

GENERAL TERMS AND CONDITIONS OF CONTRACT (GTCC)

Effective: 21/05/2026

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 Slovenian digital highway vignettes (e-vignettes).

Slovenian 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 Slovenian road usage authority DARS, 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 DARS 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 Slovenian legislation.

The Service Provider exclusively procures and intermediates the weekly, monthly and half-year digital highway vignettes distributed by DARS. Other durations (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 Slovenian authority.

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

Romanian road toll vignette:

By using the service, the Customer instructs the Service Provider to register, on the Customer's behalf and for the Customer's benefit, a specified motor vehicle for a specified validity period in the electronic registration system of the competent Romanian road use authority (CNAIR), based on the data provided by the Customer, and to pay the related road use fee (e-vignette).

The road use fee is paid to CNAIR by the Service Provider, from the consideration paid by the Customer to the Service Provider.

Following the successful registration of the e-vignette, the Service Provider shall provide the Customer with a certificate in PDF format certifying that the road use entitlement has been established for the given motor vehicle, and that the certificate authorizes the use of toll road sections in accordance with Romanian law.

The Customer acknowledges that the road use entitlement provided by the e-vignette is established under the applicable laws of the country concerned, and that its conditions are governed by the provisions of the Romanian authority.

The Customer acknowledges that CNAIR, as the competent authority, is responsible for the content and legal effects of the certificate, and that the Service Provider forwards the certificate 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. In the case of a Slovenian vignette, the road use entitlement is established upon successful registration in the electronic registration system of DARS, while in the case of a Romanian toll vignette, it is established upon successful registration in the electronic registration system of CNAIR.

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, Vehicle Identification Number (VIN) 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 DARS and CNAIR systems 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 instruction, the Service Provider registers the e-vignette in the electronic registration system of DARS in the case of a Slovenian vignette, and in the electronic registration system of CNAIR in the case of a Romanian toll vignette.
- 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 the competent authorities of the given country, but also include the intermediary and convenience services provided by the Service Provider.

Slovenian Vignette:

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

Category	Weekly	Monthly	Half year
1- Motorcycles	8 € + 5,50 €	-	32 € + 5,50 €
2A – Passenger Cars	16 € + 5,50 €	32 € + 5,50 €	-
2B - Light trucks and motorhomes	32€ + 5,50 €	64,10 € + 5,50€	-

The purchase of the Slovenian e-vignette is carried out on the basis of an authorization, whereby the Customer authorizes the Service Provider to register the selected (weekly, monthly, half year) e-vignette in the DARS system on behalf of and for the benefit of the Customer.

The purchase price is payable in euros, and invoices are issued in euros.

The Customer receives two invoices for the purchase:

- the invoice for the toll vignette fee is issued by the partner involved in the sale of the vignette, applies 0% TEHK VAT, and includes the DARS fee;
- the invoice for the Service Provider's service fee is issued by the Service Provider. The VAT treatment of the service fee is determined based on the Customer's taxable status, place of establishment, and the applicable Hungarian, Slovenian, and European Union tax regulations in force at the relevant time.

Accordingly, the service fee may, in particular, be invoiced:

- with Slovenian VAT in the case of a private individual Customer;
- with Hungarian VAT in the case of a taxable person established in Hungary;
- under the reverse charge mechanism in the case of a taxable person established in an EU Member State and holding a valid EU VAT number;
- in the case of a Customer established outside the EU, in accordance with the applicable tax regulations.

The Customer acknowledges and accepts that the end-user price applied within the framework of the Service may include an additional service fee on top of the fee charged by DARS.

Romanian vignette:

Category	1- Day	7- Day	10- Day	30- Day	60- Day	12- Month
A	3,50 € + 2,10 €	-	6 € + 3,60 €	9,50 € + 5,50 €	15 € + 5,50 €	50 € + 5,50€
B	10 € + 5,50 €	-	13,50 € + 5,50€	21,50 € + 5,50 €	34 € + 5,50 €	114 € + 14,90 €
C	7,50 € + 4,50 €	19 € + 5,50 €	-	38 € + 5,50 €	-	380 € + 14,90 €
D	13 € + 5,50 €	33 € + 5,50 €	-	66,50 € + 5,50 €	-	665 € + 29,90 €
E	17 € + 5,50 €	42,50 € + 5,50 €	-	85,50 € + 14,90 €	-	855 € + 29,90 €
F	28,50 € + 5,50 €	71 € + 14,90€	-	142,50 € + 14,90 €	-	1 425 € + 29,90 €
G	7,50 € + 4,50 €	19 € + 5,50 €	-	38 € + 5,50 €	-	380 € + 14,90 €
H	13 € + 5,50 €	33 € + 5,50 €	-	66,50 € + 5,50 €	-	665 € + 29,90 €

The purchase of a Romanian toll vignette is carried out on the basis of an agency arrangement, under which the Customer authorizes the Service Provider to register the selected toll vignette (1-day, 7-day, 10-day, 30-day, 60-day, or 12-month) in the CNAIR system on the Customer's behalf and in the Customer's name.

The purchase price is payable in euros, and invoices are issued in euros.

The Customer receives two invoices for the purchase:

- the invoice for the toll vignette fee is issued by the partner involved in the sale of the vignette, applies 0% TEHK VAT, and includes the CNAIR fee;
- the invoice for the Service Provider's service fee is issued by the Service Provider. The VAT treatment of the service fee is determined based on the Customer's taxable status, place of establishment, and the applicable Hungarian, Romanian, and European Union tax regulations in force at the relevant time.

Accordingly, the service fee may, in particular, be invoiced:

- with Romanian VAT in the case of a private individual Customer;
- with Hungarian VAT in the case of a taxable person established in Hungary;
- under the reverse charge mechanism in the case of a taxable person established in an EU Member State and holding a valid EU VAT number;
- in the case of a Customer established outside the EU, in accordance with the applicable tax regulations.

The Customer acknowledges and accepts that the end-user price applied within the framework of the Service may include an additional service fee on top of the fee charged by CNAIR.

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 Slovenian e-vignettes and Romanian road tolls, the amounts indicated on the invoice are stated in EUR.

10. SMS SERVICE

The Provider shall provide the SMS notification service requested by the Customer under the following conditions:

- In the case of 1-day, 12-month, and annual e-vignettes, the Service Provider sends SMS notifications only regarding the successful activation of the vignette.
- In the case of 7-day, 10-day, 30-day, and 60-day e-vignettes, the Service Provider sends SMS notifications regarding both the successful activation and the expiry of the e-vignette.

If multiple e-vignettes are purchased at the same time, the Provider shall send the notifications in a consolidated form, in a single SMS message.

The Provider shall send SMS notifications in Hungarian for purchases made on the Hungarian-language website, and in English for purchases made on websites in other languages, in all cases without accents.

The Customer acknowledges that the SMS notification is only a convenience service, and any delay or failure in delivery shall not affect the validity of the e-vignette or the Customer's responsibility to keep track of the validity period of the e-vignette.

In order to use the SMS service, it is the Customer's responsibility to provide their phone number in the proper format, e.g. +36 20 123 4567. If the Customer does not request the SMS service during the purchase process, we are unable to provide it after the purchase has been completed.

The fee for the SMS notification service is €1.20 gross, payable for the use of the service, and it is independent of whether the Customer receives notifications in one or more SMS messages. The service is performed on behalf of the Provider by Magyar Telekom Nyrt.

11. COUPONS AND DISCOUNTS

Seasonally on our site you can use a discount coupon. Each voucher has a unique code and can only be used once. Each coupon has an expiry date, so the voucher cannot be used after the expiry date.

The coupon entitles you to a discount in the indicated currency, which must be entered and validated on the purchase summary page before the payment. The coupon cannot be used afterwards (after the purchase).

Only one voucher can be used at a time and cannot be combined with any other discount. Some coupons can only be used on the indicated highway vignette, not on other types of vignettes.

12. 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.

13. LIMITATION OF LIABILITY

- The Service Provider's liability is limited to the amount of the service fee paid.
- It shall not be liable for indirect or consequential damages, or for system failures of technical service providers, CNAIR, or DARS.
- The Customer bears sole responsibility for any fines resulting from incorrect data entry.

14. FORCE MAJEURE

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

15. DATA PROCESSING AND GDPR

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

16. 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.

17. 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.