

HUNGARY

Your rights as a consumer

Directive 1999/44/EC on the sale of consumer goods and associated guarantees has been implemented by Hungary. As a result of this legislation, consumers have a right to a minimum guarantee of six months on products. Within these six months any lack of conformity shall be presumed to have existed at the time of delivery, unless proved otherwise. Within this period the consumer is entitled to have the goods brought back into conformity. The consumer is entitled to ask for the goods to be repaired or replaced free of charge. Also important for consumers is that after this period of six months they are still protected against faulty products. Within two years from delivery of the goods the trader still can be held liable for any lack of conformity. However, it is then up to the consumer to prove that the lack of conformity existed at the time of delivery. Voluntary guarantees given by a producer do not restrict the statutory rights of consumers.

In some cases the implementation provides consumers with more rights than the Directive. Unlike EU legislation, Hungarian law provides that 'commercial' guarantee is obligatory for certain products. Therefore, the trader must give to consumer at least 1-year 'commercial' guarantee for durable goods (such as cars, audio-video machines, computers, electrical domestic appliances, furniture, etc.) upon purchase.

Exchange

There is no legal obligation on the seller to offer an exchange.

Some traders volunteer to exchange the product within a certain period fixed by them.

Pricing

- ❖ The Hungary currency is the Forint.
- ❖ Sale prices, the unit prices and service fees shall be indicated clearly, in an easily identifiable form, in the legal tender of the Republic of Hungary.
- ❖ The consumer can insist on getting the item for the price indicated on the price tag.
- ❖ VAT must be included in the price.
- ❖ The seller must issue a receipt to the consumer. If the seller fails to issue a receipt, the authority may impose penalty on the seller.

Tax

On most goods and services a 20% value added tax – VAT (Általános Forgalmi Adó – ÁFA) is charged in Hungary. The VAT on some products is 5%.

Methods of payment

The most common methods of payment in Hungary are cash and credit cards.

In some shops consumers have to show their identity card if they buy something above a certain high price. But this behaviour isn't typical.

Sales

There are summer and winter sales periods, which in Hungary are not restricted by law.

Opening hours

Shops' general opening hours are:

Monday – Saturday: 10:00 – 18:00

Sundays: 10:00 – 14:00

Some big supermarkets are open 24h 7 days a week except national holidays.

Banks' general opening hours are:

Monday – Friday: 8:00 – 17:00

Post Offices' general opening hours are:

Monday – Saturday: 7:00 – 18:00

Deposit

There is a deposit on some bottles.

There is no deposit on cans or plastic bags.

Tourist information

Tourist information can be found via the following link to the official website for tourism and travel:

www.hungary.com