General Terms and Conditions

Version: 2026-09-30.1 · Effective date: 2026-09-30

Contents

1. Provider and scope
2. Enquiries, quotations and contract formation
3. Prices and billing
4. Customer information and cooperation
5. Packing and boxes
6. Box weight and the 20 kg limit on stairs
7. TVs, monitors, mirrors, glass and other fragile items
8. Pre-existing damage and condition records
9. Valuable and irreplaceable items
10. Liability, defective performance and damage claims
11. Insurance
12. Parking and access
13. Stairs, lifts and long carrying distances
14. Furniture assembly
15. Special and excluded items
16. International moves and carriage
17. Subcontractors and professional partners
18. Cancellation, rescheduling and consumer withdrawal/termination
19. Delays and waiting
20. Unavoidable external circumstances (force majeure)
21. Payment and invoicing
22. Complaints and remedies
23. Personal data
24. Governing law and languages
25. Electronic acceptance and versions
26. Statement templates

1. Provider and scope

1.1. The provider is Zámbó–Öğütçü Géza, sole trader trading as EasyMoving (EasyMoving or Provider). Registered office and postal address: 8557 Bakonyság, Zámbó tanya 1., Hungary. Tax number: 56613904-1-39. Sole trader registration number: 60355399. Registering authority: National Tax and Customs Administration of Hungary (NAV). Email: info@easymoving.hu; telephone: +36 30 364 5945; website: https://easymoving.hu. The registered office is not a permanent customer reception office; in-person meetings require an appointment.

1.2. These Terms cover residential and office moves, domestic and international moves, furniture transport, packing, furniture assembly, loading and related services individually agreed. Storage, waste management and special services requiring authorisation require a separate lawful agreement; a description on the website is not itself such an undertaking.

1.3. Customer means the contracting individual or organisation. Consumer means an individual acting outside their trade, independent profession or business. Mandatory consumer protection rules prevail over any conflicting term.

1.4. These Terms become part of the contract only if EasyMoving makes them available before the contract is concluded and the Customer accepts them. Mere silence, presence at the premises or allowing work to begin does not replace acceptance. Material departures from legislation or previous practice must be specifically disclosed and separately accepted where required.

1.5. Hosting provider: Sybell Informatika Kft., 1138 Budapest, Tomori utca 34, 2nd floor, Hungary; email: hello@sybell.hu; telephone: +36 1 707 67 26; website: https://sybell.hu. The hosting provider is not a party to the removals contract.

2. Enquiries, quotations and contract formation

2.1. Quotations may be requested through the calculator, by email, telephone, messaging application or in person. The calculator provides an indicative estimate. Submitting an enquiry and ticking the Terms checkbox does not itself place a paid order or reserve a date.

2.2. An individual written quotation is an offer addressed to an identifiable customer specifying the work, price or calculation method, date, conditions and acceptance deadline. It binds EasyMoving for the period stated; if no period is expressly stated, the statutory rules on binding offers apply. A message expressly described only as an estimate or basis for discussion is not a fixed-price offer.

2.3. The contract is formed when unchanged acceptance of a valid and sufficiently definite offer is received, unless the offer expressly requires a further booking confirmation. Acceptance with changes is a new offer. If the customer makes an order offer, EasyMoving expressly confirms acceptance. An automated delivery acknowledgement only confirms receipt. The parties must clarify that a booking exists before work starts.

2.4. Confirmation identifies the work, addresses, date or time window, price or billing method, known additional costs, payment and accepted Terms. Consumers must receive the required information and contract confirmation on a durable medium, normally by email with the relevant PDF attached, within the statutory time limits. A link to a webpage that may later change does not alone replace this obligation.

2.5. Email, SMS and retrievable messages may be used for arrangements and evidence. Whether a statement also meets statutory requirements for written form depends on its content, identification and technical circumstances. Contracts may be in Hungarian, English or Turkish. The parties may

retain correspondence and request a copy from EasyMoving; the website does not offer a customer-account contract register.

2.6. An individual agreement is a departure mutually agreed for a particular case. Individually negotiated terms and an accepted written fixed-price quotation take priority over these Terms for the specified work and circumstances, subject to mandatory law. A general surcharge not included in the quotation does not override a fixed price.

2.7. If there are more items, a new address, undisclosed stairs, assembly or materially different access, EasyMoving explains the difference and the additional price or its calculation basis. The parties agree additional work in a retrievable form, preferably before it starts. Without agreement, the additional task concerned may be suspended or declined; this does not affect safely performable work already agreed or either party's statutory termination rights. Necessary action to avert imminent damage must be documented.

2.8. For hourly work, estimated and actual duration may differ; billing follows the accepted time-recording rules. EasyMoving informs the customer promptly when a substantial overrun becomes foreseeable. A fixed price cannot be increased merely because known work takes longer than EasyMoving estimated. Costs not disclosed to a consumer in advance may be claimed only where legally permitted.

3. Prices and billing

3.1. Charges are determined by the accepted quotation or the price list disclosed and accepted when the contract was concluded. Later website or price changes do not alter an existing contract. The agreed price, tariff version or a copy must be retained for the customer. Consumers must be informed of the full price including applicable taxes, or a clear calculation method if the price cannot reasonably be determined in advance; any tax exemption is indicated in the quotation and invoice.

3.2. Separate items may include call-out, base-team hourly labour, the accepted minimum billed duration and rounding unit, mileage, additional staff, stairs, heavy items, assembly and packing. Their amounts and calculation bases appear in the applicable quotation/calculator. The stair surcharge basis, treatment of pickup and delivery floors and additional-staff charges follow the accepted tariff as separate items; the same cost cannot be charged twice.

3.3. Billing start and end, breaks, travel between premises and waiting must be agreed in advance. Times are recorded on the work sheet or summary, and the customer may raise discrepancies. The calculator's editable finish time set to the current time is an aid, not independent proof of time worked.

3.4. Parking, access permits or fees, road tolls, ferries, tunnels, customs charges, packing materials and other justified external costs may be charged where included in the quotation or where the customer was appropriately informed in advance of the possible additional cost and its basis and bears it under the agreement. Known amounts must be disclosed beforehand; actual costs must be evidenced on request. Fines or costs of EasyMoving's own infringements cannot automatically be passed on.

3.5. Clause 2.7 applies to undisclosed additional work. Weekend, urgent-booking or other surcharges apply only as a separate, lawful condition disclosed and accepted in advance. These Terms do not themselves create such surcharges. The customer receives an itemised summary showing quantities, time, charging basis and evidenced separate costs.

4. Customer information and cooperation

4.1. The Customer provides accurate and, as far as possible, complete information about pickup and delivery addresses, floors, stairs, lift dimensions and usability, parking, access and height restrictions, permits, carrying distances, volume, large/heavy and fragile items, assembly and special circumstances. Uncertainty must be disclosed; EasyMoving may request photographs, dimensions or a survey where needed.

4.2. The customer must be entitled to dispose of the items and provide lawful access, an available handing-over/receiving contact and a safe working area, with children and animals kept separate. EasyMoving need not follow unlawful, unsafe or professionally improper instructions and will explain why and suggest a reasonable alternative.

4.3. Loose contents must be removed from furniture, doors/drawers suitably secured and appliances prepared, drained and defrosted where necessary. Disconnecting or connecting electrical, gas or water installations is the responsibility of an appropriately qualified professional. A customer's failure to provide information does not remove EasyMoving's duties of professional care and warning.

5. Packing and boxes

5.1. Where EasyMoving undertakes packing, it selects methods and materials appropriate to the disclosed and reasonably identifiable characteristics of the items, agrees special protection needs and remains legally responsible for its packing work.

5.2. For customer-packed boxes, the customer must use sound boxes of sufficient strength, close them securely, fill empty spaces, separate items, protect fragile contents and observe weight limits. A fragile label does not replace internal protection. Heavy contents require smaller boxes.

5.3. EasyMoving does not normally inspect the contents or internal packing of sealed boxes. It draws attention to visible defects and may request safe repacking or a separate order for this service. Accepting a box does not certify that its unknown contents are undamaged, nor does it create a blanket exclusion of liability.

5.4. Original factory packaging is suitable only if sound, designed for the item and complete with the required internal protective components. A damaged, wet or worn box, or the factory outer carton alone, does not provide adequate protection by itself. Damage directly resulting from inadequate packing is assessed for causation and contributory conduct under chapter 10.

6. Box weight and the 20 kg limit on stairs

6.1. If a packed box must be carried by hand on stairs, even for part of the route at pickup or delivery, its maximum permitted total weight is 20 kg. This is the gross weight of the box and all its contents together. The customer must pack accordingly and divide books, documents, crockery, tools and other dense or heavy items between smaller boxes where necessary.

6.2. For a box exceeding 20 kg that requires manual stair carrying, EasyMoving may request repacking, suspend movement until repacking or refuse manual stair carrying of that box for occupational safety or security reasons. Agreed repacking, justified waiting and additional work may be charged under the accepted tariff or quotation, with advance information.

6.3. Even without stairs, safe handling depends on box strength, grip, dimensions, the route and equipment used. Boxes above 20 kg must be disclosed in advance and require separate agreement

before acceptance. A weight below 20 kg does not automatically make a damaged or difficult-to-grip box safe.

6.4. Exceeding the weight limit does not automatically release EasyMoving from all liability. Damage resulting from overloading, packing defects or the parties' conduct must be assessed according to proven causes and contributory conduct under mandatory law. A customer's assumption-of-risk statement does not oblige EasyMoving to carry out unsafe handling.

7. TVs, monitors, mirrors, glass and other fragile items

7.1. These items, their dimensions, value and known defects must be disclosed beforehand. Sound original packaging with appropriate factory polystyrene inserts or other moulded protection, or equivalent specialist protection suitable for the item, should primarily be used.

7.2. If the original box or internal protection is missing, the parties agree suitable alternative protection, its cost and whether the item can be accepted before work. Blankets, cardboard and stretch wrap can protect surfaces but may not alone protect a screen from pressure, bending or internal damage. EasyMoving remains responsible for the suitability of protection it selects and for professional handling.

7.3. If safe protection cannot be provided, the Provider may decline the item or wait for suitable packaging. It informs the customer of specific identifiable risks and records them. Absence of original packaging, acknowledgement of risk or an “at your own risk” note does not by itself exclude EasyMoving's statutory liability.

7.4. Visible condition should be reasonably checked at handover; power-on testing is appropriate only when possible and safe. An unseen electronic defect or pre-existing crack requires evidence-based investigation of the cause, without automatic presumptions.

8. Pre-existing damage and condition records

8.1. The Customer discloses known cracks, loose joints, previous repairs, missing fittings, warping or other defects. EasyMoving may photograph or video the items' condition and necessary parts of the working area before loading and at delivery, informing affected persons and observing data minimisation.

8.2. The main purpose of recordings is evidence of condition, performance and possible claims, not marketing. People, documents and unnecessary details of the home should be avoided. Retention, access and data subject rights are governed by the separate Privacy Notice.

8.3. For aged, rotten, loose or structurally weak items, the parties assess the risks of normal handling and, where needed, choose dismantling, reinforcement or specialist transport. An unsafe task may be declined. EasyMoving is not liable for pre-existing damage but may remain legally liable for additional damage it causes.

9. Valuable and irreplaceable items

9.1. For particularly valuable electronics, artwork, antiques, musical instruments, collections or irreplaceable items, the customer provides advance written information about their nature, known value and special needs. EasyMoving may require a separate assessment, packing, specialist partner or quotation. Declaring value is not itself insurance or a separate value guarantee.

9.2. Cash, jewellery, securities, bank cards, identity documents and important original-only documents are not accepted as part of an ordinary move and must be carried by the customer. Exceptions require an express advance separate agreement and appropriate security arrangements.

9.3. The customer makes backups of important data and protects personal data carriers and passwords. Failure to disclose or secretly packing an unaccepted item in a box does not establish an automatic exclusion of all damage claims; contractual scope, foreseeability, causation and contributory conduct must be assessed.

10. Liability, defective performance and damage claims

10.1. EasyMoving is liable under applicable law for damage caused by breach of contract, unprofessional packing, loading, securing, transport or assembly. Liability is not confined merely to culpable, direct damage. Exemption is available only by proving the conditions required by applicable law.

10.2. Assessment covers damage to the transported item, other property or premises, its cause and extent and each party's contribution. Other financial loss and lost financial benefit are compensable according to proven causation, foreseeability and statutory conditions; no general exclusion applies. Merely speculative, unsubstantiated loss does not establish a compensation claim.

10.3. EasyMoving is not responsible for damage not caused by its breach, including proven pre-existing damage. Customer packing, weak boxes, overloading, missing internal protection, contents left inside an item or an inherent defect require assessment of actual causation. If the Provider's mishandling, failure to warn or other omission also contributed, its consequences cannot be passed entirely to the customer.

10.4. Liability for intentional breach or breach damaging life, physical integrity or health, and other mandatory liability, cannot be excluded or restricted. These Terms impose no independent general, per-item or service-fee-based compensation cap. Applicability of mandatory special carriage rules must be assessed under chapter 16.

10.5. Visible damage should preferably be reported and jointly recorded at delivery. Hidden damage should be reported as soon as reasonably possible after discovery to info@easymoving.hu or another contact channel. Absence of an immediate report, a delivery signature or payment does not automatically waive rights concerning hidden defects or statutory claims. This clause creates no short forfeiture deadline; statutory time limits and evidence rules apply.

10.6. Where possible, the claim identifies the customer and job, date, item, when and how damage was discovered, the damage and requested remedy. Photos, video, work sheets, witnesses, purchase/repair documents and valuations can support the claim. Absence of any one specific document does not itself invalidate notification.

10.7. Both parties preserve reasonably necessary evidence and prevent further damage. The damaged item and packaging should, where possible, be retained until inspection. Repair or disposal should first be discussed, except urgent safety or mitigation measures, whose reason and cost should be recorded. The Provider may request inspection or an expert opinion within a reasonable time but must not disproportionately obstruct the claim.

10.8. Resolution may involve suitable repair, justified repair cost, proven diminution in value or another statutory form of compensation. Pre-damage condition and value must be considered. The price of a new item is not automatically payable, but arbitrary depreciation or automatic deductions

are also impermissible. Repair method and timing must be agreed without restricting the consumer's statutory choice of remedies.

10.9. The Customer also retains applicable statutory remedies for defective performance: correction/suitable repeat performance, proportionate price reduction or termination may be requested subject to statutory conditions. A remedy incompatible with the nature of the service cannot be promised, and consumer rights cannot be excluded. Chapter 22 also applies to complaints about damage claims.

11. Insurance

11.1. EasyMoving currently has no separate removals liability insurance. The service price does not include this insurance cover, and the Provider does not promise payment by an insurer.

11.2. Absence of insurance does not exclude or reduce EasyMoving's statutory or contractual liability. A customer wishing to take out separate property or cargo insurance should arrange it beforehand; actual cover and conditions depend on the contract with the insurer concerned.

12. Parking and access

12.1. The customer provides advance information about known parking, access and height restrictions, loading areas, permit requirements and access difficulties. The customer is not automatically required to guarantee a public parking space. The parties separately agree who obtains permits and by when; EasyMoving fulfils legal obligations relating to its own vehicle.

12.2. Paid parking, lawful access charges, additional carrying from a more distant parking point and waiting for permits are dealt with under chapter 3. EasyMoving seeks a reasonable, safe solution and informs the customer of substantial additional work. The customer cannot require illegal stopping or unsafe loading.

13. Stairs, lifts and long carrying distances

13.1. The Customer discloses the floor at both premises, lift availability, dimensions, capacity and usability, items that will not fit, tight corners and significant carrying distances. The existence of a lift does not mean that all items can be moved in it.

13.2. For a broken, prohibited or undersized lift or undisclosed stairs, the parties agree the changed work and price. Additional time and stair charges may be billed transparently only on the accepted calculation basis. The 20 kg box rule applies to all manual stair carrying; load and safety limits must not be exceeded.

14. Furniture assembly

14.1. Dismantling and reassembly are included only to the extent ordered. The customer discloses special assembly needs, wall fixing, repeated previous dismantling and missing/damaged fittings and supplies instructions where possible. EasyMoving keeps entrusted parts identifiable and performs its work professionally.

14.2. Joints in flat-pack, worn or repeatedly dismantled furniture may have reduced strength. Identified risks must be explained; the need for repair, new fittings or a specialist is agreed

beforehand. The furniture's condition does not automatically exclude the Provider's liability for defective work.

14.3. Wall fixing, drilling, dismantling fitted furniture and specialist adjustment require a separate undertaking and clarification of wall and concealed-service safety. Work may be suspended if conditions are unknown or unsafe. Plumbing, gas and electrical work are not included in ordinary furniture assembly.

15. Special and excluded items

15.1. Pianos, safes, large machinery, particularly heavy items, artwork and items needing special permits, lifting equipment or expertise require advance discussion, suitable equipment/personnel and, where necessary, a separate quotation. A general calculator estimate is not acceptance of such work.

15.2. Dangerous, explosive, flammable, toxic, infectious or unlawfully possessed materials/items, live animals and perishable food requiring refrigeration are outside ordinary moving services. Unlawful transport can never be accepted; other special items require a lawful, express separate agreement and all necessary conditions.

15.3. Plants and non-perishable food must be disclosed beforehand; packing, temperature/time sensitivity and foreign restrictions must be discussed. EasyMoving does not automatically provide climate-controlled transport. Causes of inherent deterioration and damage from transport handling must be assessed separately.

16. International moves and carriage

16.1. For cross-border work, the quotation specifies countries, route, service scope, customs/documentation tasks, any transshipment/partner and the expected time window. Parking, tolls, ferries, tunnels and other transport costs may be charged to the customer only as clarified in the quotation.

16.2. Under the international calculator tariff, the A → B distance is counted once. Return travel and travel costs already covered by the tariff cannot be charged again. No separate driver travel hourly fee or daily allowance is added automatically. The quotation separately identifies justified additional costs not covered by the tariff; double charging is prohibited.

16.3. The customer supplies the required accurate inventory, values, identity/entitlement, residence and customs documents and item-specific permits by the agreed deadline. Only necessary data may be requested. The parties agree in advance who handles customs formalities and pays duties/taxes. EasyMoving is not a customs representative without a separate undertaking.

16.4. Official inspections, border traffic, customs procedures and other external obstacles may affect timing. EasyMoving communicates expected delays and options promptly, documents them and takes reasonable mitigation measures. Estimated arrival is not necessarily a time guarantee. An expressly agreed deadline can be changed only in accordance with applicable law; liability for EasyMoving's own breach remains.

16.5. Article 1(4)(c) of the CMR Convention, promulgated in Hungary by Law-Decree No. 3 of 1971, excludes furniture removals from its scope. CMR therefore does not automatically apply to every international move. For other international road carriage actually falling within its scope, its mandatory provisions, liability and time-limit rules take priority.

16.6. Classification depends on the actual service, not the invoice label. These Terms cannot override mandatory international, EU or local rules. Before contracting, the customer receives information about applicable special carriage rules and material claim conditions. Chapter 17 also applies to foreign service partners.

17. Subcontractors and professional partners

17.1. EasyMoving may engage suitable subcontractors, carriers, assemblers or other professional partners, particularly for international or specialist work. It ensures the necessary suitability, discloses material performance arrangements in advance and lawfully shares only customer data needed for the task.

17.2. Where EasyMoving contracts with the customer, it remains legally responsible for persons assisting performance; the customer cannot automatically be referred exclusively to the subcontractor. A partner's own insurance is not insurance cover promised by EasyMoving.

17.3. If the customer is to contract directly with another business for a service, this, the other provider's identity, tasks and terms must be clearly disclosed in advance and separately accepted by the customer. Undisclosed substitution of the contracting party is not permitted.

18. Cancellation, rescheduling and consumer withdrawal/termination

18.1. Booking policy: cancellation or rescheduling should be communicated promptly, preferably by a retrievable message. A new date requires mutual agreement and available capacity. A request alone does not reserve a new date; what happens to the original booking must be made clear.

18.2. These Terms impose no automatic flat-rate contractual penalty or failure charge equal to the full minimum service fee. A separate cancellation charge requires a clear, lawful, proportionate condition accepted in advance. Otherwise, only substantiated, justified claims available under law may be pursued, taking account of saved costs and replacement revenue; double recovery is not allowed.

18.3. If the customer does not attend, cannot be reached or provides no access, EasyMoving makes reasonable contact attempts and records waiting and non-performance. Any charge/damage claim must be assessed under the agreement and law, not as an automatic penalty. If EasyMoving cancels, it refunds advances for unperformed services; further statutory customer claims remain available.

18.4. The consumer's statutory right of withdrawal/termination is separate. For a distance or off-premises service contract to which this right applies, the usual period is 14 days from conclusion of the contract. Withdrawal may be exercised before performance begins and termination after it begins, subject to the applicable conditions. This is not a period counted backwards from the moving date.

18.5. Under section 29(1)(l) of Hungarian Government Decree 45/2014 (II. 26.), the statutory 14-day right may be excluded for carriage contracted for a specific performance date or period. EasyMoving informs the customer of this exception in advance. It cannot automatically be extended to stand-alone packing, assembly or every mixed moving contract; the actual contract's classification is decisive. Uncertain classification must not be used to remove consumer rights.

18.6. Where the 14-day right applies, early performance requires a separate, express consumer request. For off-premises contracts this request must be made on a durable medium. Acceptance of

these Terms or specifying a nearby moving date is not itself such a request. The consumer must be separately informed that the right will be lost after full performance, and acknowledgement must be separately recorded.

18.7. The right is lost after full performance only if statutory conditions are met, including the required prior express consent and acknowledgement. If properly requested early performance is terminated during performance, a proportionate charge for services already provided may be payable. If required information or the express request is missing, the relevant cost is not payable by the consumer under the Decree. Exercising this right cannot attract an additional cancellation penalty.

18.8. The right may be exercised by an unequivocal statement, for example sent to info@easymoving.hu or the postal address in clause 1.1; the template in chapter 26 is optional. Sending within the deadline is sufficient, and proof of sending should be retained. EasyMoving promptly acknowledges electronic notices on a durable medium. Applicable mandatory online withdrawal-function requirements must be implemented for the actual contracting process; email information does not replace them.

18.9. Following valid withdrawal/termination, amounts due back are refunded without undue delay, no later than 14 days after notification, normally by the original payment method and without extra charges. An applicable proportionate service charge may be deducted. Failure to give the required withdrawal information extends the period by 12 months under the Decree; if information is later provided, the period is 14 days from that information.

19. Delays and waiting

19.1. Both parties notify delays promptly, give expected timing and cooperate in mitigation. Waiting caused by EasyMoving's own delay or organisational error cannot be charged as customer working time; statutory customer remedies remain.

19.2. Waiting caused by the customer, keys, a third party, lifts, loading space, border or customs inspections must be recorded with its actual cause and duration. Only time/cost transparently specified in the contract and lawfully attributable to the customer may be charged. For extended waiting, the parties discuss continuation and alternatives.

19.3. EasyMoving takes normally foreseeable traffic into account when planning. An exceptional external event does not automatically excuse liability; chapter 20 must be applied. Consumer rights to performance, termination and compensation following substantial delay cannot be generally excluded.

20. Unavoidable external circumstances (force majeure)

20.1. Extreme weather, exceptional road closures, road accidents, official measures or border closures may excuse performance only where, under applicable law, the event was beyond the party's control, unforeseeable when contracting and could not reasonably have been avoided or its damage prevented. Merely naming such an event is insufficient.

20.2. Vehicle breakdown, staff shortages or subcontractor problems are not automatically force majeure. Maintenance, organisation, replacement arrangements and the affected party's responsibility must be assessed.

20.3. The affected party informs the other without delay, substantiates the obstacle and reasonably reduces its consequences. The parties discuss rescheduling or lawful termination. Advances for unperformed services must be accounted for; the event does not automatically entitle the Provider to retain the full fee.

21. Payment and invoicing

21.1. Payment is available in cash or by bank transfer; card/electronic payment is available only if EasyMoving confirms it beforehand for the particular job. The accepted quotation specifies when payment is due; absent a separate agreement, payment is due on completion and delivery of the itemised statement. Bank details are provided in the payment notice/invoice.

21.2. An advance requires prior agreement on amount, deadline and settlement conditions. It is credited against the final price and is not an automatically forfeitable deposit. If the job fails, lawful claims are settled and any balance due back must be refunded.

21.3. The Provider issues documentation required by law; the customer supplies accurate billing details. Only lawful late-payment interest and justified recovery costs with a legal basis may be claimed. Special business-to-business rules do not automatically apply to consumers. Undisputed sums and disputed items may be dealt with separately; statutory retention/set-off rights cannot be excluded.

22. Complaints and remedies

22.1. Complaints may be made orally, by telephone, email or post using clause 1.1 contacts. EasyMoving immediately examines oral complaints and remedies them where appropriate. If the customer disagrees or immediate examination is not possible, a statutory record is made and a copy provided/sent. Oral complaints made by telephone or electronic communication receive a unique identifier.

22.2. EasyMoving sends a substantive, reasoned, verifiable written response within 30 days of receiving a written complaint, unless a different mandatory period applies. Complaints and responses are retained for three years. Rejection includes the competent authority/body's contact details and required remedy information, including the actual position on any general declaration accepting conciliation decisions as binding.

22.3. After first attempting direct resolution, consumers may apply free of charge to a conciliation board. Normally the board for the consumer's residence/place of stay has jurisdiction, without prejudice to statutory choice rights. EasyMoving must cooperate. Absence of a general submission declaration does not prevent a binding decision in cases provided by law.

22.4. The regional board for the Provider's registered office is Fejér Vármegyei Békéltető Testület (Fejér County Conciliation Board). Office and postal address: 8000 Székesfehérvár, Hosszúsétatér 4-6., Hungary; telephone: +36 22 510-310; email: bekeltetes@fmkik.hu; website: https://www.bekeltetesfejer.hu. Its area covers Fejér, Komárom-Esztergom and Veszprém counties. Other competent boards can be found at https://bekeltetes.hu.

22.5. Breaches of consumer protection rules may also be reported to the competent government office's consumer protection authority; current information: https://nkfh.gov.hu. Individual civil monetary claims are normally resolved by conciliation boards or courts. The former EU ODR platform closed on 20 July 2025 and no longer accepts complaints. The European Consumer Centre may assist with cross-border consumer disputes.

22.6. These Terms do not limit access to courts. Consumers retain the courts and remedies available under mandatory law; these Terms contain no general exclusive Hungarian-court jurisdiction clause.

23. Personal data

23.1. EasyMoving processes information relating to enquiries, contracts, invoicing, condition records, complaints and legal claims under its separate Privacy Notice and applicable data protection law. The current notice is available from the website's privacy link and on request by email. Acceptance of these Terms is not general consent to data processing.

23.2. Acceptance, timestamp, language and version may be included in the enquiry message for contract preparation and evidence. Marketing and newsletters are optional and require a separate legal basis; they are not a condition of requesting a quote. The customer performs the actual sending in their own email/messaging service, under that service's terms.

24. Governing law and languages

24.1. Hungarian law applies, particularly Act V of 2013, Act CLV of 1997, Government Decree 45/2014 (II. 26.) and Act CVIII of 2001, together with mandatory carriage/international rules for the particular task. Choice of law does not deprive a consumer of mandatory protection otherwise applicable.

24.2. These Terms are provided in full in Hungarian, English and Turkish, with corresponding chapters and substance. Hungarian is the primary text. It prevails in a discrepancy only to the extent permitted by mandatory law; translation errors, terms a consumer cannot understand or language precedence cannot be used to diminish consumer rights. Ambiguity is dealt with under rules requiring interpretation in the consumer's favour.

24.3. Applicable law replaces an invalid term; remaining provisions survive only under statutory conditions. These Terms impose no consumer-adverse reversal of the burden of proof, general waiver of rights or arbitrary unilateral price changes.

25. Electronic acceptance and versions

25.1. Before using website enquiry-sending functions, the customer actively ticks a separate checkbox that is empty by default. Text, link and PDF follow the current HU/EN/TR page language. Acceptance must be actively given again after switching language or reloading the page. It does not replace acceptance of a later specific quotation.

25.2. The prepared message includes acceptance, the browser-recorded timestamp and time zone, Terms version, language and the versioned document link. Text sent through the customer's email service is editable; these technical data alone are not a qualified timestamp or immutable server log. EasyMoving retains the received message together with the document actually accepted for the contract.

25.3. New Terms apply to contracts concluded after publication only following proper prior disclosure and acceptance. A new edition does not automatically amend earlier contracts. Versioned PDFs must not be overwritten with new content; earlier editions are available through the archive or from EasyMoving.

26. Statement templates

26.1. Withdrawal/termination template, only where the right applies: “To: Zámbó–Öğütçü Géza, sole trader, EasyMoving; 8557 Bakonyság, Zámbó tanya 1., Hungary; info@easymoving.hu. I hereby exercise my right of withdrawal/termination in respect of my contract for the following service. Service and contract/booking reference: …; date of contract: …; consumer name and address: …; acknowledgement email address: …; date: …; signature (paper only): …” Any other unequivocal statement is also acceptable.

26.2. Separate early-performance request, voluntary and only for a contract subject to the 14-day right: “I expressly request that EasyMoving begin the service under [contract reference] on [date], before 14 days have elapsed from conclusion of the contract. I acknowledge that, following proper advance information, termination during performance entails payment of a proportionate amount for services already supplied and that I lose my statutory right of withdrawal/termination when the service has been fully performed. Name, date, separate confirmation: …” This statement must not be preselected or automatically included in acceptance of the Terms.