

Report

for Recording Warranty Claims

This report has been drawn up pursuant to Decree no. 19/2014. (IV. 29.) NGM of the Minister for National Economy on the procedural rules for administering warranty and guarantee claims on products sold to consumers under a contract between the consumer and enterprise.

When enforcing their warranty claim, it is the consumer who has to prove the conclusion of the contract. The conclusion of the contract shall be deemed proven if the consumer has presented the document (invoice or receipt issued in accordance with the act on value added tax) evidencing the payment of the price.

Name of consumer:

Address of consumer:

The movable property sold in the framework of the contract between the consumer and the enterprise

Description:

Price:

The date of performance of the contract by the enterprise:

Date of reporting the defect:

Description of the defect:

The right the consumer wishes to enforce:

Data of the movable property taken over for repair or to inspect whether the warranty or guarantee claim can be fulfilled:

Data necessary for the identification of the thing:

Date of taking over the thing:

Date and time when the consumer can take the repaired thing over:

The reason for rejecting the right to be enforced (optional):

In case of consumer disputes the consumer may initiate the proceedings of the arbitration board attached to the chambers of commerce and industry operating in the counties (or in Budapest).

The records shall be forthwith handed over in copy to the consumer, in a provable manner.

If, at the time when the claim is reported, the enterprise cannot make a statement as to whether the consumer's warranty or guarantee claim can be fulfilled, it shall notify the consumer of its position (in case of rejection of the claim, including the reasons for rejection and the opportunity to turn to an arbitration board) within five working days in a provable manner.

The enterprise shall keep the records drawn up of the consumer's warranty or guarantee claim for **three years** from the date of drawing up, and present it at the inspecting authority's request.

The enterprise shall strive to perform the repair or replacement within no more than **fifteen days**.

By signing hereof, the consumer grants his or her consent to his or her data recorded herein being managed as specified in the above Decree.

Date,

Consumer

Service Provider