



General Terms and conditions

Valid: 2021.

I. Service Provider

1. The webshop.zeneakademia.hu Webshop is operated by the Liszt Ferenc Academy of Music (hereinafter: Service Provider).
2. Name of the Service Provider: Liszt Ferenc Academy of Music
3. Seat of the Service Provider: HU-1061 Budapest, Liszt Ferenc tér 8.
4. Postal address of the Service Provider: H-6001 KECSKEMÉT, P.O.BOX 188.
5. The E-Mail address of the customer service of the webshop.zeneakademia.hu Webshop: webshop@zeneakademia.hu
6. The Service Provider is a budgetary body, organ keeping a registration; Hungarian State Treasury (Magyar Államkincstár), registration number (PIR): 308955
7. Tax number of the Service Provider: 15308957-2-42
8. The hosting provider of the webshop.zeneakademia.hu: UNAS Online Kft. (Seat: 9400 Sopron, Kőszegi út 14., E-Mail address: unas@unas.hu, website: www.unas.hu)

II. Scope of the General Terms and Conditions

1. The present General Terms and Conditions (hereinafter: GTC) shall apply to all products being available and purchasable in the Webshop webshop.zeneakademia.hu (hereinafter: Webshop) (the Product shall be understood to include also the goods and digital content defined in the Government Decree 373/2021).
2. The GTC apply to all transactions that are concluded electronically between the Service Provider and a person or taxpayer (hereinafter: Customer) purchasing products in the Webshop.
3. The present GTC shall be permanently available on the website of the Webshop, and it is ensured that the Customer can download it in a separate file format on his computer.

III. Registration, provisions regarding the conclusion of contracts electronically, preliminary information

1. Orders may be placed exclusively in the Webshop in an electronic way. It is not possible to place orders via telephone, fax, E-Mail or letter. The Service Provider keep contact with the Customer regarding the orders electronically.
2. Minors or persons with limited legal capacity may use the services of the Webshop only with the consent of their legal representatives. The Service Provider is not responsible for and has no possibility to find out who is the person acting during the conclusion of the electronic contract, and the Service Provider shall not be liable in this regard.
3. Description of technical steps necessary for the conclusion of the contract in an electronic way:
 - 1.1. Placing of orders is possible both after and without registration.



- 1.2. Registration procedure: registration is possible as “new customer” by entering the data stated on the registration page. After registration, the purchase is possible after logging in.
Registration is possible both as a private person and as a taxable person¹. As a taxable person, it is mandatory to provide a tax number. Its provision and modification are possible until an invoice about the purchase is issued.
The Service Provider expressly draws attention to the fact that if the registration is made as a taxable person, the rules applicable to customers do not apply to the taxable person, given that he is not a customer according to the Act No. V of 2013 on the Hungarian Civil Code². It is the liability of the Customer which category he chooses during the registration or the purchase without a registration. The Service Provider shall not be liable as a result of the above.
- 1.3. The Customer has the possibility to browse the products in the Webshop.
- 1.4. After adding the product(s) to the shopping cart, the Customer must choose the payment and delivery method. The Customer has the possibility to change the number of products and also to “empty the cart”.
- 1.5. After selecting the payment and delivery method, the Customer has the possibility to review the data provided and, once this has been done, to place the order.
- 1.6. The Customer – by clicking on the “submit order” button, makes an offer, in respect of which a payment obligation arises. The Service Provider shall confirm the receipt of the order to the Customer immediately but within 48 hours at the latest. The confirmation sent by the Service Provider shall contain summary data of the order, in particular:
 - a) order identification number;
 - b) name and quantity of the product(s);
 - c) chosen delivery and payment method;
 - d) invoicing and delivery data;
 - e) delivery terms and conditions.If the confirmation is not received within 48 hours after sending the order of the Customer, the Customer shall be exempted from the offer obligation.
The confirmation E-Mail shall constitute the acceptance of the offer made by the Customer on the part of the Service Provider, on the basis of which a valid contract shall be concluded between the Service Provider and the Customer.
- 1.7. The purchase procedure without registration is the same as the purchase procedure after registration, except that in this case, the Customer is required to provide the data necessary to complete the order (Provision of Data).
- 1.8. The Customer may correct any errors in the data entry at any time during the ordering process. Each step is visible during the whole order process, the return to each step and the modification of the order is ensured to the Customer in the order interface until sending the order.
4. Product description: the essential characteristics of the product and the purchase price are available on the product information page before placing an order.
5. Price indication: the indicated purchase prices of the product offered for sale by the Service Provider and determined in HUF and/or EUR include VAT (gross prices). The prices of the products indicated in the Webshop do not include delivery costs. The Service Provider

¹ ‘Taxable person’ shall mean any person or organization having the capacity to perform legal acts who (that), in its own name, carries out in any place any economic activity, whatever the purpose or results of that activity. (Section 5 Subsection 1 of the Act No. CXXVII of 2007 on Value Added Tax

² Consumer’ shall mean any natural person acting for purposes which are outside his trade, business or profession (Section 8:1 Subsection 3 of the Act No. V of 2013 on the Hungarian Civil Code



informs the Customers about the delivery costs separately. The Service Provider ensures that the Customer may become acquainted with the purchase price of the products placed in the shopping cart and also the delivery costs before sending the order.

6. The Service Provider does not charge any extra packaging costs.
7. Incorrect or erroneous price indication: if, despite the careful acting of the Service Provider, an incorrect price is indicated in the Webshop, the Service Provider is not obliged to sell the product at the incorrect or erroneous price but may offer the Customer the sale at the correct price, in the knowledge of which the Customer may withdraw from his purchase intention.

Incorrect prices are especially but not exclusively:

- a) obviously incorrect price, which significantly differs from the generally accepted price of the product;
- b) a price of HUF "0" or HUF "1" appearing due to a system error;
- c) prices showing any other striking disproportion in value.

8. Fulfillment deadline:

1.9. The Service Provider undertakes to hand over the product ordered by the Customer to Magyar Posta Zrt. (MPL Postal parcel) within three working days. The Service Provider does not undertake any liability for the duration of the delivery and delivery deadline of Magyar Posta Zrt.

1.10. If the ordered product is not available at the time of ordering, the Service Provider reserves the right to refuse the order, in which case no contract will be concluded, and the Customer will be notified about it. If the purchase price of the product has been previously paid by the Customer, the Service Provider will refund the purchase price of the product to the Customer immediately but within 14 days at the latest.

9. The orders placed in the Webshop shall be deemed a declaration of rights in the form of an implied obligation. The contract concluded by using the Webshop shall not be deemed as a written contract.
10. The language of the present GTC and of the contract is Hungarian.
11. The contract is concluded for a definite period lasting until the fulfillment of the rights and obligations of the Customer and of the Service Provider.
12. The Service Provider is not subject to any provisions of any kind of code of conduct.

IV. Payment methods, delivery conditions, invoicing

1. Payment methods:

1.1. The payment in the Webshop is possible exclusively by credit card.
The payment by credit card is made through the OTP Simple Pay system:
<https://simplepay.hu/vasarloknak/>

1.2. The Customer can pay the purchase price of the product exclusively in advance, no cash on delivery is possible.

1.3. The Service Provider does not store the data entered during the payment, these are processed by OTP Simple Pay and the data protection provisions of OTP Simple Pay apply.

The data processing information sheets of OTP Simple Pay are available at:

<https://simplepay.hu/adatkezelesi-tajekoztatok/>

2. Takeover methods, delivery conditions:

1.4. It is not possible to take over the products ordered in the Webshop in person.



- 1.5. The Service Provider delivers the product ordered in the Webshop to the Customer by Magyar Posta Zrt. – through MPL Postal Parcel. The Customer can track the delivery of the product at: <https://www.posta.hu/nyomkovetes/nyitooldal>.
- 1.6. The current pricing is available on the website of the Service Provider.

3. Invoicing

- 1.7. By accepting the order and the provisions set out in the present GTC, the Customer expressly agrees to receive the electronic invoice issued by the Service Provider and to download it from the link sent to the E-Mail address provided in the order.
- 1.8. The electronic invoice is prepared by KBOSS.hu Kft. (Seat: HU-1031 Budapest, Záhony utca 7., hereinafter: szamlazz.hu) on behalf of the Service Provider. szamlazz.hu does not transfer the data provided during the preparation of the invoice to third parties and these will be archived and kept for the period of time specified in the respective legal provisions.
- 1.9. The electronic invoice issued by the Service Provider is an accounting document issued electronically by means of a tax administration identification system and in accordance with the accounting and VAT laws. The original electronic invoice is the authentic proof of the existence of the rights and obligations related to the payment of the tax, and therefore invoices issued electronically must be kept in electronic form in accordance with the respective legal provisions.
The invoice issued by the Service Provider complies with the conditions stipulated in the Act No. CXXVII of 2007 on Value Added Tax, the NGM Decree No. 23/2014 (30.VI.) on the tax administration identification of invoices and receipts and on the tax authority control of invoices stored in electronic form and in any other respective legal provisions regarding the electronic invoices.
- 1.10. The following rules apply to taxable persons not being deemed as customers:
The Service Provider shall issue an invoice to the Customer for orders placed in the Webshop with the content complying with the valid legal provisions. The Customer shall be obliged and liable for providing all the information required by Customer to issue an invoice in accordance with the legislation in force. The Customer is responsible for the correct and accurate recording of the data relating to him on the invoice, including any errors.

V. Provisions concerning electronically downloadable publications

1. Electronically downloadable publications that can be purchased in the Webshop are deemed as digital data content.
2. The Customer is not entitled to reproduce the electronically downloadable publication and other digital data contents to make them available to third parties, to disclose them to the public and is obliged to ensure the protection of the electronically downloaded publications.
3. Depending on the type and the size, the Service Provider sends the electronic publication to the Customer via E-Mail as an attachment or in the form of an internet link ensuring the downloading.



4. Electronic publications have a unique serial number. The Service Provider may affix a unique watermark to the electronic publications in order to protect them.
5. The Service Provider may provide certain electronic publications with other protection than that provided for in clause 4, which may prevent the reproduction of digital content and limit the number of devices used for viewing. For these products, the product information will include the restrictions on the use of the publication and the E-Mail containing the publication (or its place of availability) will include technical instructions (e.g., installation instructions for a free third-party applications) for viewing the protected content.
6. The Service Provider makes the Customer aware of the fact that in case of an electronic publication, withdrawal can be carried out exclusively before the Service Provider has made the electronic publication available to the Customer.

VI. Implied warranty, product warranty

1. Implied warranty

- 1.1. In case of a defective performance by the Service Provider, the Customer may enforce an implied warranty. IN case of a consumer contract, the limitation period is two years from the date of receipt of the product (fulfillment of the contract). After the limitation period of two years from the date of fulfillment of the contract, the implied warranty rights cannot be enforced.
- 1.2. In case of contracts concluded with non-consumers, the entitled party may enforce its warranty claims during the limitation period of 1 year calculated from the date of the takeover.
- 1.3. Based on the implied warranty claim, the Customer:
 - 1.3.1. may – at his option, request repair or replacement, unless the chosen warranty claim is impossible to fulfill or would result in disproportionate additional costs for the Service Provider – compared with the fulfillment of another warranty claim – considering the value of the product in its original defect-free state, the seriousness of the breach of contract and the damage to the Customer’s interest caused by the fulfillment of the implied warranty claim; or
 - 1.3.2. may request a proportionate reduction of the purchase price – with the exception set out in clause 1.3.3 – repair the defect itself or have it repaired by another party at the costs of the Service Provider, or withdraw from the contract if the Service Provider has not undertaken to repair or replace the defective product or cannot fulfil its warranty obligation within a reasonable period of time, without prejudice to the interests of the Customer, or if the Customer’s interest in repair or replacement has ceased. No withdrawal shall be made for minor defects.
 - 1.3.3. In the event of a contract between the Service Provider and the Customer for the purchase of goods that are movable, the provision of digital content or the provision of digital services, the Customer may not, in the context of exercising its rights to implied warranty, repair the defect itself or have it repaired by another party at the Service Provider's expense.
- 1.4. The Customer may transfer from its implied warranty right to another one and is obliged to pay the costs incurred by the transfer to the Service Provider, unless the Service Provider has given a reason for the transfer or the transfer was otherwise justified.



- 1.5. The Customer shall be obliged to immediately inform the Service Provider about the defect without any delay after the defect has been discovered. In case of a consumer contract, a defect notified within two months of the discovery of the defect shall be deemed to have been notified without delay. The Customer shall be liable for any damage resulting from the delay in notification.
- 1.6. Within one year after the date of fulfillment, no other condition for the assertion of a claim for damages other than the notification of the defect shall apply if the Customer proves that the product was provided by the Service (proof by means of an invoice or copy of the invoice). After the expiration of six months from the date of performance, the Customer is obliged to prove that the defect discovered by the Customer existed already at the time of the fulfillment.
 - 1.6.1. Unless it is proved otherwise, it shall be presumed that a defect discovered within one year of the date of performance of the goods existed already at the time of performance of the goods, unless this presumption is incompatible with the nature of the goods or the nature of the defect. This paragraph shall apply also to goods containing digital elements.
 - 1.6.2. In case of digital content: if the contracts provides for a single service or a series of specific acts – with the exception of clause 1.6.2.1 – it shall be presumed until proved otherwise that the defect discovered by the customer within one year from the date of fulfillment has existed already at the date of fulfillment.
 - 1.6.2.1. The Company does not perform faulty if it proves that the digital environment of the customer is not compatible with the technical requirements of the digital content or service and it has informed the customer about this in a clear and comprehensible manner prior to the conclusion of the contract.
- 1.7. No faulty performance can be stated if, at the date of the conclusion of the contract, the customer was specifically informed that a particular characteristic of the goods or digital content or service deviated from specified requirements and the customer specifically and expressly accepted this deviation at the time of the conclusion of the contract.
- 1.8. The Customer may exercise its implied warranty claim against the Service Provider.
- 1.9. The Service Provider may refuse to bring the goods into conformity with the contract if the repair or replacement is impossible or would result in disproportionate additional costs for the Service Provider, taking into account all circumstances, including the value of the service in its faultless state and the seriousness of the breach of contract.
 - 1.9.1 The Customer shall be entitled to request the proportionate reduction of the consideration or to terminate the sale and purchase agreement – according to the seriousness of the lack of conformity, if
 - 1.9.1 the Service Provider has not carried out the repair or replacement or has refused to make the goods in conformity with the contract in accordance with clause 1.9;
 - 1.9.2. there is a repeated failure of performance despite the Service Provider's attempts to bring the goods into conformity with the contract;



1.9.3. the non-performance is of such gravity as to justify immediate price reduction or immediate termination of the sales contract; or

1.9.4. the Service Provider has not undertaken to bring the goods into conformity with the contract or it is clear from the circumstances that the Service Provider will not bring the goods into conformity with the contract within a reasonable time or without significant detriment to the customer.

1.10. If the customer wishes to terminate the sale and purchase agreements on the grounds of defective performance, the Service Provider has to prove that the defect is insignificant.

1.11 The customer shall be entitled to retain the remaining part of the purchase price, in whole or in part, in proportion to the seriousness of the breach of contract, until the Service Provider has fulfilled his obligations relating to the conformity of the performance and the defective performance.

2. Specific rules for warranty claims in case of providing digital content or digital services

2.1. The customer is entitled to claim the reduction of the consideration – in proportion to the breach of contract – or to terminate the contract for the supply of digital content or digital service if

2.1.1. the repair or replacement is impossible or would result in disproportionate additional costs for the Service Provider;

2.1.2. the Service Provider has failed to comply with its obligation set out in clause 2.2;

2.1.3. there is a repeated failure of performance despite the Service Provider's attempts to bring the goods into conformity with the contract;

2.1.4. the non-performance is of such gravity as to justify immediate price reduction or termination of the contract; or

2.1.5. the Service Provider has not undertaken to bring the service into conformity with the contract, or it is clear from the circumstances that the supplier will not bring the service into conformity within a reasonable time or without significant detriment to the customer.

2.2. In case of the exercise of the right to repair or replacement, the Service Provider shall, without significant inconvenience to the customer and having regard to the nature and purpose of the digital content or digital service, make the performance free of charge and in conformity with the contract within a reasonable period of time and after the customer has been informed about the defect.

3. Product warranty

3.1. In the event of a defect in the product (movable item), the Customer may exercise an implied warranty or product warranty claim set out in clause VI.1.

3.2. Only the repair or replacement of the defective product may be claimed as a product warranty claim. The Customer may request the manufacturer to repair the defective



- product, or if the repair is not possible within a reasonable period of time without prejudice to the Customer's interests, to replace the product.
- 3.3. The product may be defective if it does not meet the quality requirements in force at the time of its placing on the market or if it does not have the characteristics described by the manufacturer.
 - 3.4. The product warranty claim may be enforced within two years of the date on which the product was placed on the market by the manufacturer. After this period, the Customer loses his right to claim.
 - 3.5. The product warranty claim may exclusively be enforced against the manufacturer or distributor of the product. In the event of a product warranty claim, the Customer must prove that the product is defective.
 - 3.6. The manufacturer (distributor) is only released from its product warranty obligation if it can prove that:
 - a) the product was not manufactured or placed on the market in the course of his business activity;
 - b) the defect was not detectable according to the state of science and technology at the time when the product was placed on the market; or
 - c) the defect in the product is due to the application of a law or a mandatory requirement laid down by a public authority.It is sufficient for the manufacturer (distributor) to prove only one reason for the exemption.
 - 3.7. The implied warranty and product warranty claims cannot be exercised at the same time and parallel to each other. In case of the successful enforcement of the product warranty claim, the implied warranty claim regarding the replaced product and the repaired part may be exercised against the manufacturer.
4. General rules for the enforcement of implied warranty and product warranty claims
- 4.1. When enforcing the implied warranty and product warranty claim, it is the Customer who must prove the conclusion of the contract. The conclusion of the contract shall be deemed as proved if the Customer presents the documents certifying the payment of the purchase price – invoice or receipt issued according to the VAT Act.
 - 4.2. The Service Provider shall endeavor to carry out the repair or replacement within a maximum of 15 days. If the repair or replacement takes longer than 15 days, the Service Provider shall inform the Customer of the expected duration of the repair or replacement. By accepting the present GTC, the Customer agrees to be informed electronically.

VII. Withdrawal

1. The Customer is entitled to withdraw from the contract without any reasoning within 14 days.
 - 1.1. In case of a contract for sale of goods, the withdrawal period expires 14 days after the date on which the goods are taken over by the Customer or a third party indicated by the Customer and other than the carrier.
 - 1.2. In case of the supply of several goods, the withdrawal period shall expire 14 days after the date on which the last products are taken over by the Customer or a third party indicated by the Customer and other than the carrier.



- 1.3. In case of the supply of a product consisting of several lots or pieces, the withdrawal period shall expire 14 days after the date on which the last lot or piece is taken over by the Customer or a third party indicated by the Customer and other than the carrier.
2. The Customer is entitled to exercise his right of withdrawal also between the date of conclusion of the contract and the date of receipt of the product.
3. If the Customer wishes to exercise his right of withdrawal, he must send a clear declaration of his intention to withdraw by post or by electronic mail to the following E-Mail address: webshop@zeneakademia.hu, and postal address: H-6001 KECSKEMÉT, P.O.BOX 188. The Customer is entitled to use the withdrawal/termination declaration template annexed to the present GTC.
The Customer exercises his right of withdrawal on time, if he sends his withdrawal declaration prior to the expiration of the deadline set out in clause VII.1.
4. In case of withdrawal, the Service Provider shall immediately, but no later than within 14 days of receipt of the notice of withdrawal, refund all consideration paid by the Customer, including the transport costs, except for the additional costs incurred due to the fact that the Customer chose a transport (delivery) method other than the cheapest transport (delivery) method offered by the Service Provider. The Service Provider shall use the same method of payment as the one used for the original purchase, unless the Customer expressly agrees to use a different method of payment, in which case the Customer shall not incur any additional costs as a result of the use of the refund method. The Service Provider may withhold the refund until the product has been returned or the Customer has provided proof that it has been returned, whichever is earlier.
5. If the Customer has taken over products from the Service Provider, he shall be obliged to return them immediately, but within 14 days after notification of the withdrawal declaration at the latest. The deadline shall be deemed to have been met if the Customer sends the product before the expiry of the 14-day deadline.
Return postal address: H-6001 KECSKEMÉT, P.O.BOX 188
6. The direct costs of returning the product shall be borne by the Customer.
7. The Customer may be made liable for depreciation of the product exclusively if it is due to use beyond the use necessary to establish the nature, characteristics and operation of the product.
8. The Customer may not exercise its right of withdrawal in the following cases:
 - a) in respect of sale of sound or video recordings in sealed packaging, if the Customer has opened the packaging after delivery;
 - b) in respect of digital data content provided on a non-tangible data carrier, if the Service Provider has started the performance with the express prior consent of the Customer and the Customer has declared at the same time with such consent that he acknowledges that he loses the right of withdrawal after the commencement of the performance.
9. The Customer shall be obliged to prove that he has exercised his right of withdrawal according to the legal provisions.

VIII. Possibilities for enforcement of rights

1. Handling of complaints
 - 1.1. The Customer may submit his objections about the product and the activity of the Service Provider to the following contact details:
Customer Service: webshop@zeneakademia.hu



The Customer may send his complaints to the Service Provider exclusively by post or E-Mail.

The complaints should be sent by post to the following postal address: 1391 Budapest, Pf. 206

Complaints cannot be made verbally or by telephone.

- 1.2. The Service Provider shall reply to the complaint in writing within 30 days of receipt and shall take measures regarding its communication.
 - 1.3. In case of the rejection of the complaint of the Customer, the Service Provider shall be obliged to give reasons for its rejection of the complaint in its response.
 - 1.4. The Service Provider is obliged to keep a copy of the response to the complaint for three years.
2. Complaints at the consumer protection authorities: If the Customer detects a breach of his consumer rights, he may judge a complaint with the customer protection authority competent for his place of residence. After the assessment of the complaint, the authority will decide on the carry out of the consumer protection authority procedure.

List of the government offices competent in customer protection cases:
<https://www.kormanyhivatal.hu>

3. Conciliation board:

- 1.5. The conciliation board is competent for the out-of-court settlement of consumer disputes (consumer dispute: disputes relating to the conclusion and performance of a sales or service contract between the Customer and the Service Provider, and, in the absence of a sales or service contract concluded separately between the Customer and the Service Provider, disputes relating to the quality, safety, application of product liability rules, quality of service). The task of the conciliation board shall be to attempt to reach an agreement between the Customer and the Service Provider with a view to settling the consumer dispute and, if this is unsuccessful, to decide on the issue in order to ensure the simple, quick, efficient and cost-effective enforcement of consumer rights.
- 1.6. The Customer may initiate proceedings before the conciliation board competent in his place of residence or domicile or may apply to the conciliation board operating at the professional chamber competent according to the seat of the Service Provider.

Website of the conciliation board: <https://bekeltetes.hu/udvozlo>

The Service Provider is obliged to participate in the proceedings of the conciliation board.



- 1.7. Contact details of the conciliation board competent according to the seat of the Service Provider:
Budapesti Békeltető Testület
Address: 1016 Budapest, Krisztina krt. 99.
Telephone: 061/488-2131
E-Mail: bekelteto.testulet@bkik.hu
Website: bekeltet.bkik.hu
- 1.9. In the event of a cross-border consumer dispute related to online sales contracts, Customers can settle their cross-border disputes related to online purchases electronically by submitting an electronic complaint through the online platform. The electronic access for online dispute settlement is:
<https://webgate.acceptance.ec.europa.eu/odr/main/?event=main.home2.show&lng=HU>
In Hungary, the Conciliation Board of Budapest is entitled to proceed in cross-border disputes between the Customer and the trader related to online sales or service contracts.
More information on online dispute settlement can be found here:
<https://bekeltet.bkik.hu/hirek/online-vitarendezes>
4. Court proceedings: The Customer is entitled to enforce his claim arising from the consumer legal dispute before the court in civil proceedings in accordance with the provisions of Act No. V of 2013 on the Hungarian Civil Code and Act No. CXXX of 2016 on the Hungarian Code of Civil Procedure.

IX. Liability

1. The purpose of the Webshop is to sell the products it contains, to promote and distribute the educational and cultural activities of the Academy. The images displayed on some products may differ from the reality. The Service Provider processes the information to be found in the Webshop with due care, this is provided in good faith, however, it is for information purposes only, the Service Provider is not responsible for the accuracy and completeness of the information.
2. The Service Provider shall not be liable especially:
 - a) for any malfunction of the internet network or any disruption or inability to use the website due to such malfunction;
 - b) for any consequences of any system or program failures, extraordinary events or technical errors;
 - c) For excessive activity of the spam filter, whether on the sender's or on the recipient's side, resulting in the inclusion of mails in the spam/junk mail/promotion etc. folder, and for the consequences thereof;
 - d) for the loss or non-receipt of any data, E-Mail sent or received and the consequences thereof.
3. The Service Provider shall not be liable for any damages resulting from the use of the Webshop webshop.zeneakademia.hu. The Customer may use the Webshop solely at his own risk and accepts that the Service Provider shall not be liable for any material or non-material damage arising from the use of the Webshop.
4. The Service Provider excludes all liability for the conduct of the users of the Webshop. The user of the Webshop webshop.zeneakademia.hu is exclusively liable for his conduct.
5. If the Customer notices objectionable content, he may immediately report it to the Service Provider.



X. Copyright

1. The website webshop.zeneakademia.hu is protected by copyright, which is owned by the Liszt Ferenc Academy of Music. Without the written consent of the entitled entity, any use, copying or reproduction of the content of the webshop.zeneakademia.hu is prohibited. Furthermore, it is not permitted to download, electronically store or process the contents of the webshop or any part thereof without the written consent of the service Provider.
2. Neither the use of the website webshop.zeneakademia.hu nor any provision of the GTC shall grant the Customer the right to use or exploit any trade name or trademark displayed on the interface of the webshop.zeneakademia.hu.

XI. Final provisions

1. The Service Provider is entitled to unilaterally modify the present GTC at any time.
2. The Service Provider informs the Customer through the website webshop.zeneakademia.hu.
3. After the modification, the condition of the use of the website webshop.zeneakademia.hu is that the Customer expressly accept the modifications through the website webshop.zeneakademia.hu in a way provided therein.
4. All questions not governed by the present GTC and regarding the interpretation of the present GTC, the Hungarian law shall be applied with special regard to the following legal provisions:
 - a) Act No. V of 2013 on the Civil Code;
 - b) Act No. CVIII of 2001 on certain aspects of electronic commercial services and information society services;
 - c) Act No. CLV of 1997 on consumer protection;
 - d) Government Decree No. 45/2014 (26.II.) on the detailed rules of contracts between consumers and companies;
 - e) NGM Decree No. 19/2014 (29. IV) on the procedural rules for handling warranty and guarantee claims for goods sold under a contract between a consumer and a company;
 - f) Act No. CXXVII of 2007 on Value Added Tax.
 - g) Government Decree No. 373/2021. (30.VI.) on the detailed rules for contracts concluded between consumers and companies for the sale of goods, the supply of digital content and the provision of digital services.



ZENEAKADÉMIA

ALAPÍTVÁ 1875

Liszt Ferenc Zeneművészeti Egyetem
1061 Budapest, Liszt Ferenc tér 8.
Tel.: (+36 1) 462 4600
www.zeneakademia.hu · www.lfze.hu

Annex³: Withdrawal / termination template

**Consumer withdrawal / termination declaration template
(to be completed and returned only in case of withdrawal/termination of the contract)**

Recipient: Liszt Ferenc Academy of Music

Postal address and the return address of the product: H-6001 KECSKEMÉT, P.O.BOX 188.

E-Mail: webshop@zeneakademia.hu

I/We, the undersigned, declare that I/we exercise my/our right of withdrawal/termination in respect of the contract for the purchase of the following product(s) or the provision of the following service(s):

Date of conclusion of the contract/date of takeover and number of the invoice issued at the time of the purchase:

.....
.....
.....
.....

Name of the Customer(s):

.....

Address of the Customer(s):

.....

Date:

.....
Signature of Customer(s)
(exclusively in case of declarations
made on paper)

³ Annex No. 2 Government Decree No. 45/2014 (26.II.) on the detailed rules of contracts between consumers and companies;