example, if a product priced at HUF 5,000 is shown with a 10% discount but listed at HUF 1,000 or a fraction of its proper price.

In addition to the above, any price that is clearly erroneous — and that a consumer, exercising the level of attention generally expected in such situations, could reasonably recognize as such — shall also be deemed an incorrect price. This is in accordance with the standard of consumer conduct set out in Section 4(1) of Act XLVII of 2008 on the Prohibition of Unfair Commercial Practices.

In the case of an order placed at an incorrect price, our system may still send an automatic order confirmation email; however, this confirmation does not constitute acceptance of the order.

Once the error is identified and corrected, the Buyer will be promptly informed of the correct price.

The Buyer may then decide whether to proceed with the purchase at the correct price or to withdraw from the contract without any legal consequences.

Order Processing

Orders are processed on working days between 9:00 a.m. and 6:00 p.m.

Of course, Buyers may also place orders outside of these hours; such orders will be processed on the following working day(s).

Correction of Data Entry Errors

During the ordering process, the Buyer has the continuous opportunity to correct or delete any entered data.

If the Buyer has already proceeded past the page that needs correction but has not yet finalized the order, it is recommended to click the browser's Back button until the desired page reappears, where the modification can then be made.

If the Buyer wishes to modify the provided information after submitting the order, they may indicate their intention to modify the data using one of the contact details provided above.

By finalizing the order, the Buyer acknowledges that the Seller cannot be held liable for any damages resulting from errors or inaccuracies in data entry made by the Buyer.

An incorrectly entered email address or a full email inbox may result in the failure to receive the order confirmation, which may prevent the contract from being concluded.

Order Confirmation

For every order, an email confirmation is sent to the Buyer.

This means that after placing the order, the Buyer will first receive an automatic email confirming receipt of the order, followed by another email indicating the expected delivery date or the acceptance of the order.

In case a phone consultation is needed, please call the phone number provided on the online store's website or any of the numbers listed in the confirmation email.

The Seller is obliged to confirm the Buyer's order without delay — within 48 hours.

If the Seller fails to confirm the order within this timeframe, the Buyer shall not be bound by the order and is not obliged to accept delivery of the product.

Product Inspection

The Buyer is always required to check the integrity of the goods upon receipt.

If the inspection is carried out in the presence of the courier and the product is found to be damaged, the Buyer should not accept the item and should request that a report (damage record) be made on the spot.

Claims related to quantity discrepancies or product damage can only be fully accepted if the Buyer records a video of the package being opened.

The video must clearly and with good quality show that the package was unopened at the start of the recording (meaning all sides of the package are visible), and the video must continuously and without cuts document the entire unboxing process, including the full contents of the package.

Payment Methods

Bank Transfer

If you wish to pay for the ordered product by bank transfer, please select the *Bank Transfer* payment option.

In the *comments* section, please include your name and order ID/invoice number.

The details required for the transfer (beneficiary's name, bank account number, and bank name) can be found under the section *Details of the company operating the online store*.

Barion Payment

Barion allows for secure online payment by debit or credit card.

All online card payments are processed through the Barion system; therefore, the merchant does not have access to the customer's card details.

The service provider is Barion Payment Zrt., an institution supervised by the Central Bank of Hungary (Magyar Nemzeti Bank).

License number: H-EN-I-1064/2013.

FoxPost Cash on Delivery (COD)

If you choose to collect your order from a FoxPost parcel terminal, you can pay the total purchase amount by bank card directly at the selected FoxPost terminal.

Cash Payment

In case of **personal pickup**, payment in **cash** is also available.

Cash on Delivery

If you wish to pay for your order upon receipt of the product, please select the *Cash on Delivery* payment option.

Delivery Methods

The available delivery methods can be accessed **[BY CLICKING HERE](#)**.

Information on the Consumer's Right of Withdrawal

According to Section 8:1(1)3 of the Hungarian Civil Code (Ptk.), only a natural person acting outside the scope of their profession, independent occupation, or business activity qualifies as a consumer. Therefore, legal entities are not entitled to the right of withdrawal without giving reasons.

Pursuant to Government Decree 45/2014 (II. 26.) § 20, the consumer is entitled to withdraw from the contract without giving reasons.

Exercise of the Right of Withdrawal

The consumer may exercise the right of withdrawal within 14 calendar days from the date of receipt by the consumer or by a third party designated by the consumer other than the carrier:

a) In the case of a contract for the sale of goods:

- aa) for the goods received;
- ab) in the case of multiple goods supplied at different times, for the last good delivered;
- ac) in the case of goods consisting of multiple items or pieces, for the last item or piece delivered;
- ad) if the goods are supplied regularly over a specified period, for the first supply.

The provisions in this section do not affect the consumer's right to exercise the right of withdrawal between the day of concluding the contract and the day of receipt of the goods.

If the consumer made an offer to conclude the contract, the consumer is entitled to withdraw the offer before the contract is concluded, which terminates the binding nature of the offer.

If the Seller did not inform the consumer about the deadline and other conditions for exercising the right of withdrawal (in particular, as specified in § 22 of the Government Decree) and about the model withdrawal form in Annex 2, the withdrawal period described above is extended by 12 months.

If the Seller provides the consumer with the information regarding the exercise of the right of withdrawal within 12 months after the end of the original withdrawal period, the period for exercising the right of withdrawal expires 14 days after the date on which the information is provided.

Sample Withdrawal / Termination Statement

The consumer may exercise their right of withdrawal by completing the following template and returning it to us (only fill in and return if you intend to withdraw from or terminate the contract).

Recipient: Meglio Horse Kft.

Address: 2143 Kistarcsa, Raktár körút 3. B1-09

I, the undersigned, hereby declare that I am exercising my right of withdrawal in relation to the contract for the sale of the following product(s):

Name(s) of product(s):

Date of contract conclusion / date of receipt:

Name(s) of consumer(s):

Address(es) of consumer(s):

Signature(s) of consumer(s): (only if this statement is submitted on paper)

Date:

The consumer exercises the right of withdrawal within the deadline if the withdrawal statement is sent before the 14th day following receipt of the goods. In the case of a written withdrawal, it is sufficient to send the withdrawal statement within 14 days.

For notifications sent by post, the postmark date is decisive; for notifications sent by email or fax, the date of sending is decisive.

It is the consumer's responsibility to prove that the right of withdrawal has been exercised in accordance with § 20 of Government Decree 45/2014 (II. 26.).

Obligations of the Business in Case of Consumer Withdrawal or Termination

If the consumer withdraws from the contract in accordance with § 22 of Government Decree 45/2014 (II. 26.), the business shall promptly refund the full amount paid by the consumer, including any additional costs directly related to the performance, such as delivery costs, but no later than 14 days from the date of becoming aware of the withdrawal.

However, the Seller is not obliged to reimburse any additional costs arising from the consumer choosing a delivery method other than the least expensive standard delivery option offered by the Seller.

In the case of withdrawal or termination pursuant to § 22 of Government Decree 45/2014 (II. 26.), the Seller shall refund the amount due to the consumer using the same payment method that the consumer used.

With the consumer's explicit consent, the Seller may use an alternative payment method for the refund; however, the consumer shall not incur any additional charges as a result.

If the consumer specifically chooses a delivery method other than the least expensive standard option, the Seller is not required to refund the additional costs resulting from that choice.

The Seller is entitled to withhold the refund until they have received the goods back or the consumer has provided sufficient proof that the goods have been returned.

The Seller is not entitled to withhold the refund if they have undertaken to collect the product themselves.

Any contractual term that entitles the business to additional monetary claims beyond the consideration for fulfilling the main contractual obligation cannot be considered validly accepted by the consumer if the business uses a pre-selected default option (pre-filled field) that the consumer would have to actively decline in order to avoid paying the additional amount.

In such a case, the business is obliged to refund the amount paid by the consumer for that option.

Consumer Obligations in Case of Withdrawal or Termination

If the consumer wishes to exercise the right of withdrawal without giving reasons, they are required to send a withdrawal statement to one of the following contact points within 14 days of receiving the product:

Postal address: 1144 Budapest, Fűredi u. 15a 2/67

Email address: meglio@meglio.com

If the consumer intends to exercise the right of withdrawal in accordance with § 22 of Government Decree 45/2014 (II. 26.), they are obliged to return the product without delay, and no later than 14 days from the date of notifying the withdrawal, to the address specified by the Seller, or to hand it over to the business or a person authorized by the business to receive the product.

The deadline is considered met if the consumer dispatches the product before the expiration of the 14-day period.

The consumer bears the costs of returning the goods when exercising the right of withdrawal, unless the Seller has agreed to bear these costs. No other costs shall be charged to the consumer.

In the case of our online store, the Seller does not cover the return shipping costs, which are therefore the responsibility of the Buyer.

If the contract concluded outside the business premises involved delivery of the product to the consumer, the Seller shall bear the cost of returning the product only if it cannot be returned by ordinary postal means due to its nature.

The consumer is only liable for diminution in value resulting from use beyond what is necessary to establish the nature, characteristics, and functioning of the product.

The consumer is not liable for any reduction in value if the Seller failed to inform the consumer of their right of withdrawal.

Exceptions to the Consumer's Right of Withdrawal and Termination

Pursuant to § 29(1) of Government Decree 45/2014 (II. 26.), the consumer may not exercise the right of withdrawal in the following cases:

- For products that are not pre-manufactured and were produced based on the consumer's instructions or at the consumer's explicit request, or for products that are clearly customized for the consumer;
- For perishable goods or goods whose quality can only be maintained for a short period;

- For products in sealed packaging which cannot be returned for health protection or hygiene reasons once the packaging has been opened;
- For products that, by their nature, cannot be separated from other items after delivery;
- In the case of a contract for the provision of services, after the entire service has been performed, if the business commenced the performance with the consumer's explicit prior agreement, and the consumer was aware that they would lose their right of withdrawal once the service was fully performed.

Defective Performance

The Seller is considered to have performed defectively if, at the time of performance, the service or delivery does not comply with the quality requirements specified in the contract or by law.

The obligated party is not considered to have performed defectively if the entitled party knew or should have known about the defect at the time of concluding the contract.

In contracts between a consumer and a business, any provision that deviates to the consumer's detriment from the rules set out in this section regarding implied warranty and statutory warranty is null and void.

Warranty

No products subject to warranty obligations are offered for sale on the website.

Statutory Warranty (Liability for Defects)

The Buyer may assert a statutory warranty claim against the Seller in the event of defective performance.

In the case of a consumer contract, the Buyer may exercise warranty claims within 2 years from the date of receipt for defects that already existed at the time of delivery. After the 2-year limitation period, the Buyer can no longer assert statutory warranty rights.

In contracts concluded with non-consumers, the entitled party may assert warranty claims within 1 year from the date of receipt.

The Buyer may, at their discretion, request repair or replacement, except if fulfilling the chosen claim is impossible or would result in disproportionate additional costs for the Seller compared to fulfilling the other claim.

If the Buyer does not request or cannot request repair or replacement, they may demand a proportional reduction of the purchase price or, as a last resort, withdraw from the contract. Withdrawal is not allowed for minor defects.

The Buyer may switch from one statutory warranty claim to another, but must bear any resulting costs, except where the change is justified or caused by the Seller.

The Buyer must notify the Seller of the defect without delay, and no later than two months from the date of discovery.

The Buyer may assert statutory warranty claims directly against the Seller.

Within one year from the date of performance, asserting a statutory warranty claim requires no conditions beyond notifying the defect if the Buyer can prove purchase from the Seller (e.g., by presenting the invoice or a copy thereof).

In such cases, the Seller is only exempt from liability if they rebut the presumption by proving that the defect arose after delivery to the Buyer.

If the Seller proves that the defect was caused by the Buyer's fault, they are not obliged to honor the Buyer's warranty claim.

After one year from performance, the burden of proof shifts to the Buyer, who must demonstrate that the defect existed at the time of delivery.

If the Buyer asserts a warranty claim regarding a part of the product that can be separated from the rest of the product in terms of the identified defect, the claim does not apply to other parts of the product.

Product Warranty (Liability for Product Defects)

In the event of a defect in a product (movable item), a Buyer who qualifies as a consumer may, at their discretion, exercise the right or statutory warranty claims described in Section 7.1.

However, the Buyer cannot simultaneously assert both statutory warranty and product warranty claims for the same defect.

If a product warranty claim is successfully enforced, the Buyer may exercise any statutory warranty rights related to the repaired or replaced product against the manufacturer.

Under a product warranty claim, the Buyer may request only repair or replacement of the defective product. The Buyer bears the burden of proof for the defect when asserting a product warranty claim.

A product is considered defective if it:

- Does not comply with the quality requirements applicable at the time of market release, or
- Lacks the characteristics specified in the manufacturer's provided description.

The Buyer may assert a product warranty claim within two years from the date the product was placed on the market by the manufacturer. After this period, the Buyer loses the right to enforce the claim.

The Buyer must notify the manufacturer of the defect without undue delay after discovering it.

A defect notified within two months of discovery is considered notified without delay. The consumer is responsible for any damage resulting from late notification.

The Buyer may exercise a product warranty claim against the manufacturer or distributor of the movable item.

The manufacturer or distributor is exempt from product warranty obligations only if they can prove that:

1. The product was not manufactured or marketed as part of their business activity, or
2. The defect could not be detected at the time of market release according to the current state of science and technology, or
3. The defect results from the application of law or mandatory official regulations.

The manufacturer or distributor needs to prove only one of these conditions to be exempt.

Post-Purchase Customer Service

After placing an order, the Buyer may contact our customer service regarding warranty, statutory warranty, withdrawal, or any other issues related to the order or purchased products through the following channels:

Customer service phone number: +36 20 299 1595

Customer service email: info@meglio.hu

Complaint Handling

Complaints related to the operation of the online store or products sold by the store may be submitted by email or by post to the operator of the online store.

If the online store has a physical location, complaints may also be submitted in person to the Seller.

The Seller is obliged to respond substantively in writing to complaints received by email or post and to send the response to the Buyer within 30 days.

If the Seller does not consider the Buyer's complaint justified, they must provide a written explanation and inform the Buyer in writing about the complaint handling options available based on the nature of the complaint.

The Seller must provide the contact details of the competent conciliation body according to the consumer's place of residence or stay, including its seat, phone number, website, and mailing address.

The Seller is obliged to retain the record of the complaint and a copy of the response for five years.

Depending on the nature of the complaint, the Consumer may report complaints related to the Service Provider's activities through the channels provided above.

Contact Details:

Mailing address: 3078 Bátortereny, Szőlő út 7A, Hungary

Phone number: +36 20 299 1595

Email: megliohorse@gmail.com

National Authority for Data Protection and Freedom of Information (NAIH):

Address: 1125 Budapest, Szilágyi Erzsébet fasor 22/C, Hungary

Mailing address: 1530 Budapest, P.O. Box 5

Phone: +36 1 391 1400
Fax: +36 1 391 1410
Email: ugyfelszolgalat@naih.hu

Consumer-Initiated Consumer Protection Procedure

If the Buyer's consumer complaint is rejected, the Buyer is entitled to submit a consumer complaint against us to the competent Conciliation Body according to the Buyer's place of residence or stay. The conciliation procedure is initiated at the request of the consumer.

Before submitting a complaint to the conciliation body, the consumer must attempt to resolve the dispute directly with the business. Direct dispute resolution can be conducted in person at the service provider's customer service, by phone, or via email.

The request to the conciliation body, which must be submitted to the chairperson of the body, must include the following:

- The name of the consumer
- The consumer's place of residence
- The consumer's place of stay
- The name and registered office or business premises of the business with which the consumer has a dispute
- If the consumer submits the request to the conciliation body whose jurisdiction corresponds to the place of contract performance, the consumer must indicate the place of contract performance
- The consumer's position regarding the existing dispute, including the facts and evidence supporting their position
- A statement confirming that the consumer has attempted to resolve the dispute directly with the business
- A statement that the consumer has not initiated proceedings with another conciliation body, has not initiated mediation, and has not initiated civil court proceedings regarding the same dispute
- A clear statement of what the consumer requests and what decision they expect from the conciliation body

Finally, the request must include the consumer's signature.

Additionally, the request must be accompanied by all documents referred to as evidence by the consumer, as well as documents proving that the consumer attempted to resolve the dispute directly with the business but was unsuccessful.

We inform you that our business is obliged to cooperate in the conciliation body proceedings.

Budapest Capital Government Office – Consumer Protection Department

Address: 1117 Budapest, Prielle Kornélia Street 4/b

Email: fogyasztovedelem@bfkh.gov.hu

Phone: (1) 450-2598

Website:

<https://kormanyhivatalok.hu/kormanyhivatalok/budapest/megye/szervezet/fogyasztovedelmi-foosztaly>

Jurisdiction: Budapest Capital Region

Pest County Government Office – Consumer Protection Department

Address: 1072 Budapest, Nagy Diófa Street

Email: fogyved@pest.gov.hu

Phone: 06 1 459 4843

Website:

<https://kormanyhivatalok.hu/kormanyhivatalok/foosztaly>

Jurisdiction: Pest County

Bács-Kiskun County Government Office – Consumer Protection Department

Address: 6000 Kecskemét, Szent István krt. 19/A

Mailing Address: 6001 Kecskemét, Pf. 189

Email: fogyasztovedelem@bacs.gov.hu

Phone: 06 76 795 710

Website:

<https://kormanyhivatalok.hu/kormanyhivatalok/bacs-kiskun/megye/szervezet/kozlekedesi-muszaki-engedelyezesi-es-fogyasztovedelmi>

Jurisdiction: Bács-Kiskun County

Baranya County Government Office – Consumer Protection Department

Address: 7630 Pécs, Hengermalom u. 2

Mailing Address: 7630 Pécs, Hengermalom u.

Email: fogyasztovedelem@baranya.gov.hu

Phone: 06 72 795 398

Website:

<https://kormanyhivatalok.hu/kormanyhivatalok/muszaki-engedelyezesi-es>

Jurisdiction: Baranya County

Békés County Government Office – Consumer Protection Department

Address: 5600 Békéscsaba, József Attila u. 2-4

Mailing Address: 5600 Békéscsaba, József Attila u. 2-4

Email: fogyved@bekes.gov.hu

Phone: +36 66 546 150

Website:

<https://kormanyhivatalok.hu/kormanyhivatalok/bekes/megye/szervezet/kozlekedesi-muszaki-engedelyezesi-es-fogyasztovedelmi>

Jurisdiction: Békés County

Borsod-Abaúj-Zemplén County Government Office – Consumer Protection Department

Address: 3527 Miskolc, József Attila u. 20

Email: fogyasztovedelem@borsod.gov.hu

Phone: 06 46 795 779

Website:

<https://kormanyhivatalok.hu/kormanyhivatalok/megye/szervezet/kozlekedesi-muszaki-engedelyezesi-es>

Jurisdiction: Borsod-Abaúj-Zemplén County

Csongrád-Csanád County Government Office – Consumer Protection Department

Address: 6722 Szeged, Rákóczi tér 1

Mailing Address: 6722 Szeged, Rákóczi tér 1

Email: fogyasztovedelem@csongrad.gov.hu

Phone: 06 62 680 532

Website:

<https://kormanyhivatalok.hu/kormanyhivatalok/csongrad-csanad/megye/szervezet/kozlekedesi-muszaki-engedelyezesi-meresugyi-es>

Jurisdiction: Csongrád-Csanád County

Fejér County Government Office – Consumer Protection Department

Address: 8000 Székesfehérvár, Honvéd utca

Email: fogyved@fejer.gov.hu

Phone: +36 22 501 751

Website:

<https://kormanyhivatalok.hu/kormanyhivatalok/muszaki-engedelyezesi-meresugyi-es>

Jurisdiction: Fejér County

Győr-Moson-Sopron County Government Office – Consumer Protection Department

Address: 7 Türr István Street, 9022 Győr, Hungary

Email: fogyasztovedelem@gyor.gov.hu

Phone: +36 96 795 950

Website:

<https://kormanyhivatalok.hu/kormanyhivatalok/gyor-moson-sopron/megye/szervezet/kozlekedesi-muszaki-engedelyezesi-meresugyi-es>

Jurisdiction: Győr-Moson-Sopron County

Hajdú-Bihar County Government Office – Consumer Protection Department

Address: 46 Széchenyi Street, 4025 Debrecen

Mailing Address: 46 Széchenyi Street, 4025

Email: fogyasztovedelem@hajdu.gov.hu

Phone: +36 52 533 924

Fax: +36 52 504 105

Website:

<https://kormanyhivatalok.hu/kormanyhivatalok/megye/szervezet/kozlekedesi-muszaki-engedelyezesi-meresugyi-es>

Jurisdiction: Hajdú-Bihar County

Heves County Government Office – Consumer Protection Department

Address: 9 Kossuth Lajos Street, 3300 Eger, Hungary

Mailing Address: P.O. Box 216, 3301 Eger, Hungary

Email: fogyved@heves.gov.hu

Phone: +36 36 515 469

Jász-Nagykun-Szolnok County Government Office – Consumer Protection Department

Address: 8 Indóház Street, 5000 Szolnok, Hungary

Email: jasz.fogyved@jasz.gov.hu

Phone: +36 56 795 165

Website:

<https://kormanyhivatalok.hu/kormanyhivatalok/muszaki-engedelyezesi-meresugyi-es>

Fax: +36 36 516 040

Website: <https://kormanyhivatalok.hu/kormanyhivatalok/heves/megye/szervezet/kozlekedesi-muszaki-engedelyezesi-es-fogyasztovedelmi>
Jurisdiction: Heves County

szolnok/megye/szervezet/kozlekedesi-muszaki-engedelyezesi-es-fogyasztovedelmi

Jurisdiction: Jász-Nagykun-Szolnok County

Komárom-Esztergom County Government Office – Consumer Protection Department

Address: 2 Bárdos László Street, 2800 Tatabánya, Hungary
Email: fogyasztovedelem.meff@komarom.gov.hu
Phone: +36 34 309 303
Website: <https://kormanyhivatalok.hu/kormanyhivatalok/komarom-esztergom/megye/szervezet/kozlekedesi-muszaki-engedelyezesi-es-fogyasztovedelmi>
Jurisdiction: Komárom-Esztergom County

Nógrád County Government Office – Cor

Address: 54 Karancs Road, 3100 Salgótarján
Email: fogyved@nograd.gov.hu
Phone: +36 32 511 116
Website: <https://kormanyhivatalok.hu/kormanyhivatalok/nograd/megye/szervezet/kozlekedesi-muszaki-engedelyezesi-es-fogyasztovedelmi>
Jurisdiction: Nógrád County

Somogy County Government Office – Consumer Protection Department

Address: 2 Vásártéri Road, 7400 Kaposvár, Hungary
Email: fogyasztovedelem@somogy.gov.hu
Phone: +36 82 510 868
Website: <https://kormanyhivatalok.hu/kormanyhivatalok/somogy/megye/szervezet/kozlekedesi-muszaki-engedelyezesi-meresugyi-es-fogyasztovedelmi>
Jurisdiction: Somogy County

Szabolcs-Szatmár-Bereg County Government Office – Consumer Protection Department

Address: 10 Hatzel Square, 4400 Nyíregyháza
Mailing Address: P.O. Box 77, 4401 Nyíregyháza
Email: fogyasztovedelem@szabolcs.gov.hu
Phone: +36 42 500 694
Website: <https://kormanyhivatalok.hu/kormanyhivatalok/szabolcs-bereg/megye/szervezet/kozlekedesi-muszaki-engedelyezesi-es-fogyasztovedelmi>
Jurisdiction: Szabolcs-Szatmár-Bereg County

Tolna County Government Office – Consumer Protection Department

Address: 3 Kiskorzó Square, 7100 Szekszárd, Hungary
Email: fogyasztovedelem@tolna.gov.hu
Phone: +36 74 795 385
Website: <https://kormanyhivatalok.hu/kormanyhivatalok/tolna/megye/szervezet/kozlekedesi-muszaki-engedelyezesi-meresugyi-es-fogyasztovedelmi>
Jurisdiction: Tolna County

Vas County Government Office – Consumer Protection Department

Address: 7 Wesselényi Street, 9700 Szombathely
Mailing Address: P.O. Box 24, 9702 Szombathely
Email: fogyasztovedelem@vas.gov.hu
Phone: +36 70 705 1435
Website: <https://kormanyhivatalok.hu/kormanyhivatalok/vas/megye/szervezet/kozlekedesi-muszaki-engedelyezesi-meresugyi-es-fogyasztovedelmi>
Jurisdiction: Vas County

Veszprém County Government Office – Consumer Protection Department

Address: 1 Kistó Street, 8200 Veszprém, Hungary
Mailing Address: 1 Kistó Street, 8200 Veszprém, Hungary
Email: fogyasztovedelem@veszprem.gov.hu
Phone: +36 88 550 510
Website: <https://kormanyhivatalok.hu/kormanyhivatalok/veszprem/megye/szervezet/kozlekedesi-muszaki-engedelyezesi-es-fogyasztovedelmi>
Jurisdiction: Veszprém County

Zala County Government Office – Consumer Protection Department

Address: 22 Pintér Máté Street, 8900 Zalaegerszeg
Mailing Address: 22 Pintér Máté Street, 8900 Zalaegerszeg
Email: fogyasztovedelem.zala@zala.gov.hu
Phone: +36 92 510 530
Website: <https://kormanyhivatalok.hu/kormanyhivatalok/zala/megye/szervezet/kozlekedesi-muszaki-engedelyezesi-es-fogyasztovedelmi>
Jurisdiction: Zala County

Judicial Proceedings

The customer is entitled to enforce their claim arising from a consumer dispute in court under 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.

Conciliation Body

If your consumer complaint is rejected, you are entitled to turn to the competent Conciliation Body according to your place of residence, habitual residence, or registered office, or to the Conciliation Body you indicate in your application. A prerequisite for initiating the conciliation procedure is that the consumer attempts to resolve the dispute directly with the concerned business.

The conciliation body – except when the consumer requests a personal hearing – conducts the hearing online using electronic means that provide simultaneous audio and video transmission (hereinafter: online hearing).

The business is obliged to cooperate in the conciliation procedure, including sending its written response to the conciliation body within the deadline upon request. 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 must ensure the participation of a representative authorized to reach a settlement during the hearing. The business's representative authorized to reach a settlement is required to participate online in the online hearing. If the consumer requests a personal hearing, the representative authorized to reach a settlement must participate at least online in the hearing.

The Seller has not made a general submission declaration to the Conciliation Body.

More information about the Conciliation Bodies is available here: <https://www.bekeltetes.hu>

Contact Information of the Regional Conciliation Bodies

Budapest Conciliation Body

Headquarters: Budapest
Jurisdiction: Budapest
Contact:
Address: 111 Krisztina Boulevard, 1st floor, 1016 Budapest, Hungary
Mailing Address: P.O. Box 10, 1253 Budapest, Hungary
Phone: +36 1 488 2131
Email: bekelteto.testulet@bkik.hu
Website: bekeltet.bkik.hu

Baranya County Conciliation Body

Headquarters: Pécs
Jurisdiction: Baranya County, Somogy County, Tolna County
Contact:
Address: 36 Majorossy Street, 7625 Pécs, Hungary
Phone: +36 72 507 154
Email: info@baranyabekeltetes.hu
Website: baranyabekeltetes.hu

Borsod-Abaúj-Zemplén County Conciliation Body

Headquarters: Miskolc
Jurisdiction: Borsod-Abaúj-Zemplén County, Heves County, Nógrád County
Contact:
Address: 1 Szentpáli Street, 3525 Miskolc, Hungary
Phone: +36 46 501 091
Email: bekeltetes@bokik.hu
Website: bekeltetes.borsodmegye.hu

Csongrád-Csanád County Conciliation Body

Headquarters: Szeged
Jurisdiction: Békés County, Bács-Kiskun County, Csongrád-Csanád County
Contact:
Address: 8-12 Párizsi Boulevard, 6721 Szeged, Hungary
Phone: +36 62 549 392
Email: bekelteto.testulet@cskik.hu
Website: bekeltetes-csongrad.hu

Fejér County Conciliation Body

Headquarters: Székesfehérvár

Győr-Moson-Sopron County Conciliation Body

Headquarters: Győr

Jurisdiction: Fejér County, Komárom-Esztergom County,
County
Contact:
Address: 4-6 Hosszúsétatér, 8000 Székesfehérvár, Hungary
Phone: +36 22 510 310
Email: bekeltetes@fmkik.hu
Website: www.bekeltetesfejrer.hu

Jurisdiction: Győr-Moson-Sopron County, Vas County, Zala
County
Contact:
Address: 10/a Szent István Road, 9021 Győr, Hungary
Phone: +36 96 520 217
Email: bekelteto.testulet@gymismkik.hu
Website: bekeltetesgyor.hu

Hajdú-Bihar County Conciliation Body

Headquarters: Debrecen
Jurisdiction: Jász-Nagykun-Szolnok County, Hajdú-Bihar County,
Szabolcs-Szatmár-Bereg County
Contact:
Address: 13-15 Vörösmarty Street, 4025 Debrecen, Hungary
Phone: +36 52 500 710, +36 52 500 745
Email: bekelteto@hbkik.hu
Website: hmbekeltetes.hu

Pest County Conciliation Body

Headquarters: Budapest
Jurisdiction: Pest County
Contact:
Address: 25 Balassi Bálint Street, IV/2, 1055 Budapest,
Hungary
Phone: +36 1 792 7881
Email: pmbekelteto@pmkik.hu
Website: panaszrendezes.hu

Online Dispute Resolution Platform

The European Commission has created a website where consumers can register and, through which, have the opportunity to resolve disputes related to online purchases by submitting a request, avoiding court proceedings. This allows consumers to enforce their rights even if, for example, distance would otherwise prevent them from doing so.

Hungary is also required to operate an Online Dispute Resolution (ODR) Contact Point, where at least two advisors must be available to assist the parties in dispute if they have any questions regarding the procedure. In Hungary, this task is carried out by the Budapest Conciliation Body.

The online dispute resolution platform can be accessed at the following link: <https://webgate.ec.europa.eu/odr/main/index.cfm?event=main.home.show&lng=HU>

Effective Date: 16 October 2025

General Terms and Conditions – Wholesale

Meglio Horse Ltd. – For Wholesale Partners

Website: www.meglio.hu
Registered Office: 3078 Bányterenyé, Szőlő út 7A, Hungary
Company Registration Number: 12-09-012631
Tax Number: 32354164-2-12
Managing Director: Kitti Susán
NÉBIH License Number: HU 13 2 00228
FELIR: AB4308994

1. Scope of the Agreement and Parties

These General Terms and Conditions (GTC) apply to wholesale orders placed through the website operated by Meglio Horse Ltd. at www.meglio.hu. The terms apply exclusively to Users acting as businesses or in the course of their professional or commercial activity, i.e., not as consumers under Section 8:1 (1) 3 of the Hungarian Civil Code (Ptk.).

Meglio Horse Ltd. does not fulfill orders from private individuals or consumers under these GTC.

2. Conditions of Website Use

By using the website, the User agrees to the terms set out herein. By placing an order, the User confirms that they have read, understood, and accepted the full content of these GTC. Users who do not agree with these terms are not authorized to use the website or place orders.

3. Purchase and Contract Formation

A contract is formed between the parties upon order submission, payment of a deposit, or written confirmation (e.g., via email). The full amount of the order must be paid in advance. Meglio Horse Ltd. only begins the production or preparation of products after receipt of the full payment.

4. Pricing and Pricing Policy – Marketing Guidelines

The prices listed on www.meglio.hu represent the Recommended Retail Prices (RRP) for each product, which are binding for all our wholesale partners.

Meglio Horse Ltd. expressly stipulates:

- Sales below the RRP are not permitted.
- Promotional sales may only offer a maximum discount of 15%.
- A product may not remain on sale continuously or permanently.
- Long-term discounted sales require separate written approval.
- Marketing support may be requested, which may include:
 - Sharing the partner's campaign on Meglio Horse official channels (e.g., Facebook, Instagram, newsletter),
 - Assistance with content creation (e.g., providing images, text, videos),
 - Coordination of joint communication campaigns, where applicable.

Marketing support does **not** constitute direct financial contribution or paid advertising but refers to promotion via Meglio Horse's own channels, which currently reach over 35,000 followers.

5. Copyright and Content Usage

All content created and published by Meglio Horse Ltd., including but not limited to: texts, images, graphics, logos, videos, product photos, and product descriptions, is the intellectual property of Meglio Horse Ltd.

These materials may be freely used by our wholesale partners **exclusively** for promoting Meglio Horse products and for marketing purposes. Any use for other purposes, in connection with third-party products, or independently of the Meglio brand is strictly prohibited and may result in legal consequences.