GENERAL TERMS AND CONDITIONS OF CONTRACT (GTCC)

Effective: 08/10/2026

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. GENERAL PROVISIONS

Under the terms set out in these General Terms and Conditions (hereinafter referred to as the GTC), the Service Provider grants the Customer access to and use of the europe-vignette.eu website (hereinafter referred to as the Website) and the services available through it.

By accepting the GTC, the Customer also undertakes to monitor any amendments to these GTC and to remain informed of their current content. If the Customer does not accept these terms and conditions, they shall not be entitled to use the Website or the services offered through the Website.

The Service Provider shall be entitled to amend the terms and conditions and rules of purchase at any time, unilaterally and without providing justification, by amending these GTC.

4. SUBJECT OF THE CONTRACT

The Service Provider sells digital motorway vignettes (e-vignettes) for Hungary, the Czech Republic, Slovakia, Slovenia, and Romania.

The Service Provider arranges the acquisition, payment and electronic registration of road use entitlements for the respective countries either directly or through the use of an intermediary.

The use of an intermediary may vary by country and by purchase. The Service Provider shall be liable, in accordance with applicable laws, for the acts and omissions of any intermediary engaged to fulfil its own contractual obligations.

Hungarian e-vignette:

As an official reseller in Hungary, the Service Provider sells Hungarian motorway vignettes through its connection to the system operated by Nemzeti Mobilfizetési Zrt. (NMFR).

Czech e-vignette:

By using the Service, the Customer authorizes the Service Provider, either directly or through an intermediary, to register a specified vehicle for a specified validity period in the electronic system of the State Fund for Transport Infrastructure (Státní fond dopravní infrastruktury, hereinafter referred to as "SFDI"), which is responsible for operating the Czech electronic motorway vignette system and collecting time-based road use fees, based on the information provided by the Customer, on behalf of and for the benefit of the Customer, and to pay the associated road use fee (e-vignette).

The road-use fee is paid to the SFDI by the Service Provider from the amount paid by the Customer to the Service Provider for this purpose.

Following the successful registration of the e-vignette, the Service Provider provides the Customer with a confirmation in PDF format certifying that the road-use entitlement for the relevant motor vehicle has been established and that such confirmation entitles the vehicle to use toll roads in accordance with Czech law.

The Service Provider exclusively procures and facilitates the purchase of 1-day, 10-day and 30-day digital motorway vignettes offered by the SFDI. Fees for other validity periods (e.g. annual vignettes) are not available on the website.

The Customer acknowledges that the road-use entitlement provided by the e-vignette is established pursuant to the applicable laws of the relevant country and that its conditions are governed by the provisions of the Czech authorities.

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

The SFDI issues a Confirmation of Payment for the payment of the e-vignette fee. The Service Provider forwards the Confirmation of Payment issued by the SFDI to the Customer without altering its content. Under the rules of the SFDI, the Confirmation of Payment serves as a document evidencing payment of the road-use fee for accounting and tax purposes.

Slovak e-vignette:

By using the Service, the Customer authorizes the Service Provider, either directly or through an intermediary, to register a specified vehicle for a specified validity period in the electronic registration system of the competent Slovak road use authority (Národná diaľničná spoločnosť, a. s., hereinafter referred to as "NDS"), based on the information provided by the Customer, on behalf of and for the benefit of the Customer, and to pay the associated road use fee (e-vignette).

The road-use charge is paid to the NDS by the Service Provider 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 right to use the roads has been established for the vehicle concerned. In accordance with Slovak law, this confirmation entitles the vehicle to use the relevant toll roads.

The Service Provider exclusively arranges and facilitates the purchase of daily, 10-day and 30-day digital motorway vignettes sold by the NDS. Charges for other validity periods, such as 365 days, or for individual road sections are not available on the website.

The Customer acknowledges that the right to use the roads provided by the e-vignette is established in accordance with the applicable laws of the country concerned and is subject to the conditions stipulated by the Slovak authority.

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

Slovenian e-vignette:

By using the Service, the Customer authorizes the Service Provider, either directly or through an intermediary, to register a specified vehicle for a specified validity period in the electronic registration system of the competent Slovenian road use authority (DARS), based on the information provided by the Customer, on behalf of and for the benefit of the Customer, and to pay the associated road use 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 authorizes the Service Provider, either directly or through an intermediary, to register a specified vehicle for a specified validity period in the electronic registration system of the competent Romanian road use authority (CNAIR), based on the information provided by the Customer, on behalf of and for the benefit of the Customer, and to pay the associated 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.

5. CONCLUSION AND PERFORMANCE OF THE CONTRACT

5.1. 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.

5.2. 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.

5.3. 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 processing and crediting of the payment does not in itself constitute completion of the Service and does not automatically create a right to use the roads. The road usage entitlement is established upon successful registration in the electronic registration system of the NMFR in the case of a Hungarian vignette, SFDI in the case of a Czech vignette, NDS in the case of a Slovak vignette, DARS in the case of a Slovenian vignette, and CNAIR in the case of a Romanian road toll vignette.

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.

5.4. 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.

6. CUSTOMER OBLIGATIONS

- Provision of the correct license plate number, country code, vehicle identification number (VIN), environmental classification, vehicle registration certificate number for vehicles registered in Romania, 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 verify the content of the data provided by the Customer. The Customer is solely responsible for the correctness, accuracy and lawfulness of such data. Registration in the systems of SFDI, NDS, DARS and CNAIR is irrevocable; an e-vignette purchased on the basis of incorrect data cannot be modified or cancelled.

For Hungarian e-vignettes, any modification to an e-vignette purchased through the NMFR system must be arranged with the customer service department of Magyar Közút Nonprofit Zrt.

7. 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.

8. 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, either directly or through an intermediary, registers the e-vignette in the electronic registration system of the SFDI for Czech vignettes, the NDS for Slovak vignettes, DARS for Slovenian vignettes, and the CNAIR for Romanian road toll vignettes.
- When purchasing a Hungarian e-vignette, the motorway vignette is registered in the NMFR system immediately.
- 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.

9. 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.

An exception to this is the Hungarian motorway vignette, for which the Service Provider does not charge a convenience fee.

Hungarian vignette:

The fees related to Hungarian motorway vignettes sold on europe-vignette.eu are set out in the table below:

Fee category	National				County	Discounted	
	Daily	10- day	Monthly	Yearly	Yearly	BAZ-ounty	M1 Regional
D1	HUF 5 550	HUF 6 900	HUF 11 170	HUF 61 760	HUF 7 190	HUF 2 500	HUF 15 000
D1M	HUF 2 770	HUF 3 450	HUF 5 590	HUF 61 760	HUF 7 190	HUF 2 500	HUF 15 000
D2	HUF 7 890	HUF 10 040	HUF 15 820	HUF 87 650	HUF 14 370	HUF 5 000	HUF 30 000
U	HUF 5 550	HUF 6 900	HUF 11 170	HUF 61 760	HUF 7 190	HUF 2 500	HUF 15 000

- The fees for Hungarian e-vignettes are determined on the basis of the official prices in force as set by the Toll Division of Magyar Közút Nonprofit Zrt., to which the Service Provider does not add any convenience fee.
- The purchase price is payable in euros; however, the invoice is issued in Hungarian forints (HUF) and includes 27% VAT.
- The amount shown on the invoice is calculated using the fixed exchange rate of HUF 100 = EUR 0.3854.

Czech vignette:

Fees related to Czech motorway vignettes sold on europe-vignette.eu:

Category	1 – Day	10 – Day	30 – Day
Standard fuel	230 CZK + 5,50 €	300 CZK + 5,50 €	480 CZK + 5,50 €
Natural gas	110 CZK + 2,75 €	150 CZK + 3,75 €	240 CZK + 5,50 €
Biomethane	110 CZK + 2,75 €	150 CZK + 3,75 €	240 CZK + 5,50 €
Plug-In Hybrid	50 CZK + 1,25 €	70 CZK + 1,75 €	120 CZK + 3 €

The official road-use fee for the Czech e-vignette is determined by the SFDI in Czech koruna (CZK), and the Service Provider pays the SFDI in Czech koruna. The Customer pays the total purchase price on the Website in euros (EUR).

The amount of the official Czech e-vignette fee payable in EUR is determined on the basis of the CZK/EUR exchange rate displayed on the Website during the purchase process. The

exchange rate applied to the purchase and the EUR amount calculated on that basis are displayed to the Customer before the order is finalized.

By finalizing the order, the Customer accepts the exchange rate displayed on the Website and the EUR amount calculated on that basis. Once the order has been finalized, the exchange rate applied to that order will not change.

The Confirmation of Payment issued by the SFDI states the official road-use fee in Czech koruna (CZK); therefore, the CZK amount shown on the Confirmation of Payment and the EUR amount paid by the Customer to the Service Provider are stated in different currencies.

The exchange rate applied from time to time does not form part of the official road-use fee determined by the SFDI; the exchange rate is determined and displayed on the Website by the Service Provider.

The EUR amount applicable to the order is fixed at the time the order is finalized and is not affected by the exchange rate applicable at the time the actual payment is made to the SFDI. Any change in the exchange rate occurring after the order has been finalized does not alter the amount payable by the Customer.

The purchase of a Czech e-vignette is carried out on the basis of an authorization, under which the Customer authorizes the Service Provider, either directly or through an intermediary, to register the selected e-vignette in the SFDI electronic system on behalf of and for the benefit of the Customer, and to pay the associated official road use fee.

The amount payable for the Service may consist of the official road-use fee determined in accordance with Czech law and by the SFDI, as well as a service fee charged by the Service Provider.

The SFDI issues a Confirmation of Payment for the road-use fee paid to the SFDI. The Confirmation of Payment issued by the SFDI is not a full invoice issued in the name of the Customer or the Customer’s business and containing their billing details. The Service Provider forwards the Confirmation of Payment to the Customer without altering its content.

Under the rules of the SFDI, the Confirmation of Payment issued for the payment of the road-use fee constitutes an appropriate document for accounting and tax record-keeping purposes. The Service Provider does not issue an invoice in its own name for the official road-use fee of the Czech e-vignette.

For the service fee charged by the Service Provider, the Service Provider issues a receipt in its own name or, if an invoice is requested, an invoice issued in the name of the Customer or the Customer’s business and containing the relevant billing details.

If the Customer requests an invoice, the invoice issued by the Service Provider relates exclusively to the Service Provider’s service fee and does not include the Czech road-use

fee paid to the SFDI. Payment of the Czech road-use fee is evidenced by the Confirmation of Payment issued by the SFDI.

By finalizing the purchase, the Customer acknowledges that an invoice for the official fee of the Czech e-vignette issued in the name of the Customer or the Customer's business cannot be requested through the Website.

Slovak motorway vignette:

Fees related to Slovak motorway vignettes sold on europe-vignette.eu:

Category	1 - Day	10 - Day	30 - Day
Vehichle	8,10 € + 5,50 €	10,80 € + 5,50 €	17,10 € + 5,50 €
Trailer	8,10 € + 5,50 €	10,80 € + 5,50 €	17,10 € + 5,50 €

The purchase of a Slovak e-vignette is carried out on the basis of an authorization, under which the Customer authorizes the Service Provider, either directly or through an intermediary, to register the selected e-vignette – particularly a 1-day, 10-day or 30-day e-vignette – in the NDS system on behalf of and at the instruction of the Customer.

The purchase price is payable in euros. The final consumer price applied within the framework of the Service may include, in addition to the road toll determined by NDS, the Service Provider's service fee.

At the start of the purchase process, the Customer shall indicate, with respect to the entire purchase, whether they require an invoice to be issued in their own name and using their own billing details, or in the name of their business and using its billing details. The Customer's choice shall apply uniformly to both the electronic motorway vignette fee charged by NDS and the Service Provider's service fee.

Purchase without requesting an invoice made out in the Customer's name

Where the Customer does not request an invoice made out in their own name or in the name of their business:

a) for the electronic motorway vignette fee, the Customer shall receive the document issued by NDS entitled "Payment Confirmation, Simplified Invoice"; and
b) for the Service Provider's service fee, the Customer shall receive a receipt issued by the Service Provider, unless otherwise provided by law.

The purchase may be completed through the immediate online purchase process using the bank card payment method available on the Website.

Purchase with a request for an invoice made out in the Customer's or their business's name

Where the Customer requests an invoice:

a) NDS shall issue a separate invoice for the electronic motorway vignette fee containing the details of the Customer or their business; and
b) the Service Provider shall issue a separate invoice for its own service fee.

The invoice issued by NDS shall relate exclusively to the electronic motorway vignette fee, while the invoice issued by the Service Provider shall relate exclusively to the Service Provider's service fee.

A full invoice issued by NDS in the name of the Customer or their business and containing their billing details may only be requested in advance through a separate ordering process.

The Customer must notify the Service Provider's customer service of the invoice request before commencing the purchase and before the desired first day of validity of the electronic motorway vignette. The Customer must then proceed in accordance with the information and payment instructions sent by customer service by email.

An invoiced order may only be paid by bank transfer. The conditions for fulfilling an invoiced order are:

a) the complete and accurate provision of all required details relating to the Customer and the vehicle or trailer;
b) the full amount payable being credited by the applicable deadline; and
c) compliance with the ordering, payment and crediting deadlines prescribed by NDS.

Under the rules of NDS, the first day of validity of the electronic motorway vignette may be set no earlier than the fourth business day following the date of the NDS order, and the electronic motorway vignette fee must be credited to the NDS bank account no later than the fourth business day preceding the first day of validity. Accordingly, the Customer must initiate an invoiced order sufficiently in advance. The earliest possible first day of validity shall be confirmed by the Service Provider's customer service based on the circumstances of the order and the deadlines imposed by NDS.

The Service Provider shall be entitled to refuse to fulfil the order or to propose a later first day of validity where the requested start date can no longer be met due to the Customer's provision of data, the timing of the bank transfer or the deadlines prescribed by NDS.

A full NDS invoice issued in the name of the Customer or their business and containing their billing details cannot be requested through the immediate online purchase process. The invoiced purchase method must always be initiated through customer service before the electronic motorway vignette is purchased.

The amounts shown on the receipt or invoice relating to the purchase shall be stated in euros. The VAT treatment of the invoice shall be determined on the basis of the Customer's taxable status, place of establishment and the Hungarian, Slovak and European Union tax legislation in force at the relevant time.

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 – Passanger Cars	16 € + 5,50 €	32 € + 5,50 €	-
2B - Light trucks and motorhomes	32€ + 5,50 €	64,10 € + 5,50€	-

The purchase of a Slovenian e-vignette is carried out on the basis of an authorization, under which the Customer authorizes the Service Provider, either directly or through an intermediary, to register the selected e-vignette (weekly, monthly or six-month) in the DARS system on behalf of and at the instruction 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 A				
Validity	Electric	EURO VI	EURO V-IV	EURO III-0
1-day	20 RON+ 2 €	22 RON + 3,80 €	26 RON + 3,80 €	29 RON + 3,80 €
10-day	27 RON + 3,80 €	30 RON + 3,80 €	35 RON + 3,80 €	39 RON + 3,80 €
30-day	43 RON + 4,50€	48 RON + 4,50€	55 RON + 5,50€	62 RON + 5,50€
60-day	68 RON + 5,50€	76 RON + 5,50€	87 RON + 5,50€	99 RON + 5,50€
12-month	228 RON + 5,50€	254 RON + 5,50€	292 RON + 5,50€	330 RON + 5,50€

Category B				
Validity	Electric	EURO VI	EURO V-IV	EURO III-0
1-day	46 RON + 4,50€	52 RON + 5,50€	59 RON + 5,50€	67 RON + 5,50€
10-day	62 RON + 5,50€	69 RON + 5,50€	79 RON + 5,50€	90 RON + 5,50€
30-day	98 RON + 5,50€	110 RON + 5,50€	126 RON + 5,50€	142 RON + 5,50€
60-day	156 RON + 5,50€	173 RON + 5,50€	199 RON + 5,50€	225 RON + 5,50€
12-month	521 RON + 14,90€	579 RON + 14,90€	665 RON + 14,90€	752 RON + 14,90€

Category C				
Validity	Electric	EURO VI	EURO V-IV	EURO III-0
1-day	49 RON + 4,50€	54 RON + 5,50€	63 RON + 5,50€	71 RON + 5,50€
10-day	156 RON + 5,50€	173 RON + 5,50€	199 RON + 5,50€	225 RON + 5,50€
30-day	247 RON + 5,50€	274 RON + 5,50€	315 RON + 5,50€	356 RON + 5,50€
60-day	390 RON + 14,90€	433 RON + 14,90€	498 RON + 14,90€	563 RON + 14,90€
12-month	2 471 RON + 29,90€	2 746 RON + 29,90€	3 157 RON + 34,90€	3 569 RON + 34,90€

Category D				
Validity	Electric	EURO VI	EURO V-IV	EURO III-0
1-day	86 RON + 5,50€	96 RON + 5,50€	110 RON + 5,50€	124 RON + 5,50€
10-day	273 RON + 5,50€	303 RON + 5,50€	349 RON + 5,50€	394 RON + 14,90€
30-day	432 RON + 14,90€	480 RON + 14,90€	552 RON + 14,90€	624 RON + 14,90€
60-day	683 RON + 14,90€	759 RON + 14,90€	872 RON + 29,90€	986 RON + 29,90€
12-month	4 326 RON + 34,90€	4 807 RON + 39,90€	5 528 RON + 39,90€	6 249 RON + 39,90€

The purchase of a Romanian road toll vignette is carried out on the basis of an authorization, under which the Customer authorizes the Service Provider, either directly or through an intermediary, to register the selected road toll vignette (1-day, 10-day, 30-day, 60-day or 12-month) in the CNAIR system on behalf of and at the instruction 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 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.

10. INVOICING

Issuance of Invoice and Receipt

The documentation of the official fees of e-vignettes sold on the Website is governed by the rules of the e-vignette issuer or road-use service provider of the relevant country. For the official e-vignette fee, the Customer may receive an invoice, Confirmation of Payment, simplified invoice or other supporting document in accordance with the specific provisions applicable to the relevant country.

The Service Provider issues invoices or receipts in its own name exclusively for the services provided and charged by the Service Provider itself, unless the specific provisions applicable to the relevant country provide otherwise.

If the Customer requests an invoice for the Service Provider's service fee, the Service Provider issues a separate invoice on the basis of the billing details provided by the Customer. The Service Provider does not determine the type or content of the document issued for the official e-vignette fee and does not modify the content of any document issued by the official issuer of the relevant country.

The differing invoicing and documentation rules applicable to individual countries are set out in the specific provisions of these General Terms and Conditions relating to the relevant e-vignette.

Where the Customer does not request an invoice, they shall receive:

a) a receipt, payment confirmation or acknowledgement issued by the official electronic motorway vignette issuer or seller of the country concerned in respect of the electronic motorway vignette fee; and
b) a receipt issued by the Service Provider in respect of the Service Provider's service fee.

Where the Customer requests an invoice, they shall receive:

a) for the official e-vignette fee, the Customer receives the document issued by the official issuer or seller in accordance with the specific provisions applicable to the relevant country.
b) the Service Provider issues an invoice to the Customer for the fee charged for the services provided by the Service Provider itself.

The Service Provider shall issue an invoice only where the Customer submits their invoice request in the manner and by the deadline specified in the special provisions applicable to the electronic motorway vignette of the country concerned and provides all information required for issuing the invoice in full.

The method for submitting an invoice request, the payment methods and deadlines applicable to invoiced purchases, and the additional rules relating to the document issued in

respect of the electronic motorway vignette fee are set out in the provisions of these General Terms and Conditions applicable to the electronic motorway vignette of the country concerned.

Once the purchase has been completed, the billing details provided by the Customer may not be changed to those of another person or business, a receipt may not be replaced with an invoice, and no retrospective invoice request may be submitted.

Invoices and receipts issued by the Service Provider shall be prepared electronically in PDF format and made electronically available to the Customer for viewing and printing. An electronic invoice issued by the Service Provider shall be valid and suitable for accounting purposes without a signature or stamp.

The Customer shall be responsible for retaining and, where necessary, printing the documents delivered or transmitted to them electronically. The Service Provider shall not send paper invoices, receipts or other documents by post.

In the case of a Czech e-vignette

For the official road-use fee of the Czech e-vignette, the Customer receives a Confirmation of Payment issued by the SFDI. As part of the purchase process used on the Website, the SFDI does not provide a full invoice issued in the name of the Customer or the Customer's business and containing their billing details.

The Service Provider does not issue an invoice in its own name for the official fee of the Czech e-vignette.

If the Customer requires an invoice issued in their own name or in the name of their business, the invoice issued by the Service Provider includes only the Service Provider's service fee. Payment of the official fee for the Czech e-vignette is evidenced by the Confirmation of Payment issued by the SFDI.

The official road-use fee is stated in CZK on the Confirmation of Payment issued by the SFDI. When purchasing a Czech e-vignette, the Customer makes payment on the Website in EUR. The EUR equivalent of the official road-use fee is determined on the basis of the CZK/EUR exchange rate displayed on the Website before the order is finalized. The invoice issued by the Service Provider for its own service fee is denominated in EUR.

Language of invoicing

Invoices and receipts issued by the Service Provider are always issued in English, regardless of the language selected during the purchase process. The amounts shown on invoices or receipts issued by the Service Provider are stated in EUR in the case of Czech, Slovak and Slovenian e-vignettes and Romanian road tolls, and in HUF in the case of Hungarian e-vignettes.

In the case of a Czech e-vignette, the official road-use fee is stated in CZK on the Confirmation of Payment issued by the SFDI.

11. 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.

12. 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.

13. 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.

14. 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, NMFR, SFDI, NDS, CNAIR, or DARS.
- The Customer bears sole responsibility for any fines resulting from incorrect data entry.

15. FORCE MAJEURE

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

16. DATA PROCESSING AND GDPR

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

17. 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.

18. 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.