

GENERAL TERMS AND CONDITIONS

ANONYM DEPO Limited Partnership

I. CONTRACTING PARTIES

1.1. The Service Provider

ANONYM DEPO Limited Partnership (hereinafter referred to as the "Service Provider")

Registered Office and Mailing Address:: 1171 Budapest, Zimonyi u. 91.

Customer Service Contact Details:

Address: 1171 Budapest, Zimonyi u. 91.

Phone / Telegram: +36 30 229 2984

E-mail: anonymdepo@protonmail.com

Website: www.anonymdepo.com

The website is hosted by Hostinger UAB (Kft.) (Kaunas, Litvánia, Jonavos g. 60C, 44192)

Business Hours: Weekdays from 17:00 to 19:00

Core Activities: Pursuant to Section 2, Point 9 and Section 8 (1) Points (b) and (d) of Act CLIX of 2012 on Postal Services (hereinafter referred to as the "Postal Act"), the Service Provider provides express postal services and other postal services that do not replace universal postal services within the territory of Hungary.

Express Postal Services: the time-guaranteed service under which the postal service provider undertakes to deliver the postal item no later than the working day following collection for domestic shipments, no later than the third working day following collection for shipments addressed to European Union member states, and no later than the fifth working day following collection for other international shipments, while also providing the following additional services:

- a) delivery exclusively to the person designated as the recipient of the item,
- b) collection of the item at the sender's residence, place of stay, registered office, business premises, or branch office,
- c) delivery of the item at a time individually agreed upon with the recipient after the postal item has been collected.

Special additional services include:

- a) a service that allows delivery at a time individually agreed upon with the recipient after the postal item has been collected;
- b) delivery exclusively to the person designated as the recipient of the item.

The Service Provider may engage third parties to perform the services.

1.2. The Customer

A customer is any natural person, legal entity, business association without legal personality, or other organization that meets the requirements of the General Terms and Conditions or, in justified cases, uses the service under the conditions stipulated in individual contracts.

In the case of using the Service Provider's services, the sender is considered to be the individual, legal entity, business association without legal personality, or other organization indicated as the sender on the shipment.

Recipient: The customer designated as the recipient on the shipment, its packaging, or the accompanying list.

Regardless of the existence of a contractual relationship, the Service Provider considers any person who initiates proceedings or asserts claims against the Service Provider as a customer.

II. SUBJECT OF THE CONTRACT

Under the service contract, the Service Provider undertakes, in exchange for a fee, to accept shipments from the sender that comply with the conditions specified in the General Terms and Conditions and relevant legislation in terms of size, weight, content, and packaging. The Service Provider further undertakes to forward and deliver these shipments to the recipient or an authorized recipient at the designated address, or to hand them over to an external postal service provider for delivery.

The general rules for packaging, sealing, addressing, and dispatching shipments are specified in the section defining the sender's obligations.

The General Terms and Conditions provide a detailed description of the definition of shipments, their size and weight limits, and the regulations concerning their content.

Shipment: For the purposes of these transport conditions, a shipment refers to an addressed item that complies with the weight and size limits and is marked on the shipment itself, its covering, or an associated list (waybill).

Types of shipments: Letter mail or parcel shipment.

III. FORMATION, MODIFICATION, AND TERMINATION OF THE CONTRACT

3.1. Formation of the Contract

The service contract is established when the shipment is accepted by the Service Provider or when the service is undertaken. The acceptance of the shipment is acknowledged in writing. The commencement of the fulfillment of the service contract is confirmed by the Service Provider's date marking, the indication of the exact time of acceptance, and the signature of the receiving agent.

If the General Terms and Conditions require a written format for the contract, the service contract is formed through the parties' implicit conduct.

The Service Provider is obliged to provide the necessary forms for using the service, including individually designed waybills, free of charge to the user.

Unless otherwise agreed by the contracting parties, the Service Provider is obligated to accept a shipment only if it is packaged in a covering suitable for the nature, type, and quantity of its contents and if its contents cannot be accessed without visibly violating the packaging or sealing.

Unless otherwise specified in the General Terms and Conditions or agreed differently by the parties, the service fee shall be settled as follows:

- In the case of a subscription-based mail handling service, at the time of undertaking the service,
- In all other cases, upon providing the forwarding address or at the time of personal delivery/receipt of the shipment.

The contracting parties may deviate from these General Terms and Conditions by mutual agreement, except where deviation is prohibited by applicable laws.

However, the contracting parties may not deviate from the provisions of the General Terms and Conditions if such deviation would result in a violation or endangerment of life, health, physical integrity, or the recipient's right to safely receive the shipment.

3.2. Modification of the Contract (Subsequent Instructions)

Before the shipment is forwarded, the customer may request, modify, cancel, or recall the shipment under subsequent instructions for a special service.

If modifying the address results in forwarding the shipment to another delivery location or returning it to the sender, the applicable forwarding fee must be paid.

3.3. Refusal to Provide the Service

The Service Provider is obligated to refuse the conclusion or fulfillment of the service contract if it becomes aware of any of the following circumstances:
– the fulfillment of the contract would violate applicable laws or international agreements;

- the contents of the shipment clearly endanger or harm life, health, physical integrity, or the human environment;
- the shipment does not comply with the regulations applicable to conditionally transportable items;
- the packaging of the postal shipment does not meet the requirements set forth in the General Terms and Conditions.

Any additional costs arising from the refusal to fulfill the service or the return of the shipment shall be borne by the customer.

The Service Provider may refuse to conclude the contract if:

- the provision of the service is suspended or restricted by law, or
- the necessary traffic conditions for the performance of the service are unavailable due to reasons beyond the Service Provider's control.

If the Service Provider has reasonable grounds to believe that the service contract should be refused, it may make the conclusion of the contract conditional on the customer proving that the Service Provider's concerns are unfounded. The customer must be given the opportunity to prove this on-site and immediately. If the customer successfully demonstrates that the concerns are unfounded, the Service Provider is obligated to repackage the shipment securely at no additional cost. In this case, the Service Provider may no longer invoke packaging deficiencies as a reason for refusal.

3.4. Termination of the Contract

The service contract terminates in the following cases:

- the Service Provider fulfills the service as agreed in the contract;
- the customer fails to pay the service fee;
- the shipment is undeliverable;
- the customer withdraws from the service contract.

IV. GENERAL RULES FOR USING THE SERVICE

4.1. Responsibilities of the Sender

4.1.1. Compliance with Rules Regarding Shipment Contents

The sender is responsible for ensuring that the contents of the shipment comply with applicable laws and the General Terms and Conditions.

The shipment must not contain any items or substances whose transportation is prohibited by law or the General Terms and Conditions. Certain items and substances specified in the General Terms and Conditions may only be sent under the conditions outlined therein. The list of prohibited and conditionally transportable items, along with their shipping requirements, is detailed in Appendix 1. Items that require a power source or other energy for their operation must be packaged in a way that prevents accidental activation during transit.

The Service Provider does not inspect the contents of shipments to determine whether they are prohibited or conditionally transportable. However, if at any stage of the service it is determined that the contents are prohibited or that the necessary conditions for transport are not met, the shipment will not be delivered to the recipient.

The sender is liable for any damage caused by the shipment to human life, health, and physical integrity, as well as to other objects, the Service Provider's equipment, or other shipments. Additionally, the sender must bear their own losses and compensate the Service Provider for any additional costs incurred (e.g., return shipping, repackaging, damage mitigation costs, etc.) if these arise due to the sender's failure to comply with applicable laws and the General Terms and Conditions.

4.1.2. Packaging, Sealing, and Addressing

The sender is responsible for ensuring that shipments are properly addressed for transport and securely packaged according to the nature of their contents, providing adequate protection.

Packaging of Shipments: Shipments must be packaged in a way that suits the properties, nature, shape, and weight of their contents to ensure that the packaging adequately protects the internal contents.

The outer packaging must be made of materials that do not interfere with the readability of the address label or the handling of the shipment. The surface should allow address labels and other markings to be easily and permanently affixed.

Certain items, such as bags, baskets, and other objects that are traditionally transported without additional packaging, do not require further wrapping.

Sealing of Shipments: The packaging, including both inner and outer layers, must be sealed in such a way that the contents cannot be accessed without visibly tampering with the packaging.

Addressing of Shipments: The shipment must be addressed clearly, precisely, and legibly. The recipient's full name must be written in its entirety. For shipments addressed to the Service Provider, the recipient field must include the company name "ANONYM DEPO BT", preceded by the customer's identification name as provided for traceability.

Example:

JOHN DOE (ANONYM DEPO BT)
ZIMONYI U. 91.
1171 BUDAPEST
HUNGARY

The address label must be designed so that the sender's and recipient's addresses are clearly separated. The address information should be written in Latin letters, Arabic numerals (district, street, house number, building, floor, door, if necessary with Roman numerals), legibly, on the shipment, the packaging, or on a label permanently attached to the shipment – using ink, typewriting, ballpoint pen, or printing – as well as on any attached address list or accompanying document. A suspended, glued, or stitched address label may also be used, but it must be affixed to the shipment in a way that it cannot detach during handling.

The recipient's name and address must be placed along the length of the shipment, on the front side, according to the shipping order.

The sender must include the following address details on the shipment:

- The recipient's name or designation;
- The destination of the shipment – the name of the town or city;
- The address – the street or public area name, house number (if no number is available, the cadastral number), stairwell number;
- The more detailed address – floor and door number;
- Postal code of the address;
- For international shipments, the country name.

If the sender lists multiple addresses on the shipment, the first address is considered the primary address. If one of the addresses is a P.O. Box, the Service Provider will use the other address as the return address for undeliverable shipments.

The recipient's responsibilities are outlined in the General Terms and Conditions.

4.2. Delivery-impossible shipment

A delivery-impossible shipment is one that cannot be delivered to the recipient (or any other authorized recipient) due to reasons beyond the Service Provider's control. The Service Provider will notify the customer about the undeliverability and will attempt to inform the recipient in order to achieve successful delivery.

An undeliverable postal item must be returned to the sender by the postal service provider. The return can be subject to reimbursement of costs by the Service Provider. If the sender does not reimburse the return costs, or if the return is not possible due to reasons beyond the postal service provider's control, the postal item will be considered undeliverable.

4.3. Non-returnable postal item

The service provider is obliged to store the non-returnable postal item. The provisions of the Civil Code regarding responsible storage are to be applied with the following deviation: the service provider stores the registered postal item and postal package for three months from the dispatch date, after which the item is destroyed; the item will be immediately destroyed if its content is likely to be dangerous or perishable, and its storage cannot be reasonably expected.

The destruction of the postal item occurs in the presence of a two-person committee, and a protocol is recorded. The committee members may be employees, members, agents, or collaborators of the service provider. The service provider will keep the protocol for one year after the dispatch of the item.

V. DETERMINATION AND SETTLEMENT OF THE SERVICE FEE

5.1. Determination of Fees

The customer is required to pay a fee for the services provided under these General Terms and Conditions (hereinafter referred to as: services).

The service fees are specified in Annex 2 of these General Terms and Conditions, which includes the applicable Tariff.

The fees for the services are determined by the Service Provider. In the case of prices falling under the free pricing structure, the Service Provider will notify customers of any changes in fees at least 15 days prior to their introduction via the Service Provider's website.

From the effective date of the fee change, the customer shall be obliged to pay the new fees.

The Service Provider may claim the service fee and any other amounts related to the shipment within one year from the delivery of the shipment.

5.2. Payment Methods

The service fee can be paid in cash at the time of delivery/receipt of the shipment; in other cases, payment can be made by credit card or cryptocurrency when providing the forwarding address or at the time of agreement through the payment interface sent by the Service Provider. Online payments will be processed via the financial services of OTP Simplepay (OTP Mobilbank Kft., registered office: 1138 Budapest, Váci út 135-139. B. building, 5th floor, Cg. 01-09-174466) and NOWPayments (registered office: Kraanspoor 50, 1033 Amsterdam, Netherlands); in other cases, payment can be made in cash during the delivery/receipt of the shipment.

VI. THE SERVICE

The customer forwards the shipment to the Service Provider's headquarters or hands it over to the Service Provider personally. After receiving the shipment, the Service Provider removes the sender and recipient's data, then re-packages the shipment without opening it. Subsequently, the Service Provider forwards the shipment to the address provided by the customer (even to a parcel locker), either through an external service provider or delivers it personally.

The customer can generally use the service in two ways: according to the rules of individual shipment forwarding outlined in Section 6.1, or according to the rules of the subscription-based shipment handling described in Section 6.2. The Service Provider provides notifications or delivery services not defined in the General Terms and Conditions but listed in this chapter, related to unique customer requirements, based on an individual agreement with the customer.

The Service Provider does not accept shipments that require payment upon receipt – shipments cannot be sent to the Service Provider via cash on delivery.

The Service Provider undertakes that if the customer sends multiple individually packed shipments in one package as a single shipment, the Service Provider will, upon the customer's request, properly separate and forward them as per the customer's provided instructions.

The Service Provider generally forwards the shipment via the Hungarian Post service. For other forwarding methods and the current pricing, the customer can refer to the websites of the service providers listed in Section 6.4 of this chapter.

The Service Provider records and registers every shipment after acknowledging receipt, forwards it with a signed document as per the customer's request, and delivers it with the required confirmation of receipt. The service contract's establishment and the Service Provider's receipt of the shipment are evidenced by the Service Provider's document, which includes the signature of the person who received the shipment on behalf of the Service Provider, the date of receipt, and the details of the service provider.

6.1. Individual Package Forwarding

The service can be ordered through the website www.anonymdepo.com, via email, or through the Service Provider's official Telegram profile. During the order, the customer provides a name for identifying the shipment, which must be indicated before the "ANONYM DEPO BT" name in the address.

Example of addressing:

JOHN DOE (ANONYM DEPO BT)
ZIMONYI U. 91.
1171 BUDAPEST
HUNGARY

Subsequently, the customer, along with the identification name, sends the shipment to the Service Provider, following the above example, and waits for the shipment to arrive. The Service Provider will notify the customer about the arrival of the shipment, after which the customer provides the forwarding address and selects the forwarding method. The Service Provider will forward the shipment according to the customer's request.

6.2. Subscription-based Package Handling

The customer enters into an agreement with the Service Provider based on a request sent via email or Telegram, where the Service Provider commits to storing 10 of the customer's shipments during the term of the agreement (if multiple monthly fees are paid, the number of stored items will increase accordingly, as outlined in the pricing – Appendix 2). During the order, the customer provides a name for identifying the shipments, which must be indicated before the "ANONYM DEPO BT" name in the address. For each shipment, the customer must provide a new name.

Example of addressing:

JOHN DOE (ANONYM DEPO BT)
ZIMONYI U. 91.
1171 BUDAPEST
HUNGARY

The customer has the option to request that shipments arriving at the Service Provider's address be grouped together, with a maximum of 5 shipments packaged as one (their combined size and weight must not exceed the limits of the largest allowable shipment), and forwarded to the address provided by the customer..

The agreement (see Appendix 4) requires the provision of a name, based on which the Service Provider will prepare the agreement, which will include the creation date, validity, the identifying name, and the Service Provider's commitment to accept shipments labeled with the identifying name during the term of the agreement.

The agreement becomes valid upon payment of the monthly fee. If the user fails to pay the due monthly fee, the Service Provider has the right to unilaterally terminate the agreement.

6.3. Available Additional Fee-based Services

- Delivery exclusively to the person designated as the recipient of the shipment,
- Collection of the shipment at the sender's place of residence, stay, registered office, branch, or subsidiary,
- Delivery of the shipment to the recipient at an individually agreed time following the collection of the postal shipment.

Upon request, the customer may develop, in cooperation with the Service Provider, additional customized services that differ from the above, but are consistent with the Service Provider's scope of activities.

6.4. Shipping Methods

As a standard, the Service Provider uses the following service providers to forward shipments to the address provided by the customer:

- Magyar Posta Zrt. (Headquarters: 1138 Budapest, Dunavirág utca 2-6., Cg. 01-10-042463, Tax ID: 10901232-4-44, Website: www.posta.hu)
- DHL Express Magyarország Szállítmányozó és Szolgáltató Kft. DHL Magyarország Kft. (Headquarters: 1185 Budapest, BUD International Airport Building 302., Cg. 01-09-060665, Tax ID: 10210798-2-44, Website: www.dhl.com)
- GLS General Logistics Systems Hungary Csomag-Logisztikai Kft. (Headquarters: 2351 Alsónémedi GLS Europa u. 2., Cg. 13-09-111755, Tax ID: 12369410-2-44, Website: www.gls-group.com)
- FOXPOST Zrt. (Headquarters: Hungary, 3300 Eger, Maklári út 119., Cg. 10-10-020309, Tax ID: 25034644-2-10, Website: www.foxpost.hu)
- DPD Hungary Kft. (Headquarters: 1134 Budapest, Váci út 33., A Building, 2nd floor, Cg. 01-09-888141, Tax ID: 13034283-2-44, Website: www.dpd.com)

Additionally, there is the option for personal delivery/collection at the Service Provider's headquarters at a pre-agreed time, which has no additional fee. Furthermore, for a specified fee (see Annex 2), personal meetings can also take place within a 35 km radius of the Service Provider's headquarters.

If the customer wishes to use a service provider or collection method other than those mentioned above, they must make an individual agreement with the Service Provider.

If, after inspection, the courier deems the shipment dangerous to their personal safety or unsuitable for safe transport with the available means of transport, or if the shipment contains an item excluded from transport or a conditionally transportable shipment does not comply with the provisions in Annex 1 of the General Terms and Conditions, they will refuse to accept the shipment.

6.5. Weight and Size Limits

The following definitions are excerpted from the Hungarian Post website. The weight and size limits of the service providers detailed above may differ from those listed below. Therefore, the Service Provider will inform the customer about the availability of these limits when providing the forwarding address.

Maximum Weight

- Addressed to a delivery address: 40 kg

Dimensions

- Minimum size: 120 x 175 mm
- Maximum length: 2400 mm
- Maximum combined length + width + height: 3000 mm

Bulky Items

- If the combined three-dimensional measurements exceed 1800 mm but do not exceed 3000 mm, or if the longest side is greater than 1000 mm but does not exceed 2400 mm, and the shape is not a rectangular prism or envelope, or the item cannot be combined with other shipments due to its nature or requires special handling.

VII. DELIVERY OF SHIPMENTS

7.1. General Delivery Rules

The service provider delivers shipments to the address specified by the customer either by personally handing them over to the recipient or an authorized recipient, or by handing them over to an external service provider for delivery. The service provider may deviate from delivering to the specified address only if the recipient requests otherwise.

In case of unsuccessful delivery, the service provider will send a message to the customer's electronic contact details regarding the date of the delivery attempt, and provide information on where and when the shipment can be picked up, or whether another delivery attempt will be made, and if so, when.

If the delivery of the shipment encounters any issues, the service provider will notify the customer immediately. The service provider may, at the customer's request and for an additional fee, return the shipment.

Improper addressing does not exempt the service provider from attempting to fulfill the obligations specified in the service contract, but in the case of undeliverability due to incorrect addressing, the service provider is exempt from liability for damages.

7.2. Delivery Location

7.2.1. Delivery to Home/Parcel Locker/Delivery Point

The Service Provider delivers all shipments domestically to the address specified by the sender via home delivery/parcel locker/delivery point.

In the case of undelivered registered mail that is intended to be personally handed over, the

recipient can collect the shipment at the postal service location for up to 5 days. The customer will be notified about the location, time, and conditions for pickup.

7.2.2. Indirect Delivery

The service provider will deliver the shipment, in cases specified by law, to the head of the organization operating at the given address, or to a person authorized by them to receive shipments – at a location provided by the indirect delivery service. Indirect delivery is not possible for:

- damaged registered mail;
- shipments sent with the "to be handed in person" special service;
- shipments with a cash on delivery charge;
- any other shipments that are excluded from indirect delivery by law or the parties' agreement;
- shipments for which the customer has written objections to delivery to the indirect recipient.

The service provider will notify the recipient about the arrival of shipments that cannot be delivered indirectly by leaving a notice.

The indirect recipient is required to handle shipments received for themselves (or their employees) separately.

7.3. Delivery of Shipments to Authorized Recipients

An authorized recipient is considered to be the addressee, the authorized person, the substitute recipient, and the indirect recipient.

The service provider delivers all shipments to the authorized recipient. The service provider fulfills the service contract upon handing over the shipment to the authorized recipient.

In the case of legal entities, organizations without legal personality, and other entities (hereinafter referred to collectively as "organizations"), the legal representative of the organization is authorized to receive shipments addressed to the organization. The service provider considers a shipment addressed to the organization to be a shipment addressed to the organization, even if the shipment is addressed to the organization and also includes the name of a natural person, or if the shipment includes the name of a natural person and the address of the organization (without the organization's name).

An authorized recipient other than the addressee is responsible under general civil law rules for the delivery of the shipment to the addressee.

7.4. Acknowledgment of Receipt

If a shipment addressed to an individual is not acknowledged by the addressee, the recipient must indicate their relationship with the addressee. During delivery at the address – except for indirect delivery – a verbal declaration of the legal basis for the recipient's right to receive the shipment will be deemed sufficient proof of the legal entitlement.

Registered shipments may only be delivered after recording the delivery date on a document designated for this purpose or on a device recording the fact of delivery. After this, the recipient's identification must be confirmed through an official document, which includes the document's designation, number, or an identification code registered by the postal service provider. If the owner of the identification document objects to recording the document's designation and number, the service provider will not deliver the shipment and will notify the sender.

A registered shipment addressed to a recipient who is illiterate, unfamiliar with the Latin alphabet, blind, or otherwise impaired from writing due to a physical condition must be delivered in the presence of an adult witness capable of writing. The witness, noting their status, must sign their name on the delivery document. Both the witness and the recipient's identity must be verified in front of the delivery person.

Shipments addressed to a minor or to a person excluded from legal capacity due to guardianship will be delivered to the legal representative or guardian of the recipient. The legal representative or guardian must provide official proof of their status, such as a final authority decision, an official ID, or an official certificate.

In the event of the death of a natural person recipient or the dissolution of a legal entity or an organization without legal personality, the service provider will, upon becoming aware of such facts, promptly return the shipment to the sender.

7.5. Return and Resending

In the case of incorrect delivery, the service provider is obliged to take back the shipment and its contents, even in an opened condition, simultaneously recording the fact of the incorrect delivery. The service provider must refund the fee collected during the incorrect delivery, and after sealing the shipment and indicating the previous incorrect delivery, ensure the correct delivery of the shipment.

Shipments delivered to an authorized representative, substitute recipient, or indirectly delivered intact and undamaged shipments will be taken back by the service provider with the reason for non-delivery indicated, and the recipient (intermediary) will sign, with the customer being notified of the non-delivery.

If, during delivery, the addressee or their authorized representative declares in writing that they do not accept the shipment, the service provider will notify the customer without observing the

acceptance deadlines and by stating the reason for non-acceptance. If these individuals refuse to make a written declaration, the service provider will record this fact on the delivery document and the shipment.

If the shipment cannot be delivered due to reasons outside the service provider's control, the service provider will notify the customer with the reason for non-delivery indicated.

VIII. INFORMATION, COMPLAINTS

8.1. Information

The Service Provider undertakes to inform its customers about any significant changes in the terms and conditions.

The Service Provider will publish the following on the phone, via email, on the website, and on Telegram for customers:

- The General Terms and Conditions;
- The applicable fees;
- The permanent contact phone number and other contact details;
- Any other public interest information.

8.2. User Reports, Complaints

According to the relevant laws, the Service Provider must ensure that customers can submit their service-related reports (hereinafter: complaints) free of charge.

Customers can submit complaints by phone, in writing, via email, or other appropriate means.

A complaint is considered to be any statement in which the customer claims that the service provided by the Service Provider does not fully or partially comply with the legal requirements or the terms outlined in the General Terms and Conditions. The Service Provider will record complaints related to partial loss or damage of postal shipments as complaints.

Complaints related to the performance of the Service Provider's services must be made within a six-month period from the date of shipment, or within 30 days from the date of becoming aware of the contested activity or conduct, but no later than six months after the activity or conduct has occurred.

The Service Provider must review all complaints through a free, simple, transparent, and non-discriminatory process.

In the case of verbal feedback, the Service Provider will address the grievance immediately on-site to the extent possible and provide the necessary clarification. The Service Provider will investigate the complaint and respond to the customer as soon as possible, but no later than within 30 calendar days from the date of submission.

For complaints made verbally and by phone, the date of submission is the day of submission; for written, letter, or other methods, it is the date of receipt. The Service Provider will inform the complainant in writing about the outcome of the investigation within 15 days of receiving information from the foreign service provider in the case of international services, or immediately in the case of domestic services. If the information from the foreign service provider is delayed, the domestic service provider will not be held liable for the failure to meet the deadline, provided that all efforts were made to supply the required information from the contractual partner in a timely manner.

The Service Provider keeps a record of all complaints and archives the documentation of complaint procedures in accordance with the provisions of Section 57 (7) of the Postal Act.

If the customer does not accept the response to the complaint or if the Service Provider does not respond within the specified deadline, the complainant may contact the Authority within 30 days from receiving the response or from the expiration of the response deadline if no response is received. The Service Provider will notify the complainant about this in the response to the complaint.

IX. DATA MANAGEMENT RULES, DATA AND CONFIDENTIALITY PROTECTION

9.1. Data Provision

The Service Provider will publish on its website whenever it receives a request for data provision or cooperation from any authority.

The Service Provider is obliged to provide data regarding its services that are necessary for the performance of the tasks of the authority, including data that may be classified as business secrets.

Based on the law, the Service Provider is required to retain the data necessary for the fulfillment of the postal service contract, billing, verification, and subsequent auditing until the last day of the fifth calendar year following the dispatch of the postal shipment.

The Service Provider is obligated to make the data specified in the General Terms and Conditions publicly accessible.

In the case of data provision as described above, the data provider is responsible for the timeliness, authenticity, accuracy, and verifiability of the data.

9.2. Protection of Personal Data, Confidentiality Obligation

In accordance with the Service Provider's policy, in order to protect the customer's personal data, the Service Provider strives to learn as little as possible about the customer, and to store data only for the purpose of executing the service and only for the strictly necessary duration.

After the successful delivery of the shipment to the recipient (or upon the termination of a subscription-based service), the Service Provider will delete the customer's contact details and any communication between the Service Provider and the customer.

The Service Provider does not make the provision of postal services dependent on the submission of personal or other data, or on the declaration of consent for data processing, which is not necessary for the performance of the postal service requested by the sender.

The Service Provider may only familiarize itself with the content of the shipment to the extent necessary for performing the service.

The Service Provider:

- may not open sealed shipments;
- may only examine unsealed shipments to determine the necessary data for collection, processing, forwarding, or delivery, and to the extent necessary;
- may not disclose data obtained during the performance of the service, except to the sender, recipient (or other authorized recipient), or the involved intermediaries;
- may not hand over the shipment to anyone else for the purpose of reviewing its content, except to the sender, recipient (or other authorized recipient), or involved intermediaries;
- may not provide information regarding the performance of the service to anyone, except to the sender, recipient (or other authorized recipient), or involved intermediaries.

A person who presents the document confirming the postal shipment or provides the unique identifier of the postal shipment (e.g., code, shipment ID) to the Service Provider, and, if necessary, communicates the names of the sender and recipient and the address of the shipment, is considered to have the same rights as the sender.

The purpose of data processing:

- a) To fulfill the postal service contract, for billing, verification, and subsequent auditing, for data provision to the Authority, and for any other purposes specified by law.
- b) Duration: unless otherwise stipulated by law or by the user, until the last day of the fifth calendar year following the dispatch of the postal shipment.

The Service Provider may only transmit data related to the postal service and data obtained during the provision of the service to a data controller or data processor located in a third country for the purpose of fulfilling the postal service contract, verifying performance, billing, and subsequent auditing.

The Service Provider may process and transmit data related to the provision of the service, or data obtained during the provision of the service, in compliance with legal provisions.

The Service Provider and any individuals (or organizations) involved in the service provision must implement appropriate organizational and technical measures to ensure the confidentiality of shipments, text communications, and messages transmitted through the Service Provider.

9.3. The Data and Confidentiality Responsibility of Postal Employees, Agents, and Collaborators

The obligation to protect data and confidentiality applies to the Service Provider's employees, members, agents, and collaborators – even after the termination of employment, membership, agency, or collaboration agreements – and they are responsible for violating this obligation in the same manner as the Service Provider.

X. RESPONSIBILITY FOR THE PERFORMANCE OF SERVICES

The Service Provider is responsible for non-contractual performance of services – including damage, content loss, destruction, or loss of shipments – in accordance with the Postal Act and the provisions of these General Terms and Conditions.

The Service Provider is not liable for damages arising within the scope of services if the damage occurred due to an unavoidable cause outside the Service Provider's control, such as:

- Force Majeure: acts of war, sabotage, rebellion, bombing attacks, or other emergencies, natural disasters, fire, strikes, bomb threats, or actions taken by authorized agencies under national defense law;
- If the shipment was improperly packed for its internal content;
- If the damage was caused by the internal characteristics of the shipment, packaging defects not visible externally, or insufficient addressing;
- If the damage, including shipment injury, content loss, destruction, or disappearance, did not occur during the period when the shipment was under the close supervision of the Service Provider (from pickup until delivery to the external service provider or personal delivery to the recipient);
- If the sender did not notify in advance that the shipment required special handling (e.g., fragile);
- For indirect damages or lost profits.

The burden of proof regarding the above damages lies with the following parties:

- The Service Provider: regarding packaging deficiencies and insufficient addressing, as well as whether the damage was caused by an external unavoidable cause beyond its control, or by someone other than the damaged party despite fulfilling its contractual obligations;
- The Sender or Recipient: regarding whether the damage was caused by packaging deficiencies or insufficient addressing, and whether the damage was due to the shipment's content or internal characteristics.

In the case of indirect delivery, the responsibility of the Service Provider transfers to the recipient upon handover of the shipment, and the recipient is liable under civil law principles in relation to the sender.

10.1. Compensation for Damages

10.1.1. General Rules for Compensation

The customer can assert their compensation claim against the Service Provider in writing within six months from the 15th day from the dispatch of the shipment or in the case of deficiencies or damages to the shipment, within six months from the preparation of the related protocol.

To assess and satisfy the customer's damage claim, it must be reported in writing, or recorded in a protocol with the Service Provider in the case of the destruction, loss, damage, or content shortage of the shipment.

In cases of destruction, loss, or partial/full content shortage of the shipment, the Service Provider will review the damage claim within 30 days following the protocol report and will notify the customer in writing about the result without delay.

For delayed delivery of a postal shipment, the customer can report the compensation claim to the Service Provider in writing within a 15-day deadline from receiving the shipment.

If the Service Provider finds the compensation claim justified, it will process the payment within 8 calendar days from the assessment. If the claim is fully or partially rejected, the Service Provider will provide the reasons for rejection in writing to the customer.

If the Service Provider cannot retrieve and properly deliver the wrongly delivered shipment, it will be considered lost.

Except for the following cases, the sender is entitled to enforce the compensation claim. The recipient may claim compensation if:

- They received the damaged shipment;

- The sender has assigned the right to enforce the compensation claim to the recipient;
- If the shipment was the recipient's property, the Service Provider must accept a confirmation issued by the business to the recipient (as a consumer) according to the applicable law, including the full amount paid for the sale of the product, and if there is no additional payment due from the recipient at the time of delivery.

The Service Provider may request the customer to provide evidence of the extent of the damage if the claim relates to shipment damage or content shortages.

If the Service Provider detects any damage or deficiency during any phase of shipment handling, they will record a protocol stating the facts and extent of the damage. The damaged or deficient shipment will be delivered with the accompanying protocol.

In such cases, the recipient (or their authorized person) – and in some cases the sender – will receive the shipment after the damage claim amount is noted in the protocol (and potentially with a statement related to the protocol), and this will be confirmed by their signature.

If the damage or deficiency of the shipment cannot be identified at the time of delivery, the claim must be submitted in writing to the Service Provider within 3 business days of delivery.

10.1.2. Compensation Amount

In the case of damage, deficiencies, loss, or destruction of the contents of the shipment, the Service Provider is required to pay the following flat-rate compensation:

- For a guaranteed-time shipment that is not declared with value, in the case of destruction or total loss of the shipment, the compensation to be paid is fifteen times the service fee for the shipment.

10.2. Procedure for Shipments Found After Compensation

If the shipment or part of its content is found after the compensation amount has been paid, the Service Provider will notify the party who received the compensation. The shipment will be returned to the customer as a compensated shipment, and the customer does not need to refund the compensation amount. If the recipient does not respond within 8 days of receiving the notification regarding a failed delivery, the Service Provider will consider it as a waiver of the found shipment or part of the content.

10.3. Service Provider's Obligation to Refund Fees

The Service Provider is obligated to refund any incorrectly determined fees, differences in fees collected during delivery, or fees for non-performed services upon the determination of such a fact.

The Service Provider must fully refund the service fee in the following cases:

- If the customer withdraws from the contract at the point of collection by requesting the shipment's return before forwarding.
- If the shipment returns to the point of origin without reaching the destination due to the Service Provider's fault.
- If the Service Provider fails to fulfill the service contract.

Partial fee refunds will be made by the Service Provider under the following circumstances:

- For overpaid amounts, if the sender or recipient has paid a higher fee than what is due according to the rate, and this can be determined from the Service Provider's handling documents or the shipment.
- For the difference between the paid fee and the new fee if the sender changes the destination address or requested additional or special services before shipment forwarding, resulting in a lower fee due.

In the case of partial fee refunds, the Service Provider will deduct the cost of the refund (e.g., transfer fees) from the amount to be refunded.

10.4. Liability for Delayed Delivery of Postal Shipments

The Service Provider is obliged to pay compensation for delayed delivery of guaranteed-time shipments, except when it proves that the delay was caused by an unavoidable external factor beyond its operational control. The amount of compensation will be twice the fee paid for the guaranteed service.

The Service Provider does not bear liability for delayed delivery of non-guaranteed-time shipments.

In domestic traffic, if the delivery or attempt at delivery of a shipment does not occur within 15 days from the date of dispatch, and unless otherwise agreed by the parties, the shipment must be considered lost, and the rules for compensation in case of loss of the shipment will apply.

If a shipment considered lost is found, it must be delivered. However, the already paid compensation does not need to be refunded to the Service Provider in the case of delivery.

XI. QUALITY OF SERVICE PERFORMANCE

The Service Provider commits to fulfilling the services requested and paid for by the customer in accordance with the General Terms and Conditions, ensuring the safe transmission of shipments and their delivery in an intact and undamaged condition, in compliance with the quality requirements specified in the relevant government decree.

The Service Provider selects the route and method for forwarding the received shipments, based on the type of service requested.

11.1. Turnaround Times in Domestic Traffic

The Service Provider organizes and operates its activities so that the forwarding time for shipments in domestic traffic, measured from endpoint to endpoint, meets the following criteria:

The Service Provider undertakes that, in accordance with its current and future contracts, as well as with the delivery deadlines agreed upon in case-specific contracts (waybills), shipments will be delivered or an attempt at delivery will be made according to the waybill details and in line with the customers' wishes.

XII. COOPERATION WITH AUTHORITIES

The Service Provider is required by law to cooperate with organizations authorized by special laws for secret information collection, if approached by these organizations for such purposes.

The Service Provider will publish on its website whenever it receives a request for data provision or cooperation from any authority.

Date: Budapest, February 17, 2025

Excluded items from transportation:

- Cutting, stabbing, and firearms;
- Ammunition, explosives;
- Radioactive, flammable, toxic, corrosive, fire- and explosion-hazardous materials, and items containing such materials;
- Live plants and animals;
- Items requiring declaration of value, transportation of valuable items;
- Human remains;
- Perishable, infectious, or repulsive goods;
- Goods requiring refrigeration or heating;
- Items offensive to religious sentiments, human ashes;
- Commercial quantities of alcohol, tobacco products;
- Materials as defined in the Criminal Code;
- Improperly packed items;
- Hazardous goods as defined by the ADR (Regulation on the Transport of Dangerous Goods by Road).

FEEES

The fee for individual package forwarding: service fee + package forwarding fee

Service fee: 1500 HUF / item

Package forwarding fee: Depending on the forwarding method chosen by the customer. The forwarding fee will be individually calculated when the forwarding address is provided.

The forwarding fee refers to the fee of the external postal service provider or, in the case of personal handover/receipt, the transport fee of the Service Provider, if the handover/receipt does not take place at the Service Provider's headquarters.

Handover/receipt at the headquarters is free of charge.

Personal handover is available within a 35 km radius of the Service Provider's headquarters (Budapest + the eastern part of Pest County). Transport fee: 90 HUF/km + 3500 HUF

The fee for subscription-based package handling: subscription fee + package forwarding service fee + package forwarding fee

Subscription fee: 8,000 HUF / month / storage of 10 items

Discounts are available as follows if the customer wishes to subscribe for a longer period or for the storage of more items.

	storage of 10 items	storage of 20 items	storage of 30 items
1 month	8.000 HUF	15.000 HUF	20.000 HUF
6 months	40.000 HUF	75.000 HUF	100.000 HUF

Package forwarding service fee: 1,500 HUF / up to 5 consignments bundled together

Package forwarding fee: Depending on the consignment forwarding method chosen by the User (as detailed above under individual package forwarding).

Supervisory Authority

National Media and Infocommunications Authority

Registered Office: 1015 Budapest, Ostrom utca 23-25.

Mailing Address: 1525 Budapest, P.O. Box 75.

Phone: +36 1 457 7100

Fax: +36 1 356 5520

Central Customer Service Address: 1133 Budapest, Visegrádi u. 106.

Customer Service Phone: +36 1 468 0673

Fax: +36 1 468 0509

Mailing Address: 1376 Budapest, P.O. Box 997.

E-mail: info@nmhh.hu

Website: www.nmhh.hu

Agreement

for the Subscription-Based Mail Handling Service
of ANONYM DEPO Limited Partnership

Contact information: _____

Agreement valid until _____ year _____ month _____ day.

The number of items that can be stored by the Service Provider: _____.

Customer identification is based on the provided contact information; therefore, the agreement applies only to shipments for which the same contact information was provided at the time of ordering.

The Service Provider undertakes to store the specified number of items for the Client during the validity period of this agreement.

The agreement becomes valid upon payment of the monthly fee.

The Client entering into this agreement acknowledges that they have read and accepted the General Terms and Conditions of ANONYM DEPO Limited Partnership (Service Provider) as binding upon themselves. It is the Client's responsibility to remain reachable at the provided contact information; otherwise, any legal consequences arising from inaccessibility shall be solely borne by the Client.

The Client acknowledges that in the absence of a valid agreement, the Service Provider is not obliged to store the mail items sent to it indefinitely and will forward them only according to the pricing of the individual mail forwarding service.

Dated: Budapest, 202____ year _____ month _____ day

ANONYM DEPO Limited Partnership
Representative

Complaint Report

regarding the services of ANONYM DEPO Limited Partnership

Place and date of complaint submission:

Recorded at the Service Provider's headquarters, 1171 Budapest, Zimonyi u. 91.
on 202..... (year) (month) day.

Complainant's personal details:

Name (or company name for legal entities): _____

Address (or registered office for legal entities): _____

Method of complaint submission: verbal / written complaint

Subject of the complaint:

Sender of the mail item: _____

Recipient: _____

Date of delivery: _____

1. The recipient did not receive the mail item at all.
2. The mail item was lost, damaged, or incomplete during the delivery process.
3. The delivery time differed from what is stated in the Business Regulations.
4. The courier (customer service representative) provided inadequate customer service.
5. Other.

Detailed description of the complaint:

Presented documents, attached records related to the complaint:

Service Provider's statement (handling and resolution of the complaint):

Actions taken after the complaint:

.....
Representative of ANONYM DEPO Ltd.

.....
Complainant's signature

Delivery Note Sample

Szállítólevél

SA

A szállító (név, irányítószám, cím, telefon, fax, postafiók, bankszámla száma és megnev.): Anonym Depo Bt. 1171 Budapest Zimonyi u. 91. Cg. 01-06-798487 Adószám: 32742893-1-42				A vevő (név, irányítószám, cím, bankszámla száma és megnev.):			
Szállítva _____ telepről (raktárból)				Az átvévő megnevezése, (név, irányítószám, cím):			
A megrendelés száma, kelte, ügyintézője:							
Járatszám:							
Sorszám	Cikkszám; besorolási szám; Az áru szabványos megnevezése, kódja, minősége és egyéb ismertetőjele	ÁFA-kulcs	Mennyiség	Mennyiség	Egységár	Érték	
1							
2							
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kelet	Kiállító aláírása	Átvételi feljegyzések: P. H.			kelet	Átvévő aláírása	

B. 10-70/A/V r. sz. – 25x3 – Apis Logistic Kft.
 1044 Budapest, Óradna utca 5. www.silverball.hu

1

ANONYM DEPO Limited Partnership Signature Sample

(... Date of receipt of the shipment ...)

(... Signature of the employee receiving the shipment at ANONYM DEPO Bt. ...)



(... Official stamp of ANONYM DEPO Bt. ...)