



GENERAL TERMS AND CONDITIONS OF CONTRACT (GTCC)

Effective: 02/03/2026

1. SERVICE PROVIDER INFORMATION

Name: Voxinfo Ltd.

Address: 1037 Budapest, Bécsi út 269.

Company registration number: 01-09-562739

Tax number: 12180439-2-41

E-mail: info@voxinfo.hu

Website: www.europe-vignette.eu

2. THE CUSTOMER

The Customer is the person who uses the digital highway vignette service and/or makes a purchase on the platform, thereby accepting the General Terms and Conditions and the contents of the Privacy Notice.

3. SUBJECT OF THE CONTRACT

The Service Provider carries out the sale of Austrian digital highway vignettes (e-vignettes):

Austrian e-vignette:

By using the service, the Customer authorizes the Service Provider to register, on behalf of and for the benefit of the Customer, a specific vehicle for a specified validity period in the electronic registration system of the competent Austrian road usage authority (ASFINAG), based on the data provided by the Customer, and to pay the related road usage fee (e-vignette).

The road usage fee is paid by the Service Provider to ASFINAG from the amount paid by the Customer to the Service Provider.

Following the successful registration of the e-vignette, the Service Provider provides the Customer with a confirmation in PDF format certifying that the road usage entitlement for the specified vehicle has been established, and which authorizes the use of toll road sections in accordance with Austrian legislation.

The Service Provider exclusively procures and intermediates the 1-day and 10-day digital highway vignettes distributed by ASFINAG. Other durations (e.g., 2-month, annual), as well as fees applicable to certain road sections, are not available on the website.

The Customer acknowledges that the road usage entitlement provided by the e-vignette is established in accordance with the applicable legislation of the given country, and that its conditions are determined by the provisions of the Austrian authority.

The Customer acknowledges that ASFINAG, as the competent authority, is responsible for the content and legal effects of the confirmation, and the Service Provider forwards the confirmation without modification.

4. CONCLUSION AND PERFORMANCE OF THE CONTRACT

4.1. Presentation of Services and Products

The presentation of the services and products available on the Service Provider's website does not constitute a legally binding offer but merely an invitation for the Customer to place an order.

4.2. Placing the Order and Conclusion of the Contract

After accepting the General Terms and Conditions and the Privacy Notice, the Customer submits the order for the e-vignette using the selected payment method (credit/debit card, Apple Pay, Google Pay). The submission of the order constitutes a legally binding declaration of intent, upon which the contract between the Customer and the Service Provider is concluded.

The Service Provider confirms receipt of the order electronically.

4.3. Payment Process and Commencement of the Service

After submitting the order, the Customer completes the payment using the selected payment method. The technical processing of the payment takes place on the secure interface of the chosen payment service provider.

The successful execution and crediting of the payment does not in itself constitute performance of the Service and does not automatically create road usage entitlement. Road usage entitlement is established exclusively upon successful registration in the electronic registration system of ASFINAG.

By submitting the order, the Customer acknowledges and accepts that the Service Provider will commence performance of the Service without delay following receipt of the order.

4.4. Performance of the Service and Exclusion of the Right of Withdrawal

The Service Provider undertakes to initiate and complete the procurement, registration, and transmission of the e-vignette to the Customer no later than 4 (four) hours from receipt of the order.

The Customer acknowledges that once performance of the Service has commenced – given that the e-vignette is a non-revocable digital service linked to unique identifiers (in particular, license plate number and validity period) – the order cannot be cancelled and the contract cannot be withdrawn from, regardless of when the e-vignette is technically delivered.

5. CUSTOMER OBLIGATIONS

The Customer is required to provide the correct license plate number, country code, and contact details.

In the event of incorrect data entry, any fines and related costs shall be borne by the Customer.

After finalizing the purchase, the order cannot be modified or cancelled.

When purchasing a highway vignette, financial completion alone does not automatically grant the right to use the highways. If, following a successful purchase, you do not receive an e-vignette confirmation by email or in your browser, please contact our customer service.

If the Customer enters a toll highway without having received the e-vignette confirmation, the Customer shall be responsible for any resulting consequences, and the company assumes no liability in such cases.

In accordance with applicable legislation, the e-vignette must always be purchased before entering a toll road section. The subsequent purchase of an e-vignette does not grant retroactive entitlement to use the road; therefore, vignettes purchased afterwards qualify as unauthorized road use and may result in penalties.

The Service Provider does not substantively verify the data provided by the Customer. The Customer bears sole responsibility for the accuracy, correctness, and lawfulness of such data. Registration in the ASFINAG system is irrevocable; an e-vignette purchased based on incorrect data cannot be modified or cancelled.

6. PAYMENT TERMS

Online credit card payments are processed through the Barion system. Credit card details are not transmitted to the merchant. The service provider, Barion Payment Zrt., is an institution supervised by the Hungarian National Bank, with license number: H-EN-I-1064/2013.

Apple Pay and Google Pay Payments

Apple Pay and Google Pay are payment systems that enable the Customer to make contactless and secure payments using smart devices, both online and at physical acceptance points. To use Apple Pay or Google Pay services, the Customer must register a valid bank card on the platform operating with the operating system available to them.

7. PURCHASE AND PERFORMANCE PROCESS

- The Customer selects the e-vignette and provides the required data.
- By submitting the order, the Customer authorizes the Service Provider to procure and register the e-vignette.
- Payment is made online (credit/debit card, Apple Pay, Google Pay).
- The Service Provider sends an electronic confirmation of receipt of the order to the Customer.
- Based on the Customer's authorization, the Service Provider registers the e-vignette in the electronic registration system of ASFINAG.
- The Service Provider informs the Customer of the successful validation of the e-vignette in a separate email.
- If the confirmation of the e-vignette validation is not received, the Customer is obliged to notify customer service without delay.

8. FEES

The Customer acknowledges that the indicated prices do not exclusively include the official fee determined by ASFINAG, but also include the intermediary and convenience services provided by the Service Provider.

Fees related to Austrian highway vignettes sold on europe-vignette.eu:

Category	Daily (1 day) vignette	Weekly (10 days) vignette
Vehicles under 3.5 tons	9,60 € + 5,50 €	12,80 € + 5,50 €
Motorcycles	3,80 € + 5,50 €	5,10 € + 5,50 €

Austrian Vignette:

The purchase of the Austrian e-vignette is carried out on the basis of an authorization, whereby the Customer authorizes the Service Provider to register the selected (1-day or 10-day) e-vignette in the ASFINAG system on behalf of and for the benefit of the Customer.

The purchase price is payable in euros, and the invoice is issued in euros.

The invoice includes the following as separate items:

- the e-vignette fee, indicated with 0% TEHK VAT, which includes the ASFINAG fee;
- the Service Provider's convenience fee, subject to 27% VAT.

The Customer accepts that, in addition to the direct price set by ASFINAG, the total price may also include additional service fees.

9. INVOICING

Issuance of Invoice and Receipt

If the Purchaser does not request the issuance of a VAT invoice during the payment process, the system will automatically issue a receipt for the Purchase.

The Service Provider issues a VAT invoice only if the Purchaser selects the "I request a VAT invoice" checkbox during the payment process and provides all necessary invoicing details in full.

The Purchaser acknowledges that after the completion of the payment process, it is not possible to subsequently modify the invoice or receipt, nor to request the subsequent issuance of a VAT invoice.

The VAT invoice and the receipt are issued in electronic format (PDF), which becomes electronically available to the Purchaser after payment and can be viewed and printed. The electronic invoice is valid and suitable for accounting purposes even without a signature or stamp.

The Purchaser accepts that the storage and printing of the PDF invoice or receipt is their responsibility; the Service Provider does not send paper-based invoices or receipts by post.

Language of Invoicing

The invoicing document is always issued in English, regardless of the language selected during the purchase. In the case of the Austrian e-vignette, the amounts indicated on the invoice are shown in EUR.

10. SMS SERVICE

During the purchase of a highway vignette on the europe-vignette.eu website, the Customer may also request an SMS service as an additional service. In the case of a 1-day vignette, the SMS service includes one text message confirming the successful validation of the highway vignette and indicating the validity period of the e-vignette. In the case of a 10-day highway vignette, the SMS service includes two text messages: the first confirms the successful validation of the vignette along with the validity period, while the second is sent 1 day before the expiration of the e-vignette as a reminder of its expiry.

Providing a correctly formatted telephone number is the responsibility of the Customer in order to use the SMS service. The SMS service is always sent in English, regardless of the language of the website. If the Customer does not select the SMS service during the purchase process, it cannot be provided afterwards. The fee for the SMS service is €1, including VAT. The service is performed by Magyar Telekom Nyrt. on behalf of the Service Provider.

11. EXCLUSION OF THE RIGHT OF WITHDRAWAL

The Customer expressly consents to the Service Provider commencing the registration of the e-vignette immediately upon receipt of the order and acknowledges that, due to the immediate performance of the service, the right of withdrawal cannot be exercised.

The e-vignette is a digital product that is activated upon registration; therefore, pursuant to Government Decree 45/2014 (II. 26.) and EU Directive 2011/83/EU, the Customer is not entitled to the right of withdrawal.

The Customer expressly acknowledges this prior to finalizing the purchase.

12. LIMITATION OF LIABILITY

The Service Provider's liability is limited to the amount of the service fee paid.

The Service Provider shall not be liable for indirect or consequential damages, nor for errors attributable to technical service providers or to system failures of ASFINAG.

The Customer bears sole responsibility for any fines resulting from incorrect data entry.

13. FORCE MAJEURE

The Service Provider shall not be liable for unforeseeable and unavoidable events beyond its control (e.g., network failures, natural disasters, cyberattacks).

14. DATA PROCESSING AND GDPR

Data processing is carried out in accordance with the provisions of the GDPR.

15. LEGAL DISPUTES

The contract shall be governed by Hungarian law. Unless otherwise provided by law, the Parties stipulate the jurisdiction of the Hungarian courts for the settlement of any legal disputes.

16. COMPLAINT HANDLING

The Customer is entitled to submit a complaint related to the Service Provider's services or their provision in writing via one of the following contact details:

Service Provider's name: Voxinfo Kft.

Registered office / mailing address: 1037 Budapest, Bécsi út 269

E-mail address: support@europe-vignette.eu

Phone: +36 1 225 7603

The Service Provider shall investigate complaints and respond in writing within a maximum of 30 days from the date of receipt. In the event of rejection of the complaint, the Service Provider shall provide a written justification.

If the consumer dispute is not resolved despite the complaint handling procedure, the Customer may turn to the competent conciliation body according to their place of residence or stay. In the absence of a Hungarian residence, the competent conciliation body shall be the one having jurisdiction based on the registered office of the business involved in the consumer dispute or the body authorized to represent it.