GENERAL TERMS AND CONDITIONS

Auction Payment and Contract Terms

for Payments Related to the Auction Procedure under the Domain Auction Procedure Rules

Version 0.1

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18 November 2026	2 November 2026	Public
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ISZT Nonprofit Kft. (Registry)	Managing Director, ISZT Nonprofit Kft.	Applicants participating in the Auction Procedure

CONTROL SYSTEM

ISZT Integrated Management System (QMS/ISMS)

1. General Provisions

1.1. Subject Matter and Legal Status of the GTC

(1) ISZT Nonprofit Kft., as the .hu Registry (hereinafter: “Registry”), sets out in these Auction Payment and Contract Terms (hereinafter: “GTC”) the bidding and payment conditions relating to the Auction Procedure under the Domain Auction Procedure Rules (hereinafter: “DAPR”).

(2) The GTC shall apply to the Bidding Relationship established between the Registry and the Applicant upon the submission of an Auction Bid, and to the Contract concluded between the Registry and the winning Applicant, including in particular the payment of the deposit and of the amount of the Winning Auction Bid, the handling fee and the refund of amounts paid.

(3) The GTC shall enter into force alongside the DAPR as an independent set of rules. The GTC shall not form part of the body of rules constituted by the Domain Registration Policy (hereinafter: “DRP”) and the DAPR, nor of the body of rules governing the franchise agreements concluded between the Registry and the Registrars, and shall not confer any rights on, or impose any obligations upon, the Registrars.

(4) The GTC uses the terms defined in the DRP and the DAPR with the meanings assigned to them therein, and supplements the provisions thereof with respect to bidding and payment. The conduct of the Auction Procedure, the rules governing the submission and evaluation of Auction Bids, as well as the adjudication of the Domain Application and the registration of the domain name, are governed by the DRP and the DAPR.

(5) Should any provision of the GTC conflict with a provision of the DRP or the DAPR, the provision of the DRP or the DAPR, as applicable, shall prevail with respect to the Auction Procedure and the registration of the domain name. This provision shall not affect the independent nature of the GTC.

(6) An amendment of the GTC shall not constitute an amendment of the DRP or the DAPR. An amendment of the DRP or the DAPR shall affect the GTC only to the extent that the GTC refers to the terms or provisions defined therein.

(7) The GTC shall not apply to the fee payable to the Registrar for the registration and maintenance of the domain name, which is governed by the contract concluded between the Domain Applicant and the Registrar.

1.2. Details of the Registry

(1) Details of the Registry:

Company name: ISZT INTERNET SZOLGÁLTATÓK Hálózati Koordinációs Központja Nonprofit Korlátolt Felelősségű Társaság

Short company name: ISZT Nonprofit Kft.

Registered office and mailing address: 1089 Budapest, Bláthy Ottó u. 9., Hungary

Company registration number: 01-09-905452 (Company Registry Court of the Budapest-Capital Regional Court)

Tax number: 20763091-2-42

EU VAT number: HU20763091

Represented by: Csaba Bodor, Managing Director

Customer service: e-mail: iroda@domain.hu; telephone: +36 1 238 0115; customer service hours: 09:00–17:00 on working days

Address of the Auction Portal: domain.hu/domainaukcio; cfm.drr.hu/

Hosting provider: ISZT Nonprofit Kft.

(2) The Registry qualifies as a Merchant within the meaning of the general terms and conditions of the Payment Service Providers, and the Auction Portal qualifies as a payment acceptance point within the meaning thereof. The details of the Payment Service Providers are set out in Section 4.

1.3. Definitions

(1) Capitalised terms used in the GTC and not defined below – including in particular Registry, Registrar, Applicant, Auction, Auction Procedure, Auction Listing Period, Auction Portal, Auction Bid, Winning Auction Bid, Minimum Auction Bid and Deposit-Triggering Bid Threshold – shall have the meanings assigned to them in the DRP or the DAPR, as applicable.

(2) For the purposes of the GTC:

Bidding Relationship: the legal relationship established between the Registry and the Applicant upon the submission of the first Auction Bid, covering the submission, modification and revocation of the Auction Bid, as well as the deposit and its settlement. In respect of the winning Applicant, it shall be replaced by the Contract upon the conclusion of the Contract (Section 2.3(1)); in respect of the other Applicants, it shall terminate upon the Closure of the Auction Procedure.

Contract: the contract between the Registry and the winning Applicant, concluded pursuant to Section 2.3(1) when the notification of the result of the Auction becomes accessible, the subject matter of which is the Registration Opportunity.

Registration Opportunity: the entitlement of the winning Applicant under Section 2.1 and point b) of subsection 3 of Section 5 of the DAPR, valid for 15 days, to have the domain name registered in its favour on the basis of its Domain Application submitted through the Registrar, subject to the outcome of the adjudication under the DRP.

Payment Service Provider: SimplePay Zrt. or Barion Payment Zrt., through whose service the Payment is made.

Payer: the person who initiates the Payment on the Payment Page. If the Payer is not the same person as the Applicant, the Payer acts in the name and on behalf of the Applicant.

Cardholder: the natural or legal person to whom the card-issuing bank provides the use of the bank card used for the Payment.

Payment Page: the online interface operated by the Payment Service Provider on which the Payer enters the bank card details and authorises the Payment. The Registry has no access to the bank card details entered on the Payment Page.

Payment: a payment transaction executed by bank card through the Payment Service Provider, by which the Payer pays the deposit or the amount of the Winning Auction Bid.

Payment Request: the notification of the Registry under Sections 4.7 and 6.1 of the DAPR requesting the Applicant to pay the deposit or the amount of the Winning Auction Bid, as applicable, and specifying the amount payable, the payment deadline and the method of payment.

Payment Confirmation: the confirmation of a successful Payment sent electronically to the Payer (Section 4.7).

Refund: the full or partial transfer of the amount of the Payment back to the bank card used for the Payment, initiated by the Registry through the Payment Service Provider.

Chargeback: the procedure initiated by the card-issuing bank upon the Cardholder's complaint, in accordance with the rules of the international card schemes, as a result of which the disputed amount is reversed from the Registry.

Consumer: a natural person acting for purposes outside his or her independent profession and business activity (Section 8:1(1)(3) of Act V of 2013 on the Civil Code, hereinafter: "Civil Code").

Durable Medium: any instrument which enables the recipient to store data addressed to the recipient for a period of time adequate for the purposes of the data, and which allows the unchanged reproduction of the stored data in the same form and with the same content.

1.4. Language, Filing and Accessibility

(1) The language of the Bidding Relationship and of the Contract is Hungarian.

(2) The Bidding Relationship and the Contract are established electronically, on the Auction Portal. The Contract does not qualify as a contract concluded in writing and is not filed by the Registry.

(3) The Registry electronically records the data relating to the Bidding Relationship and the Contract – namely the time of acceptance of the GTC and the identifier of the effective text of the accepted GTC, the declarations under Section 1.5 and Section 7.3(2), the Auction Bids, the Payments, the Payment Confirmations and the Refunds – and retains such data for the period specified in Chapter 3 of the Privacy Notice.

(4) The effective text of the GTC and its previous versions are available at any time on the domain.hu website and may be downloaded and printed.

1.5. Notice and Acceptance of the GTC

(1) The GTC shall become part of the Bidding Relationship and the Contract if the Applicant had the opportunity to become acquainted with it and accepted it prior to submitting the Auction Bid (Section 6:78 of the Civil Code).

(2) On the Auction Portal, immediately prior to submitting the Auction Bid, the Applicant shall declare, by ticking a checkbox, that

a) it has read and accepts the GTC and, if it is a Consumer, requests, as set out in the GTC, that the Registry perform the Contract simultaneously with its conclusion – upon the determination of the result of the Auction – and acknowledges that it will lose its right of withdrawal upon the performance of the Contract,

and

b) it has read the Privacy Notice of the Registry, in particular Chapter 3 thereof on data processing relating to the auction.

The text next to the checkbox makes the GTC and the Privacy Notice available via a hyperlink.

(3) The declaration under point b) of paragraph (2) shall not constitute consent to the processing of personal data. The legal bases for data processing are set out in the Privacy Notice.

(4) No Auction Bid may be submitted and no deposit may be paid without ticking the checkbox.

(5) Annex 1 to the GTC contains the data transfer declaration of SimplePay Zrt. By accepting the GTC, the Applicant becomes acquainted with the data transfer declaration before initiating the Payment.

(6) In the event of an amendment of the GTC, the Applicant shall accept the amended GTC again before submitting its first Auction Bid following the entry into force of the amendment. Section 12.1 shall govern Auction Procedures in progress.

2. Establishment of the Bidding Relationship and Conclusion of the Contract

2.1. The Parties

(1) The Bidding Relationship is established between the Registry and the Applicant submitting the Auction Bid, and the Contract is concluded between the Registry and the winning Applicant.

(2) The Applicant may be any natural person, legal person or organisation without legal personality entitled to submit a Domain Application under the DRP. Derogating provisions applicable to Applicants qualifying as Consumers are expressly indicated in the GTC.

2.2. The Auction Procedure and the Auction Bid

(1) The course of the Auction Procedure is determined by the DAPR: the domain name is placed on the Auction Listing, Applicants may submit Auction Bids during the Auction Listing Period, the Registry determines the result of the Auction following the Close of the Auction, and thereafter, in accordance with Section 6 of the DAPR, the Winning Auction Bid is paid, the Domain Application is adjudicated and the domain name is registered.

(2) The Applicant may modify or revoke its Auction Bid until the end of the Auction Listing Period (DAPR Section 4.6).

(3) Upon the submission of the first Auction Bid, a Bidding Relationship is established between the Registry and the Applicant. The Bidding Relationship does not result in the conclusion of the Contract.

2.3. Result of the Auction; Conclusion and Performance of the Contract

(1) The Contract is concluded with the winning Applicant when the notification of the result of the Auction addressed to the winning Applicant becomes accessible to it in accordance with Section 2.7. The Registry performs the Contract by granting the Registration Opportunity, simultaneously with the conclusion of the Contract.

(2) The Registration Opportunity does not entail the automatic registration of the domain name and does not guarantee such registration; the registration of the domain name is governed by the provisions of the DRP (DAPR Section 2.1). Following the conclusion of the Contract, the winning Applicant shall fulfil its payment obligations arising from the Contract by the Closure of the Auction Procedure (DAPR Section 6.1).

(3) The application and maintenance contract required for the registration of the domain name is concluded by the Domain Applicant with the Registrar in accordance with the DRP; that contract does not form part of the Contract and is not covered by the GTC. The amount of the Winning Auction Bid does not include the Registrar's fees.

(4) The Registration Opportunity shall lapse if any of the circumstances set out in Sections 6.1–6.5, 8.1 or 10.2 of the DAPR arises, in particular if the winning Applicant fails to pay the amount of the Winning Auction Bid by the deadline, the adjudication of the Domain Application under the DRP does not conclude with a positive outcome, the domain name does not become conditionally registered within the deadline under Section 6.4 of the DAPR, or the Complainant obtains the opportunity to register the domain name in a dispute resolution procedure. In such a case, Section 6 shall govern the settlement of the amounts paid, no Contract shall be concluded with any other Applicant, and the Registry shall proceed in accordance with the DAPR.

(5) The Registration Opportunity is a conditional entitlement. If any condition is not fulfilled for a reason falling within the winning Applicant's sphere of control or for a reason beyond the Registry's control, the lapse of the Registration Opportunity follows from the content of the entitlement and does not mean that the Registry has failed to perform the Contract. The Registry may not rely on the failure of a condition if such failure resulted from a cause falling within the Registry's sphere of control.

(6) No Contract is concluded with the non-winning Applicants; their Bidding Relationship terminates upon the Closure of the Auction Procedure.

2.4. Bidding Steps

(1) The steps of bidding are as follows:

a) submission of the Domain Application for a domain name on the Auction Listing during the Auction Listing Period through the Registrar, in accordance with Sections 1.2.1 and 1.2.2 of the DRP (conclusion of the domain application and maintenance contract with the Registrar, provision of the mandatory data, confirmation of contact information and making the declarations required under the DRP), which the Registrar submits to the Registry (DAPR Section 4.3);

b) notification by the Registry confirming receipt of the application and providing the unique link (token) through which the Applicant may submit an Auction Bid on the Auction Portal (DAPR Section 4.3);

c) opening the Auction Portal via the unique link (token);

d) entering the amount of the Auction Bid in Hungarian forints, at least equal to the Minimum Auction Bid, rounded to 1 (one) forint (DAPR Section 4.5);

e) reviewing the details of the Auction Bid on the summary screen;

f) making the declaration under Section 1.5(2) and, in the case of a Consumer, also the declaration under Section 7.3(2);

g) submitting the Auction Bid;

h) where the Applicant is required to pay a deposit under Section 4.7 of the DAPR, paying the deposit on the basis of the Payment Request by the end of the Auction Listing Period (Section 4.4).

(2) The Applicant may correct data entry errors on the summary screen before submitting the Auction Bid and, after submission, by modifying the Auction Bid until the end of the Auction Listing Period.

2.5. Confirmations

(1) The Registry shall confirm the receipt of the Auction Bid or of its modification by e-mail without delay (Section 6 of Act CVIII of 2001 on Certain Issues of Electronic Commerce Services and Information Society Services). The confirmation shall contain the details of the Auction Bid, in the case of a Consumer the fact that the declaration under Section 7.3(2) has been made, and the text of the GTC accepted by the Applicant or a link to it suitable for retention on a Durable Medium.

(2) The Registry shall notify the Applicants of the result of the Auction by e-mail in accordance with the DAPR. Section 2.7 shall govern the delivery of the notification. The notification sent to the winning Applicant constitutes confirmation of the conclusion and performance of the Contract; in the case of a Consumer, it shall include the fact that the declaration under Section 7.3(2) has been made.

2.6. Relationship with the Contract Concluded with the Registrar

(1) The submission of the Domain Application and the registration and maintenance of the domain name are governed by the contract concluded between the Domain Applicant and the Registrar and by the DRP. The Registrar is not a party to the Bidding Relationship or the Contract.

(2) The Bidding Relationship and the Contract do not affect the contract between the Domain Applicant and the Registrar and do not include the Registrar’s fees.

2.7. Delivery of Notifications

(1) The Registry sends the notifications under the GTC and the DAPR – including the notification of the result of the Auction – by e-mail to the e-mail address provided by the Applicant in the Domain Application.

(2) An e-mail becomes accessible to the addressee when it arrives at the addressee's mail server. Unless proven otherwise, an e-mail shall be deemed delivered within 1 hour of its dispatch, unless the Registry receives a notice of non-delivery.

(3) If delivery fails because the e-mail address provided by the Applicant is incorrect, inoperative or unable to receive messages, the e-mail shall be deemed delivered at the time of dispatch. The Applicant is responsible for the accuracy and currency of the data provided.

(4) The Registry shall resend without delay any e-mail that is undeliverable for any other reason, upon receipt of the notice of non-delivery.

3. Prices and Fees

3.1. Minimum Auction Bid and Deposit-Triggering Bid Threshold

(1) The Registry publishes the amounts of the Minimum Auction Bid and the Deposit-Triggering Bid Threshold on the domain.hu/domainaukcio website in accordance with the DAPR.

(2) The amounts published on the day on which the Auction Procedure is launched shall apply to the given Auction Procedure.

3.2. Amount of the Auction Bid

(1) Auction Bids may be submitted in Hungarian forints, rounded to 1 (one) forint (DAPR Section 4.5).

(2) The amount of the Auction Bid is a net amount exclusive of value added tax. The Registry charges the consideration plus value added tax as required by law; prior to the submission of the Auction Bid, the Auction Portal displays to Consumers the total amount inclusive of value added tax.

(3) The amount of the deposit is 10% of the amount of the Auction Bid (DAPR Section 4.7).

3.3. Handling Fee

If the Applicant has paid a deposit but has revoked its Auction Bid, the Registry shall charge a handling fee equal to the amount of the Minimum Auction Bid upon refunding the deposit (DAPR Section 4.7). The handling fee is a lump-sum reimbursement of the costs incurred by the Registry as a result of the revocation of the Auction Bid.

3.4. Payment Free of Charge

(1) The Registry does not charge any fee, commission or other cost for the Payment or for the choice of the Payment Service Provider or the payment method.

(2) The Registry does not make card Payments subject to any minimum or maximum amount.

(3) Fees arising from the legal relationship between the Payer and the card-issuing bank are not due to the Registry, and the Registry bears no liability for them.

4. Payment

4.1. Method of Payment

(1) The deposit and the amount of the Winning Auction Bid may be paid exclusively by bank card on the Payment Page of the Payment Service Provider. The types of bank cards accepted are indicated on the Payment Page.

(2) When initiating the Payment, the Payer chooses whether to make the Payment through the service of SimplePay Zrt. or Barion Payment Zrt.

(3) The Registry does not request, obtain or store any bank card data. The Registry does not use recurring payments or any payment method involving the storage of bank card data.

(4) The legal relationship between the Payer and the Payment Service Provider is governed by the general terms and conditions of the Payment Service Provider.

4.2. Payment through SimplePay Zrt.

(1) The SimplePay service is provided by SimplePay Zártkörűen Működő Részvénytársaság (registered office: 1138 Budapest, Váci út 135–139. B. ép. 5. em.; company registration number: 01-10-143303; tax number: 32835155-2-44; activity licence number: H-EN-I-21/2023; e-mail: ugyfelszolgalat@simple.hu).

(2) If SimplePay is selected, the Payer is redirected to the SimplePay Payment Page, where the Payer enters the bank card details and authorises the Payment.

(3) For the execution of the Payment, the Registry transfers the data specified in Annex 1 to SimplePay Zrt. as data processor. The data transfer declaration of SimplePay Zrt. is contained in Annex 1, which the Registry makes available prior to redirection to the Payment Page.

4.3. Payment through Barion Payment Zrt.

(1) The Barion service is provided by Barion Payment Zártkörűen Működő Részvénytársaság (registered office: 1083 Budapest, Bókay János utca 44-46. C5 ép. 8. em; company registration number: 01-10-048552; tax number: 25353192-2-43) as an electronic money institution.

(2) If you choose the service of Barion Payment Zrt., your online card payment is processed through the Barion system. The bank card details are not transmitted to the merchant, i.e. to us. Barion Payment Zrt., the provider of the service, is an institution supervised by the Magyar Nemzeti Bank (Central Bank of Hungary); its licence number is H-EN-I-1064/2013.

(3) If Barion is selected, the Payer is redirected to the Barion Smart Gateway Payment Page, where the Payment can be made by bank card without registering a Barion Wallet.

(4) A Payment initiated through the Barion Smart Gateway establishes a legal relationship between the Payer and Barion Payment Zrt. governed by the general terms and conditions of Barion Payment Zrt. By initiating the Payment, the Payer accepts the general terms and conditions of Barion Payment Zrt.

(5) Barion Payment Zrt. acts as an independent data controller with respect to the personal data processed in connection with the Payment; its privacy notice is available at https://barion.com/hu/adatvedelmi-tajekoztato/.

4.4. Payment of the Deposit

(1) Where the Applicant is required to pay a deposit under Section 4.7 of the DAPR, it shall pay the deposit on the basis of the Registry's Payment Request.

(2) The Registry displays the Payment Request on the Auction Portal and also sends it by e-mail.

(3) The deposit shall be paid by the end of the Auction Listing Period. If the deposit is not paid by that time, the Auction Bid shall not be valid (DAPR Section 4.7).

(4) In the event of a modification of the Auction Bid, the Applicant may be required to pay or top up a deposit in accordance with Section 4.7 of the DAPR. The Applicant shall top up the deposit already paid if the amount of the additional deposit payable exceeds the amount of the Minimum Auction Bid. In the event of a reduction or revocation of the Auction Bid, the deposit paid shall be retained by the Registry, and Section 6 shall govern its settlement. The amount of the deposit paid shall be counted towards the amount of the Auction Bid.

(5) Until the conclusion of the Contract, the deposit serves as security for the performance of the Auction Bid; it does not constitute payment of the consideration and – save as provided in Section 3.3 and Section 6.1 – shall be refunded. Upon the conclusion of the Contract, the Registry shall credit the deposit paid by the winning Applicant against the amount of the Winning Auction Bid.

4.5. Payment of the Winning Auction Bid

(1) The winning Applicant pays the amount of the Winning Auction Bid as consideration for the Contract (DAPR Section 6.1).

(2) If no deposit was paid during the Auction Listing Period, the Registry sends the winning Applicant a Payment Request for the full amount of the Winning Auction Bid. The Domain Application is adjudicated under the DRP after the Payment has been made (DAPR Section 6.1).

(3) If a deposit was paid during the Auction Listing Period, the Registry, following the positive adjudication of the Domain Application, sends a Payment Request for the amount of the Winning Auction Bid less the deposit.

(4) The Registry specifies the payment deadline in the Payment Request by calendar date and time. The payment deadline

a) may not be shorter than 8 calendar days from the sending of the Payment Request, and

b) may not be later than the time by which the domain name can still become conditionally registered within the 15-day deadline calculated from the Close of the

Auction under Section 6.4 of the DAPR. If the deadlines under points a) and b) cannot both be met, the payment deadline shall be the time under point b); if the Payment is consequently not made and the reason for this falls within the Registry's sphere of control, point f) of Section 6.1(1) shall apply.

(5) The Registry sends the Payment Request without delay following the determination of the result of the Auction or – where a deposit has been paid – following the positive adjudication of the Domain Application.

(6) The Payment shall be deemed made at the time indicated in the Payment Confirmation. If the Payment is not made by the payment deadline, the legal consequences under Section 5.1 shall apply.

4.6. Unsuccessful Payment

(1) If the card-issuing bank or the Payment Service Provider rejects the Payment, the Payment shall not be deemed made and the payment obligation shall remain in effect.

(2) The Registry ensures on the Auction Portal that, following a rejection, the Payer may initiate a new Payment within the deadline under Section 4.4(3) or Section 4.5, as applicable, including with another bank card or through the service of the other Payment Service Provider. The authorisation of the new Payment is decided by the card-issuing bank or the Payment Service Provider, as applicable, in accordance with its own rules.

(3) The card-issuing bank may require strong customer authentication for the authorisation of the Payment. The Registry bears no liability if the card-issuing bank or the Payment Service Provider rejects the Payment.

4.7. Payment Confirmation

The Payment Service Provider sends a Payment Confirmation of a successful Payment to the Payer by e-mail. The content of the Payment Confirmation is determined by the Payment Service Provider; the Payment Confirmation sent by SimplePay Zrt. contains the amount, currency, unique identifier and time of the Payment.

4.8. Invoice

(1) The Registry issues invoices, in accordance with the legislation on accounting and value added tax, for the consideration of the Contract and for the amounts retained under Section 3.3 and Section 5.1(3), in accordance with their respective legal titles. No invoice is issued for the payment of the deposit until it is credited (Section 4.4(5)).

(2) The Registry sends the invoice electronically to the winning Applicant within the deadline set by the Act on Value Added Tax. In the event of a Refund, the Registry issues a corrective invoice in accordance with the law (DAPR Section 6.1).

(3) The Applicant provides the data required for issuing the invoice – including the billing name and address, the country and, in the case of a business, the tax number or EU VAT number – on the Auction Portal before initiating the Payment. The Applicant is responsible for the accuracy of the data.

5. Legal Consequences of Non-Payment and Exclusion

5.1. Payment Default

(1) If the winning Applicant fails to pay the amount of the Winning Auction Bid by the deadline, it shall lose its right to participate in Auction Procedures for 1 (one) calendar year, and its data may not be provided as contact data in any application submitted in an Auction Procedure either (DAPR Section 6.2).

(2) The Domain Application shall be deleted, and the Registry shall re-list the domain name for a new Auction Procedure (DAPR Section 6.3).

(3) If the winning Applicant has paid only the deposit and fails to pay the remaining amount of the Winning Auction Bid by the deadline, the deposit shall be retained by the Registry as a contractual penalty. The penalty is a lump sum; in view of the lapse of the Registration Opportunity, the Registry shall not claim any further consideration.

(4) The legal consequences under paragraphs (1)–(3) shall not apply if the Consumer has lawfully withdrawn from the Contract before the expiry of the payment deadline.

5.2. Exclusion from the Auction Procedure

The exclusion of an Applicant from the Auction Procedure and its legal consequences are governed by the DAPR. The provisions of Section 6 shall apply to the refund of the amounts paid by the excluded Applicant.

6. Refund

6.1. Cases of Refund

(1) The Registry makes a Refund in the following cases:

a) to an Applicant who did not win the Auction: the full amount of the deposit paid;

b) where only one application was received for a domain name on the Auction Listing: the full amount of the deposit paid by the Applicant (DAPR Section 5, subsection 2);

c) where the Applicant has paid a deposit but has revoked its Auction Bid: the amount of the deposit less the handling fee (Section 3.3);

d) where the winning Applicant has paid the amount of the Winning Auction Bid but the adjudication of the Domain Application ends in rejection: 90% of the amount paid (DAPR Section 6.1);

e) where the winning Applicant loses the right to register the domain name in a procedure before the Alternative Dispute Resolution Forum: 90% of the amount of the Winning Auction Bid paid (DAPR Section 6.5);

f) where the Registration Opportunity lapses for a reason falling within the Registry's sphere of control – in particular because the deadline under Section 6.4 of the DAPR expires due to an omission by the Registry: the full amount paid;

g) in the event of an erroneous or duplicate charge: the amount charged in error.

(2) In the cases under points d) and e) of paragraph (1), if the Applicant has paid only the deposit, the deposit shall not be refunded (DAPR Sections 6.1 and 6.5).

(3) The parties determine the extent of the Refund on the basis of freedom of contract. By granting the Registration Opportunity, the Registry has performed the Contract, and the opportunity does not guarantee the registration of the domain name (DAPR Section 2.1). If the Registration Opportunity lapses for a reason under point d) or e) of paragraph (1), which typically falls within the winning Applicant's sphere of control, the Registry refunds 90% of the amount paid and retains 10% as consideration for conducting the Auction Procedure and granting the Registration Opportunity.

(4) In disputes relating to a Refund, the complaint handling procedure under Section 10 may also be used.

6.2. Method of Refund

(1) The Registry initiates the Refund through the service of the Payment Service Provider through which the Payment was made, to the bank card used for the Payment.

(2) The amount of the Refund may not exceed the amount of the original Payment. Refunds cannot be made in cash or by bank transfer.

6.3. Refund Deadline

(1) The Registry initiates the Refund no later than 30 days from the occurrence of the circumstance giving rise to the refund.

(2) The time at which the Refund amount is credited to the account linked to the bank card depends on the procedures of the card-issuing bank.

(3) The Registry informs the Applicant by e-mail of the initiation of the Refund.

7. Revocation of the Auction Bid; the Consumer's Right of Withdrawal

7.1. Modification and Revocation of the Auction Bid

(1) The Applicant may modify or revoke its Auction Bid on the Auction Portal at any time until the end of the Auction Listing Period (DAPR Section 4.6).

(2) The revocation of the Auction Bid is the revocation of a bid made within the framework of the Bidding Relationship; since no Contract exists at that time, the revocation does not constitute withdrawal. The legal consequences of revocation are governed by Section 3.3 and point c) of Section 6.1(1).

7.2. Obligations of the Winning Applicant after the Conclusion of the Contract

Following the conclusion of the Contract, the winning Applicant shall fulfil its obligations arising from the Contract by the Closure of the Auction Procedure (DAPR Section 6.1). If the amount of the Winning Auction Bid is not paid, the legal consequences under Section 5.1 shall apply and the Registration Opportunity shall lapse (Section 2.3(4)).

7.3. The Consumer's Right of Withdrawal

(1) The Contract is concluded when the notification of the result of the Auction becomes accessible, and the Registry performs it simultaneously with its conclusion by granting the Registration Opportunity (Section 2.3(1); Section 2.7).

(2) It is a condition of an Auction Bid submitted by a Consumer that the Consumer, on the Auction Portal and prior to submitting the Auction Bid, expressly requests by a separate declaration that the Registry perform the Contract simultaneously with its conclusion – upon the notification of the result of the Auction becoming accessible (Section 2.7) – and acknowledges that, upon the performance of the Contract, it will lose its right of withdrawal under Government Decree 45/2014 (II. 26.) on the detailed rules of contracts between consumers and businesses (Section 29(1)(a) of the Government Decree). The Registry records the making of the declaration, and the fact thereof is included in the confirmations under Section 2.5(1) and (2).

(3) In view of paragraphs (1) and (2), the Consumer may not exercise a right of withdrawal from the Contract. Prior to the conclusion of the Contract, the Consumer may revoke its Auction Bid in accordance with Section 7.1.

(4) Where the Consumer is entitled to a right of withdrawal by law, the Consumer may exercise that right in accordance with Section 22(1) of the Government Decree, including in particular by using the model withdrawal form set out in Annex 2.

(5) Non-payment of the amount of the Winning Auction Bid shall not constitute a declaration of withdrawal. Where the Consumer is entitled to a right of withdrawal by law, the Consumer may exercise that right exclusively in the manner specified in Section 22(1) of the Government Decree.

(6) Where the Consumer is entitled to a right of withdrawal by law and exercises it after the performance of the Contract has commenced, the Consumer shall, if it has made the request under point a) of paragraph (2), pay a fee proportionate to the services provided up to the communication of the withdrawal; if the Consumer has not made such request, it shall not be liable to pay any fee. Withdrawal does not entail any other costs.

8. Chargeback and Abuse

8.1. Chargeback

(1) If the Cardholder disputes the Payment with the card-issuing bank, the Registry shall, at the request of the Payment Service Provider, provide the Payment Service Provider with the data of the Auction Procedure underlying the Payment – including in particular the Auction Bid, the Payment Request, the Payment data, the recorded data of the declarations under Section 1.5(2) and Section 7.3(2), and the confirmations under Section 2.5.

(2) An amount subject to a Chargeback shall not be deemed paid. If the Chargeback affects the amount of the Winning Auction Bid that has fallen due, the legal consequences under Section 5.1 shall apply.

(3) If the Cardholder has recovered the amount of the Payment by way of a Chargeback, the Registry shall not make a Refund in respect of the same Payment.

(4) The Registry may claim compensation from the Applicant for any damage resulting from an unfounded Chargeback.

8.2. Suspected Abuse

(1) In order to prevent abuse, the Payment Service Provider may – in accordance with its own general terms and conditions – reject the Payment or make it subject to additional conditions.

(2) In the event of suspected abuse, the Registry is entitled to suspend the Auction Procedure in accordance with Section 8.3 of the DAPR and may withhold the Refund until the investigation is closed. The Applicant shall cooperate with the Registry during the investigation.

9. Liability

9.1. Liability of the Registry

(1) The liability of the Registry is governed by Section 10.1 of the DAPR and the provisions of the DRP.

(2) The Registry does not limit its liability towards Consumers for breach of contract caused intentionally, by gross negligence or by a criminal offence, or for breach of contract causing harm to human life, physical integrity or health.

9.2. Liability Related to Payment Services

(1) The Payment Service Provider is liable for the processing of the Payment, the operation of the Payment Page and the handling of bank card data in accordance with its own general terms and conditions.

(2) The Registry is not liable for any damage resulting from downtime, malfunction or decisions of the systems of the Payment Service Provider, the card-issuing bank or the international card schemes.

9.3. Force Majeure

(1) In the event of an unavoidable external cause, Section 10.2 of the DAPR shall apply.

(2) If the Payment cannot be made for a reason falling within the Payment Service Provider’s sphere of control, the Registry shall publish information thereon on the Auction Portal and may extend the payment deadline by the duration of the impediment.

10. Customer Service, Complaint Handling and Legal Remedies

10.1. Customer Service

The Registry’s customer service can be reached at the contact details specified in Section 1.2.

10.2. Complaint Handling

(1) A Consumer may submit a complaint relating to a legal relationship covered by the GTC to the Registry orally – by telephone at the number specified in Section 1.2, during the customer service hours specified therein – or in writing, by e-mail or by post. An Applicant that is not a Consumer shall submit its complaint in writing, by e-mail.

(2) The Registry assigns a unique identification number to an oral complaint made by telephone, examines it immediately and remedies it as necessary. If the Applicant disagrees with the handling of the complaint, or if immediate investigation of the complaint is not possible, the Registry shall take a written record of the complaint and send a copy thereof to the Applicant.

(3) The Registry shall respond to a written complaint in writing and on the merits within 30 days of its receipt. The Registry shall state the reasons for rejecting a complaint.

(4) The Registry retains the record of the complaint and a copy of the response for 3 years in accordance with Section 17/A of Act CLV of 1997 on Consumer Protection (hereinafter: “Consumer Protection Act”).

10.3. Complaints Relating to Payment

Complaints relating to the operation of the Payment Page, the debiting of the bank card and the crediting of the Refund may also be submitted by the Payer to the relevant Payment Service Provider or to the card-issuing bank. The Registry cooperates with the Payment Service Provider in investigating the complaint.

10.4. Conciliation Body and Official Proceedings

(1) If the Registry rejects the Consumer’s complaint, the Consumer may turn to a conciliation body. The conciliation body competent for the Consumer’s place of residence or place of stay has jurisdiction over the procedure; at the Consumer’s request, the conciliation body specified in the request shall proceed. The conciliation body competent for the Registry’s registered office is the Budapest Conciliation Board (contact details: [...]).

(2) The Registry cooperates in the conciliation body procedure in accordance with the Consumer Protection Act.

(3) In the event of the rejection of a complaint, the Registry shall inform the Consumer in writing of the authority or conciliation body whose procedure the Consumer may initiate, and shall provide its contact details.

(4) The Consumer may initiate consumer protection proceedings before the consumer protection authority.

10.5. Complaints and Legal Remedies in Matters outside the Scope of the GTC

(1) Complaints relating to a legal relationship covered by the GTC are governed by Section 10.2.

(2) Complaints submitted through the Centralised Complaint Handling System against the activities of the Registry, as the manager of the .hu Public Domains, relating to the recording, safekeeping, maintenance and making available of registered domain names and related data, are investigated by Internet Szolgáltatók Tanácsa Tudományos Egyesület (Council of Hungarian

Internet Service Providers Scientific Association) in accordance with the Alternative Dispute Resolution Forum Organizational and Operational Rules.

(3) Disputes relating to the registration of domain names are governed by the rules on the procedure of the Alternative Dispute Resolution Forum set out in the DRP and in the Dispute Resolution Procedural Rules.

11. Data Processing

11.1. Privacy Information

Information on data processing in connection with the Auction Procedure and the Payment is provided in Chapter 3 of the Registry's Privacy Notice, and information on cookies placed on the Auction Portal – including cookies placed by Barion Payment Zrt. – is provided in the Registry's Cookie Notice (both available at: https://www.domain.hu/adatkezeles/).

11.2. Data Transfer to the Payment Service Providers

(1) The Registry transfers the data specified in Annex 1 to SimplePay Zrt. as data processor.

(2) The Registry transfers to Barion Payment Zrt. the data necessary for the execution of the Payment; Barion Payment Zrt. processes such data as an independent data controller.

(3) Bank card data are processed by the Payment Service Providers and by the acquiring financial institutions engaged by them; the Registry does not obtain such data.

12. Final Provisions

12.1. Amendment of the GTC

(1) The Registry is entitled to amend the GTC unilaterally. The Registry shall publish the amendment on the domain.hu/domainaukcio website at least 15 days before its entry into force.

(2) Auction Procedures already launched shall be governed by the provisions of the GTC in force on the day of their launch.

12.2. Governing Law and Jurisdiction

(1) The GTC, the Bidding Relationship and the Contract are governed by Hungarian law.

(2) The choice of law shall not deprive the Consumer of the protection afforded to the Consumer by the provisions that cannot be derogated from by agreement under the law of the state of the Consumer's habitual residence.

(3) The Applicant that is not a Consumer and the Registry stipulate the exclusive jurisdiction of the court having subject-matter and territorial jurisdiction according to the Registry's registered office for their property-law disputes arising from the legal relationship covered by these GTC.

12.3. Entry into Force

The Registry publishes the GTC on the domain.hu/domainaukcio website. The GTC enters into force on 18 November 2026.

Annexes

Annex 1 – Data Transfer Declaration of SimplePay Zrt.

I acknowledge that the following personal data of mine, stored by ISZT Nonprofit Kft. (1089 Budapest, Bláthy Ottó u. 9.) as data controller in the user database of [...], will be transferred to SimplePay Zrt. as data processor. The scope of data transferred by the data controller: name, e-mail address, telephone number, billing name and address, the amount and identifier of the Payment. The nature and purpose of the data processing activities performed by the data processor can be viewed in the SimplePay Privacy Notice at the following link: [...]

Annex 2 – Model Withdrawal Form

(Complete and return this form only if you wish to withdraw from the contract.)

> To: ISZT Nonprofit Kft., 1089 Budapest, Bláthy Ottó u. 9., Hungary; telephone: +36 1 238 0115; e-mail: iroda@domain.hu
>
> I, the undersigned, hereby give notice that I exercise my right of withdrawal from the contract for the provision of the following service: the Contract concluded on the basis of the Auction Procedure for the domain name .....
>
> Date of conclusion of the contract: .....
>
> Name of the consumer: .....
>
> Address of the consumer: .....
>
> Signature of the consumer (only if this form is notified on paper): .....
>
> Date: .....

Annex 3 – Published Auction Parameters

The Registry publishes the amounts of the Minimum Auction Bid and the Deposit-Triggering Bid Threshold – and thus of the handling fee – on the domain.hu/domainaukcio website.