

GUARANTEE CARD

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Name and address of the seller:	Ventorix Services Kft. Hóvirág utca 2., 2457 Adony, Hungary Company reg. no.: 07-09-037305 · Tax no.: 32987661-1-07 Represented by: Erik Imre Kárász, managing director
Product name:	
Product type:	
Selling price:	
Serial number (if any):	
Name and address of the manufacturer (if different from the seller):	
Date of purchase:	
Date of delivery to the consumer, or date of installation (if carried out by the seller or its agent):	
Guarantee period:	
Signature of the person acting on behalf of the seller:	
Stamp:	

Repair service

The consumer may also submit a repair claim directly to the following repair service:

Company name:	Ventorix Services Kft.
Address:	Hóvirág utca 2., 2457 Adony, Hungary
Phone:	+36 20 216 4040
E-mail:	info@fhic.hu

Repair records

Repair no. 1

Date the guarantee claim was reported:	
Date received for repair:	
Cause of the defect:	
Method of repair:	
Date of replacement:	
Date the product was returned:	

Repair no. 2

Date the guarantee claim was reported:	
Date received for repair:	
Cause of the defect:	
Method of repair:	
Date of replacement:	
Date the product was returned:	

Repair no. 3

Date the guarantee claim was reported:	
Date received for repair:	
Cause of the defect:	
Method of repair:	
Date of replacement:	
Date the product was returned:	

Repair no. 4

Date the guarantee claim was reported:	
Date received for repair:	
Cause of the defect:	
Method of repair:	
Date of replacement:	
Date the product was returned:	

Repair no. 5

Date the guarantee claim was reported:	
Date received for repair:	
Cause of the defect:	
Method of repair:	
Date of replacement:	
Date the product was returned:	

Repair no. 6

Date the guarantee claim was reported:	
Date received for repair:	
Cause of the defect:	
Method of repair:	
Date of replacement:	
Date the product was returned:	

Information on the mandatory guarantee

This guarantee card is the document attached by the seller to a product listed in Annex 1 of Decree 10/2024 (VI. 28.) IM on durable consumer goods subject to mandatory guarantee. By presenting it, a buyer who qualifies as a consumer can enforce their guarantee rights under Government Decree 151/2003 (IX. 22.) (the "Decree").

What rights do you have under the guarantee, and for how long?

Guarantee rights. At your choice, you may request repair or replacement; in the cases provided by law you may request a price reduction, or as a last resort withdraw from the contract, if the seller has not undertaken repair or replacement, cannot perform it within a reasonable time without harming your interests, or if your interest in repair or replacement has ceased.

The buyer may, at their choice, report the guarantee claim at the seller's registered office, any of its premises or branches, or directly at the repair service indicated on this guarantee card.

If the buyer requests replacement because of a defect within three working days of purchase (or installation), the seller must replace the product, provided the defect prevents its intended use.

The Decree lays down special rules for handling repair claims; these are described under "Rules for handling guarantee claims" below.

Deadline for claims. Guarantee claims can be made during the guarantee period. Under the Decree, the guarantee period is: a) two years for a selling price of at least HUF 10,000 but not more than HUF 250,000; b) three years for a selling price above HUF 250,000.

Missing these deadlines results in loss of rights. However, if the product is repaired, the guarantee period is extended from the day it was handed over for repair by the period during which the buyer could not use the product as intended because of the defect.

The guarantee period starts when the product is delivered to the buyer or, if installation is carried out by the seller or its agent, on the day of installation. If the buyer has the product installed more than six months after delivery, the guarantee period starts on the day of delivery. If the product is replaced, the guarantee period starts again.

Rules for handling guarantee claims. The seller must endeavour to complete repairs within 15 days. The repair period starts when the product is received. If repair or replacement takes longer than fifteen days, the seller must inform the buyer of the expected duration.

If the seller cannot repair the product within 30 days: if the buyer has agreed, the repair may be completed later; if the buyer does not agree to a later repair or has not made a statement about it, the product must be replaced within eight days after the thirty-day period expires; and if replacement is not possible either, the selling price shown on the guarantee card, or failing that on the invoice or receipt, must be refunded to the buyer within eight days after the thirty-day period expires.

If the product fails for the fourth time, the seller must replace it within eight days unless the consumer decides otherwise. If replacement is not possible, the seller must refund within eight days the purchase price shown on the guarantee card or, failing that, on the proof of payment presented by the consumer (an invoice or receipt issued under the VAT Act).

If, during the guarantee period, the seller finds at the first repair that the product cannot be repaired, the seller must replace it within eight days unless the buyer decides otherwise. If replacement is not possible, the selling price shown on the guarantee card, or failing that on the invoice or receipt, must be refunded to the buyer within eight days.

Only new parts may be installed in the product during repair.

Guarantee claims can be enforced with the guarantee card. If the consumer was not given a guarantee card, the conclusion of the contract is deemed proven if the consumer presents the proof of payment (an invoice or receipt issued under the VAT Act). In that case, guarantee rights can be enforced with the proof of payment.

When a quality complaint is reported, the seller must draw up a report with the content specified in Section 4 of Decree 19/2014 (IV. 29.) NGM on the procedural rules for handling warranty and guarantee claims, and provide a copy to the consumer without delay and in a verifiable manner.

Products that are permanently installed, weigh more than 10 kg or cannot be carried as hand luggage on public transport – except vehicles – must be repaired at the place of operation. If repair cannot be carried out there, the distributor arranges removal and reinstallation as well as transport to and from the repair site.

Exceptions. The rules under “Rules for handling guarantee claims” do not apply to electric bicycles, electric scooters, quad bikes, motorcycles, mopeds, passenger cars, motorhomes, caravans, trailer caravans, trailers and motorised watercraft. For these products the seller must still endeavour to complete repairs within 15 days and, if repair or replacement takes longer than fifteen days, inform the buyer of the expected duration.

By accepting the General Terms and Conditions, the buyer agrees that this information may be provided electronically or by any other means suitable for confirming receipt by the buyer.

How does the guarantee relate to other warranty rights? The guarantee does not affect the buyer's statutory rights. The guarantee applies alongside warranty rights (warranty for defects and product liability); the key difference is that under the guarantee the burden of proof is more favourable to the consumer.

Please note that for the same defect you may enforce a warranty claim and a guarantee claim, or a product liability claim and a guarantee claim, in parallel. However, once you have successfully enforced a claim for defective performance for a given defect (for example the seller replaced the product), you cannot make the same claim on another legal basis for the same defect.

When is the seller released from its guarantee obligation? The seller is released only if it proves that the cause of the defect arose after delivery.

Conciliation board. In a consumer dispute, the consumer may also initiate proceedings before a conciliation board operating alongside the chambers of commerce and industry. The board competent for the seller's registered office is the Fejér County Conciliation Board (Fejér Megyei Békéltető Testület), Hosszúsétatér 4-6., 8000 Székesfehérvár, Hungary. Postal address: Pf. 357, 8050 Székesfehérvár. Phone: +36 22 510 310 · E-mail: bekeltetes@fmkik.hu · Web: bekeltetesfejer.hu