



GENERAL TERMS AND CONDITIONS

Last update: 15th December, 2025

GENERAL TERMS AND CONDITIONS

1. General Provisions

These General Terms and Conditions (hereinafter referred to as "GTC" or the "Agreement") govern the sales and service mediation agreements concluded between Get Tech Szolgáltató Korlátolt Felelősségű Társaság (registered seat: 2141 Csömör, Dezsőfia utca 106., company registration number: 13-09-199635, tax number: 24171146-2-13, registration authority: Company Court of the Budapest Regional Court; hereinafter referred to as "Get Tech", "Supplier", or "Service Intermediary") and the natural or legal person, entity, public or private organization named in the Order (hereinafter referred to as the "Client", "Customer", "End User", or "Subscriber"), collectively referred to as the "Parties". These GTC apply to all products sold and services mediated by Get Tech.

All annexes to these GTC form an integral part of this Agreement, as do the sources referenced either in the GTC or its annexes. The provisions of the GTC and its annexes must be interpreted in a coherent manner.

Any deviation from these GTC shall only be valid if agreed upon in writing by both Parties. In the event of any conflict between these GTC and any specific service or sales contract (or their amendments or supplements), the terms of the specific contract shall prevail.

Service agreements and individual sales contracts are only valid together with the GTC.

The Supplier expressly reserves the right to unilaterally modify these GTC. Any modifications shall become effective upon their publication on the Supplier's website (the date of publication will be explicitly indicated). The Supplier shall notify the Customer of such modifications by publishing the amended text on the company's website (<https://www.gettech.io/>).

Please read these General Terms and Conditions carefully. By placing an order through the website, you accept this Agreement under the conditions described herein. This Agreement does not affect any statutory consumer rights to which you may be entitled. These terms apply only to sales within Hungary and Europe. This Agreement does not refer to or incorporate any codes of conduct.

These GTC shall be considered a distance contract under Hungarian law, specifically pursuant to Government Decree 45/2014 (II.26.) on the detailed rules for contracts between consumers and businesses. The governing law shall be Hungarian law, and the



Get Tech Kft
2141 Csömör Dezsőfia utca 106.
info@gettech.io
www.gettech.io



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Registration number:13-09-199635
Tax number:24171146-2-13

GENERAL TERMS AND CONDITIONS

language of the Agreement is Hungarian. Any version provided by Get Tech in a foreign language (except for terms issued by the manufacturer of the specific product) shall be for informational purposes only.

By placing an order for the products provided by Get Tech, the Client acknowledges having read, understood, and accepted the present General Terms and Conditions, as well as the current Terms and Conditions issued by the manufacturer of the ordered product, published on the Supplier's website, and agrees to be bound by them. Accordingly, Get Tech is obligated to keep these documents containing the manufacturers' Terms and Conditions available and up-to-date on its website in a downloadable format for the benefit of the service user (consumer).



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2. Definitions

API (Application Programming Interface): A sequence of software instructions used by developers to access operating system functions and specific hardware components.

Subscription: An agreement specifying the terms of use for a Service by an End User.

Usage Agreement: A contract between the Service Provider and the End User in which the End User declares full understanding and acceptance of the Provider's terms for delivering the service.

Cloud Service: IT services delivered using cloud technologies.

Cloud Platform: A set of systems and interfaces through which the Client manages the ordered services and performs related tasks.

Utility-Type Services: Primarily, but not exclusively, Cloud Services in which the End User can enable or disable service elements, with fees calculated proportionally to the actual usage.

Order Form: A form completed by the Client providing all necessary data, submitted to the Supplier via the website or email to request activation of a selected Cloud Service or communicated in another form that includes a signature.

Technical Description: Information published on the Service Provider's website under the respective service sections, detailing the technical features and usage limitations of a given Service.

Calendar Term: A duration measured in full calendar months (e.g., from the first to the last day of a calendar month or spanning three full months for a quarter).

Billing Cycle: The frequency selected per subscription for invoicing (e.g., monthly, quarterly, semi-annual, or annual). Some products may not support all billing frequencies, and Parties may agree to custom billing cycles.

Software Licenses: Usage rights provided by the copyright holders of software products.

Service Distributor: An economic entity authorized and contracted to manage Services listed in the service catalog for the Provider and to mediate those services to End Users.



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GENERAL TERMS AND CONDITIONS

Service Catalog: A list of utility-type services available for mediation. These may be standalone cloud services or bundled packages combining cloud services, service management, or products.

Service Intermediary: Under this Agreement, a party authorized to mediate services from the catalog to End Users under specified terms.

Service Level Agreement (SLA): Information published by the Provider on its website that defines the service level in the absence of any specific agreement and sets penalties in case the service fails to meet those levels.

Service Management: IT or other services performed to support the onboarding (e.g., setup, migration) or usage (e.g., customization, maintenance, training, operation) of Cloud Services.

Service Provider: An economic entity offering Cloud Services or Service Management professionally. The Provider is responsible for the service's content, SLA compliance, data management policies, and adherence to all related obligations.

Actual Term: A time period not aligned to the calendar, such as from a specific date in one month to the same date in the next month or year.

End User / Subscriber: A natural or legal person using the Cloud Services.

Virtual Infrastructure: Infrastructure-as-a-Service (IaaS) created and allocated by the Client for their own or third-party use through the Service, which may be managed by authorized third parties or by the Client themselves.



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3. Subject of the Agreement

The subject of the Agreement is the activity of selling and distributing products and own or intermediary services within Hungary and Europe. In the case of service mediation, the agreement is concluded with the types, methods, technical characteristics, and economic conditions in effect at the time.



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4. Conclusion and Scope of the Agreement

The Agreement enters into force on the date of the properly and fully completed and accepted Order, and upon the receipt of payment for the Service by Get Tech. By submitting the Order, the Client acknowledges and accepts the General Terms and Conditions and all related documents forming part of the Agreement.

After activation of the Services or Software licenses, the Provider sends an email containing login or activation data to the email address provided by the Client. Any use of the Service or activation of Software licenses implies acceptance of all contractual terms.

By submitting the Order, the Client acknowledges and agrees that they are entering into a contract whose only valid version is the Hungarian version; any foreign language version provided by Get Tech is for informational purposes only.

The concluded agreements are not considered written contracts; therefore, they are not archived by the Operator and are not accessible afterward. The contract is established for an indefinite period.



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5. Order Process

Registration is done by filling out the registration form available on the website operated by Get Tech (<https://hu.gettech.io/>). If the Client fails to provide data, provides it in the wrong format, or selects an already existing email address or phone number, the registration will not be accepted. The registration is only considered complete if the form is fully and correctly filled out and the provided data do not conflict with existing registrations.

By registering, the Client expressly consents to Get Tech processing the submitted personal data and disclosing them within the defined scope, and guarantees lawful possession of the necessary consents.

The purpose of data processing is the fulfillment of rights and obligations arising from the legal relationship between Get Tech and the Client.

The Order is established upon confirmation of the order submitted via email or the website—confirmation must be sent within 48 hours for consumer Clients. If the Client expresses a different request from the confirmed content, the Supplier shall send a revised confirmation.

Issuance of an invoice or delivery note is equivalent to order confirmation. If the Client detects any errors in the confirmation email, invoice, or delivery note, they must notify Get Tech immediately.

In individual cases, the Supplier may, at its discretion, accept verbal orders or deviate from the standard ordering procedure. In such cases, the issuance of an invoice or delivery note also serves as confirmation.

For non-stocked items procured specifically for the Client, only written orders are accepted.

The Supplier reserves the right to tie the fulfillment of orders to specific conditions or financial structures or to exclude certain arrangements.

The Supplier is also entitled to suspend or reject confirmation or delivery if the manufacturer or contracted Distributor cannot deliver the goods or if the Client's



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GENERAL TERMS AND CONDITIONS

creditworthiness is in doubt. In such cases, the Supplier reserves the right to modify the payment method.

The Supplier may charge a handling fee of up to 10% of the invoice value for returned items in flawless condition that were incorrectly ordered or no longer needed.

Unless otherwise agreed, delays in delivery do not entitle the Client to withdraw or claim damages.

The time of fulfillment is the date of delivery of the ordered goods and/or services; the Parties expressly agree that the place of performance is the Supplier's registered office for all agreements.

The Supplier may publish a Product Catalog and Stock Information on its website. These details are for informational purposes only, and the Supplier assumes no responsibility for their accuracy.

The Parties agree that, in the case of Clients who are not consumers, they deviate from the mandatory provisions of Act CVIII of 2001 on certain issues of electronic commerce services and services related to the information society, and apply the above rules accordingly.

- Technical requirements for accessing the Supplier's website and services:
Recommended browsers: Google Chrome, Mozilla Firefox, Microsoft Edge – updated versions
- Internet connection required
- JavaScript and cookies must be enabled

The Supplier does not guarantee full functionality on outdated or unsupported devices and browsers. The Customer is responsible for ensuring the compatibility of the technical devices and software they use.



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6.Special Provisions on Manufacturer Software and Cloud Subscriptions

The provisions of this Section form an integral part of these General Terms and Conditions.

In the event of any inconsistency between this Section and any other provisions of the GTC, the provisions of this Section shall prevail with respect to manufacturer software and cloud subscriptions, subject to the precedence of the applicable Manufacturer Terms.

Precedence of Manufacturer Terms

Software products and cloud services mediated by the Supplier — including, but not limited to, products and services of Microsoft, Veeam, Patch My PC, EasyLife365, and other manufacturers — are governed by the applicable end-user license terms, subscription terms, service terms, and related contractual documents issued by the respective manufacturer (collectively, the “Manufacturer Terms”).

By ordering and activating such products or services, the Customer acknowledges and accepts the applicable Manufacturer Terms and expressly acknowledges that the Supplier acts solely as an intermediary / reseller / CSP partner, and is not entitled to modify, amend, or override the Manufacturer Terms.

With respect to Microsoft products and services, the Manufacturer Terms shall in particular include the **Microsoft Customer Agreement (MCA)** and the applicable Microsoft Product Terms.

[Microsoft Customer Agreement](#)

Subscription models and commitment periods

Most manufacturer software and cloud services are provided on a subscription basis, which may involve different commitment periods, including but not limited to monthly, annual, or multi-year commitments.

The Customer acknowledges that:



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GENERAL TERMS AND CONDITIONS

- certain subscriptions are concluded for a fixed term and may not be terminated, or may only be terminated subject to restrictions, during the commitment period;
- subscriptions may be automatically renewed in accordance with the Manufacturer Terms, unless the Customer provides timely notice to the Supplier in accordance with the applicable rules;
- the duration, renewal conditions, and pricing of subscriptions are governed by the Manufacturer Terms in force at the time of ordering.

Cancellation, modification, and quantity changes

The Customer expressly acknowledges that:

- cancellation, reduction, or modification of subscriptions is possible only in accordance with the Manufacturer Terms and within the applicable deadlines;
- termination or quantity reduction during the commitment period does not release the Customer from the obligation to pay the full fees for the entire commitment period, unless the manufacturer expressly provides otherwise;
- the Supplier submits cancellation or modification requests on behalf of the Customer via the manufacturer's systems, but assumes no liability for limitations, rejections, or consequences arising from the Manufacturer Terms.

Fees and invoicing

The Customer acknowledges that:

- subscription fees apply to the entire selected commitment period;
- the Supplier is entitled to invoice subscription fees in advance, periodically, or in a single lump sum, in accordance with the applicable manufacturer or distributor model;
- the obligation to pay fees arises upon activation or renewal of the subscription, regardless of whether the Customer actually uses the service;
- any price changes, currency changes, or exchange-rate adjustments applied by the manufacturer or distributor may be lawfully passed on by the Supplier.



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Non-payment and access restriction

The Supplier is entitled to **suspend or terminate access** to the subscription or service if the Customer fails to pay the invoiced fees by the due date.

The Customer expressly acknowledges that such suspension or termination may result in:

- data loss,
- service interruption,
- irreversible consequences,

for which the Supplier shall not be liable, provided that the suspension or termination results from the Customer's breach of contractual obligations.

Liability in relation to manufacturer services

The Customer acknowledges that:

- the **manufacturer** is responsible for the operation, availability, security, and service levels of the manufacturer services in accordance with the Manufacturer Terms;
 - the Supplier shall not be liable for damages arising from service outages, performance degradation, or data loss attributable to manufacturer services, except where such damage results from the Supplier's **intentional misconduct or gross negligence**;
 - service levels (SLAs) and service credits related to manufacturer services may be enforced **exclusively under the Manufacturer Terms**.
-

Customer obligations

The Customer shall:



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GENERAL TERMS AND CONDITIONS

- use the manufacturer services lawfully and in compliance with the Manufacturer Terms;
- ensure that all authorized users comply with the Manufacturer Terms;
- promptly notify the Supplier of any circumstance affecting the lawful use or billing of the subscription.



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7.Support Services

The Supplier may provide support services related to the sale and mediation of manufacturer software and cloud services; however, **the Supplier does not provide full-scope technical support by default**, unless the Customer expressly orders a support package for such services.

The Customer acknowledges that the **scope, availability, response times, and service levels** of the support services provided by the Supplier are defined in the Supplier's currently effective

"GetTech – Microsoft CSP Cloud Support Services Guide" (hereinafter referred to as the *"Support Services Guide"*).

The Support Services Guide does **not constitute an annex to these GTC**, but serves as a **binding reference document** governing the support relationship between the Parties.

Available on the [General Terms of Service Agreement](#) page.

The Customer expressly acknowledges and agrees that:

- **by default, the Supplier provides a "Business Free" (Free) support package**, which includes only limited, business-hours-based, *best-effort* support;
- higher-level support services, including but not limited to **guaranteed response times, extended availability, critical incident handling, or 24/7 support**, are available **only under separately ordered and paid support packages**;
- in the absence of an ordered support package, the Supplier **does not undertake any obligation** to provide specific response times, resolution times, or service availability.

The support services provided by the Supplier **do not replace, supplement, or override** the support services provided by the manufacturer.

The operation, availability, security, and service levels of the manufacturer services remain the **sole responsibility of the manufacturer**, in accordance with the applicable Manufacturer Terms.

The Customer further acknowledges that the Supplier's support services are provided **strictly within the scope defined in the Support Services Guide**, and that any



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GENERAL TERMS AND CONDITIONS

activities outside such scope — including but not limited to **implementation, migration, development, architecture design, customization, proactive monitoring, or consulting services** — shall be provided **only under a separate agreement or as professional services**.

The Support Services Guide is made available to the Customer via the Supplier's website or customer portal.

The Supplier reserves the right to **unilaterally amend the Support Services Guide**, provided that such amendments **shall not retroactively affect** support packages already ordered and in force.



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Tax number:24171146-2-13

8.Prices

In the case of manufacturer software and cloud services provided under subscription-based models, the price applies to the entire selected commitment period, irrespective of the actual level of use of the service. The Customer acknowledges that, unless expressly provided otherwise by the manufacturer, subscription fees are not usage-based and are non-refundable during the commitment period.

The Supplier regularly publishes the list of products it distributes, including product descriptions and the current valid prices, in its price lists, on its website, and in other publications accessible to the Customer.

The prices listed in the **price list are net prices, do not include VAT, and are for informational purposes only**. The contractual price is the one stated in the order confirmation or confirmed prior to the purchase, **subject to the applicable manufacturer and distributor terms**.

The Supplier may, at its sole discretion, grant additional discounts in the case of regular purchases or one-time, large-volume purchases.



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9. Payment terms

In the case of manufacturer software and cloud services sold under subscription-based models, the Customer's payment obligation arises upon activation or renewal of the subscription, irrespective of whether the Customer actually uses the service.

The Customer is obliged to pay the consideration for the delivered goods and/or services rendered within the deadline specified on the invoice. In case of bank transfer, the payment is deemed completed when the amount is credited to the Supplier's bank account. In the event of late payment, the Supplier is entitled to claim default interest and a collection cost allowance in accordance with Section 6:48 (1) of the Hungarian Civil Code in the case of consumer Customers, and Section 6:155 (1) in the case of non-consumer Customers.

The Customer shall not be entitled to unilaterally withhold or offset any payments.

The Supplier issues invoices electronically. By accepting these Terms of Service, the Customer expressly consents to the issuance and receipt of electronic invoices and acknowledges that electronic invoicing is carried out in accordance with applicable Hungarian law.

The Supplier reserves the right to unilaterally modify the price confirmed in the order confirmation, if at the time of issuing the invoice, the HUF/USD or HUF/EUR exchange rate (depending on the product/service) based on the Hungarian National Bank's middle rate differs from the exchange rate used at the time of confirmation, or if the manufacturer or distributor contracted by the Supplier changes its prices, and/or if ancillary costs included in the price are modified due to an official decision. The reason for the price change must be justified upon the Customer's request.

The Supplier reserves the right to unilaterally modify the payment terms applicable to the Customer, especially with regard to the method of payment (cash/transfer), payment deadline, or requirement of collateral (guarantor, bank guarantee, exclusion of offset and/or assignment, etc.).

The Supplier states that, in certain cases, manufacturers may provide special discounted pricing terms and rates for specific goods and services purchased from the Supplier. By accepting such special discounted pricing, the Customer acknowledges that it has



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GENERAL TERMS AND CONDITIONS

reviewed and accepted the manufacturer's pricing and subscription-related conditions as binding. Should the Customer deviate from such conditions, it shall compensate the Supplier for all damages and costs arising therefrom.

Objections related to the invoice do not entitle the Customer to withhold payment. Objections can only be submitted in writing within 8 (eight) days of receipt of the invoice. Upon evaluation of the objection, the Supplier will issue a corrective invoice as necessary. After the expiry of the 8-day period, the Customer irrevocably waives any claims related to the invoice.

The Supplier may engage a collection agency to recover unpaid invoices and reserves the right to pass on any resulting collection costs to the Customer who fails to pay on time.

The Supplier ensures the option of cash payment in accordance with Section 9 of Act CLV of 1997.



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10. Retention of Title

The Supplier expressly retains ownership of the goods confirmed in the Order and governed by this Agreement until the Customer has fully satisfied all payment obligations. Until the purchase price is paid in full, the Customer is not entitled to dispose of, pledge, or otherwise encumber the products.

If such products are combined, processed, or mixed with other goods, the Supplier's ownership extends—proportionally to the invoice value—to the newly created items.

Should the Customer fail to meet its payment obligation within 15 (fifteen) days after the agreed deadline, the Supplier, by virtue of its retained title, is entitled to withdraw from the contract and demand the return of the goods, or to repossess them from the Customer at the Customer's expense.

The Supplier notes that this retention-of-title clause does not constitute a deferred-payment security interest.



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11. Liability of the Parties

Upon delivery, all risk of loss or damage passes to the Customer. Physical delivery takes place at the Supplier's warehouse to the carrier or to the Customer. Where the Supplier hands over the goods to an employee, representative, or agent of the Customer, the Supplier does not verify that person's authority; such person is deemed duly authorized to receive the goods.

The recipient must acknowledge receipt on the delivery note. If no remarks are made, the goods are deemed accepted without reservation. The recipient's identifying details (name, ID number, signature) are recorded on the delivery note. Providing these details is the Customer's responsibility; if they are missing, the goods are still considered duly delivered.

Beyond any statutory warranty, guarantee, or product-liability obligations for specific products, the Supplier shall not be liable for any other damages, lost profits, or costs incurred by the Customer for any reason. Such liability is expressly excluded. Warranty and guarantee claims are satisfied in accordance with applicable law.

The Supplier is not liable for any web-based transactions (orders, logins, data changes, etc.) carried out without the Customer's knowledge or consent through unauthorized use of login names, passwords, or other identifiers by the Company Administrator or registered Users. The Supplier expressly disclaims any liability toward the Customer or third parties in this regard.

The Customer must inform the Supplier of any changes to its recorded data within 5 (five) working days. Failure to do so, or providing incorrect data, makes the Customer liable for any resulting errors. After the Supplier records the change, it sends electronic confirmation; changes are deemed effective upon receipt of that confirmation. The Customer's notification duty particularly covers changes in ownership structure and in management or financial details.



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Tax number:24171146-2-13

12. Right of withdrawal

The consumer may not exercise the statutory right of withdrawal in the case of the sale of sealed computer software if the packaging has been opened after delivery. The consumer's right of withdrawal is otherwise governed by the provisions of Government Decree No. 45/2014 (II. 26.) on the detailed rules of contracts concluded between consumers and businesses.



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13. Intellectual Property Protection

The Supplier declares that the goods and services it distributes do not infringe upon any third party's intellectual property rights, including copyrights, industrial property rights, or other similar rights. The Supplier also declares that it only distributes goods/services that are authorized or licensed by the rightful owners of such rights.

Accordingly, the Supplier states that it is not liable for any infringements of intellectual property, copyrights, or other rights, and expressly disclaims any such liability.



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14. Force Majeure

For the purposes of this agreement, the parties consider force majeure to be any circumstances beyond the control of the parties that were not foreseeable and that adversely affect the fulfillment of the contract, thereby hindering or restricting performance. Such events include, in particular: natural disasters (lightning strikes, earthquakes, floods, hurricanes, etc.), fire, explosion, epidemic, radioactive radiation or contamination, war or conflict (with or without declaration of war), occupation, hostile acts, mobilization, requisition or embargo, uprising, revolution, rebellion, military or other coups, civil war, terrorist acts, riots, civil disturbances.

In the event of a force majeure, the affected party must notify the other party in writing without delay after becoming aware of the event. Upon receiving the notification, the parties shall commence negotiations regarding the fulfillment of the contract and possible extensions of deadlines.



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Tax number:24171146-2-13

15. Confidentiality Obligation

The parties are obligated to treat all facts, information, data, and solutions that come to their knowledge in connection with the conclusion, performance, or use of the Webshop under this Agreement as confidential, trade secrets, or protected knowledge. This obligation remains in effect during the term of the contract and after its termination. Disclosure to third parties or the public is not permitted, except where required by annual audit, court or authority procedures, mandatory legal disclosure, or data provision required by the parent company or manufacturer.



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16. Data Protection Provisions

The parties acknowledge and agree that they comply with the applicable data protection laws ("Data Protection Law"), including but not limited to the General Data Protection Regulation (Regulation (EU) 2016/679 – "GDPR") and local data protection regulations.

Each party certifies and agrees to comply with the Data Protection Law when using, processing, disclosing, transmitting, sharing, or handling Personal Data related to the other party in any way or for any purpose in the course of their business relationship, including data of employees, vendors, or customers. The parties acknowledge that all Personal Data shared or processed during the course of their commercial relationship is considered confidential and subject to confidentiality obligations under applicable law.

Personal Data provided by the Customer to the Supplier will be processed for the purpose of managing the business relationship with the Customer and for other related business activities of the Supplier. In this context, if the Supplier processes Personal Data transferred by or on behalf of the Customer, it shall do so only according to the Customer's instructions and solely for the aforementioned purposes, in compliance with the provisions of the Data Protection Law. Such processing may involve the transfer of Personal Data to the United States or other third countries.

Data subjects have the right to access, rectify, modify, restrict, or delete their data ("right to be forgotten"), object to data processing, data portability, and exercise any other rights granted by the Data Protection Law. All requests should be sent to the provided email address (privacy@gettech.io). Further information regarding the rights and obligations of the Customer and the Supplier can be found under the relevant section of the Get Tech website under the point of Personal Data Protection, which forms an integral part of these Terms of Service.



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17. Termination of the Contract

The contract may be terminated by mutual written agreement of the Parties or by ordinary or extraordinary termination.

Either party shall be entitled to terminate the contract without justification by means of a unilateral written declaration sent to the other party by registered mail with return receipt, with a notice period of 30 (thirty) days (ordinary termination). Furthermore, either party shall be entitled to terminate the contract with immediate effect by means of an unilateral written declaration containing justification, sent to the other party by registered mail with return receipt (extraordinary termination). Extraordinary termination of the contract is permitted in the event of a serious breach of the contractual obligations set forth herein. In particular, it shall be deemed a serious breach by the Customer if the Customer has an overdue debt exceeding 30 (thirty) days.

The contract shall also be deemed terminated if either party ceases to exist without legal succession, or if the Customer becomes subject to bankruptcy, liquidation, winding-up, or similar proceedings, effective as of the date such proceedings are initiated.

Upon termination of the contract for any reason – unless otherwise agreed by the parties – the parties shall settle accounts with respect to services already rendered, and any validly concluded orders shall be fulfilled.



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Registration number:13-09-199635
Tax number:24171146-2-13

18. Complaints Handling

The Customer may submit a complaint related to the Supplier's activities, products, or services via the following contact details:

- Electronically: helpdesk@gettech.io
- By post: 2141 Csömör, Dezsőfia utca 106., Hungary

Consumers may also submit their complaints orally to the Supplier. The Supplier shall immediately investigate oral complaints and remedy them where appropriate. If the consumer disagrees with the handling of the complaint or immediate investigation is not possible, the Supplier shall record the complaint and its position thereon in a report, in accordance with Section 17/A (5) of Act CLV of 1997. In such cases, the consumer may provide their email address instead of their residential address.

The Supplier shall examine all complaints received within a maximum of thirty (30) days and shall notify the Customer of the outcome in writing using the contact details provided. If the complaint is rejected, the Supplier shall provide a written justification for the rejection. The Supplier shall retain a copy of the report prepared on the oral complaint or the written complaint, along with a copy of its substantive response, for a period of three years.

The consumer may also submit a complaint to the competent consumer protection authority. Pursuant to Government Decree No. 387/2016 (XII. 2.) on the designation of consumer protection authorities, the capital and county government offices, including the Pest County Government Office, act as administrative authorities in such matters. Information on their contact details can be found at: <http://www.kormanyhivatal.hu/hu/>

A Customer qualifying as a consumer may also turn to the competent Conciliation Board (Békéltető Testület) based on their place of residence or stay. If the consumer dispute between the Supplier and the consumer is not resolved through direct negotiation, the consumer may initiate proceedings before the competent Conciliation Board based on their place of residence or, in the absence thereof, the board competent based on the Supplier's registered seat.



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GENERAL TERMS AND CONDITIONS

The Supplier has not made a submission declaration regarding the decisions of the Conciliation Boards; therefore, decisions exceeding HUF 200,000 are not binding on the Supplier. Nevertheless, the Supplier participates in all Conciliation Board proceedings and is subject to a duty of cooperation.

For information on the Conciliation Board competent based on your residence, please visit:

<https://fogyasztovedelmireferens.hu/hatosagok-es-bekelteto-testuletek-elerhetosegi/>

The Conciliation Board competent based on the Supplier's seat is:

Pest County Conciliation Board

1055 Budapest, Balassi Bálint utca 25. IV. floor, door 2.

Email: pmbekelteto@pmkik.hu

Phone: +36-1-792-7881

Chairman: Dr. Géza Nadrai

Website: www.panaszrendezes.hu; www.pestmegyeibekelteto.hu

In case of a consumer complaint, the consumer may also use the EU Online Dispute Resolution platform. Using the platform requires a simple registration in the European Commission's system. After registration and login, the consumer may submit a complaint via the online platform, available at:
<http://ec.europa.eu/odr>



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19. Miscellaneous provisions

Matters not regulated in this Agreement shall be governed by the provisions of Hungarian law, with special regard to the Civil Code (Act V of 2013).

If any provision of this Agreement is found to be invalid or unenforceable by a court or competent authority, it shall not affect the validity of the remaining provisions. The Parties agree to replace the invalid provision with a valid one that most closely reflects the intent and economic purpose of the original clause.

The Supplier may amend the Terms of Service unilaterally. Any amendments shall be published on the Supplier's website and shall take effect from the date of publication. If the Customer continues to use the Supplier's services after the amendment, it shall be deemed as acceptance of the modified Terms.

Any disputes arising out of or in connection with this contract shall primarily be resolved amicably. In the absence of agreement, the Parties submit to the exclusive jurisdiction of the competent courts of Hungary.

The Parties declare that they have read, understood, and accepted the content of this Agreement and have entered into it as a result of mutual and voluntary consent.



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20. Questions and Contact Information

If you have any questions or concerns regarding these Terms of Service, please contact us at: info@gettech.io or use the contact form at: <https://www.gettech.io/contact-us>.

For privacy-related matters, you may reach our Data Protection Officer at: privacy@gettech.io



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