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Complaints Handling Policy

Company Name: DOG SHOW Kft. (Ltd Limited Liability Company)

Company Registration Number: 07-09-035419

Registered Office: 8000 Székesfehérvár, Tóvárosi lakónegyed 31. 3rd floor, 2nd door

Postal Address: 8000 Székesfehérvár, Balaton út 117.

Tax Number: 23099197-2-07

Name of the registering body: Székesfehérvár Court of Appeals

1. Purpose and Scope of the Policy

The purpose of this complaints handling policy (hereinafter referred to as the Policy) is to regulate the procedure for handling consumer complaints arising in connection with dog show registration and related services provided by DOG SHOW (hereinafter referred to as the Service Provider) in a uniform, transparent manner and in accordance with the applicable laws.

The scope of the Policy covers all natural and legal entities (hereinafter referred to as: Consumer) who use the services provided by the Service Provider through the Service Provider's website **nevezes.dogshow.hu** and who contact the Service Provider with a consumer complaint.

2. Legal background

The Service Provider complies with the following laws, regulations and legal provisions when handling complaints:

- Act CLV of 1997 on Consumer Protection
- Government Decree 45/2014. (II. 26.) on the detailed rules of contracts between consumers and businesses
- 19/2014. (IV. 29.) Decree of the Ministry of Justice on the procedural rules for handling warranty and guarantee claims regarding things sold under a contract between a consumer and a business
- Act V of 2013 (Civil Code) on warranty, guarantee and product warranty provisions

3. Methods for submitting a complaint

The Consumer may submit a complaint to the Service Provider in the following ways:

3.1. Electronically (via e-mail)

The complaint can be submitted to the following e-mail address:

panasz@dogshow.hu

3.2. Via contact form

The complaint can be submitted via the contact form available on the Service Provider's website:

https://nevezes.dogshow.hu/contacts

3.3. By post

The complaint can be submitted by post in a letter addressed to the registered office of the Service Provider:

DOG SHOW Kft.

H-8000 Székesfehérvár, Balaton út 117.

4. Complaint handling process

4.1. Receipt and registration of a complaint

The Service Provider shall immediately register all consumer complaints received and provide them with a unique identifier. The Service Provider shall send a confirmation of receipt of the complaint to the Consumer – if the Consumer's contact details are available – no later than 8 working days after receipt.

4.2. Complaint investigation

The Service Provider shall examine the complaint immediately after receipt, but no later than 30 days, and shall provide a substantive response.

If immediate investigation of the complaint is not possible, the Service Provider shall record the complaint and its position on it, which it shall make available to the Consumer.

4.3. Response to the complaint

The Service Provider shall communicate the substantive response to the complaint to the Consumer in writing (by e-mail or post). The response shall include:

- the result of the assessment of the complaint,
- the measure and justification for the remedy or rejection of the complaint,
- if the complaint is rejected: the Consumer shall be informed of the authority or conciliation body with which the complaint may be initiated, as well as the seat, telephone and internet contact details and mailing address of the competent authority or conciliation body.

5. Record keeping

The Service Provider shall keep a record of the consumer complaints received, which shall include:

- the name, address or e-mail address of the Consumer,
- the place, time and method of submitting the complaint,
- a detailed description of the Consumer's complaint, a list of the documents, records and other evidence presented by the Consumer,
- the Service Provider's statement regarding the complaint,
- the measure and deadline for remedying or rejecting the complaint,
- the place and time of recording the record.

The Service Provider shall keep the record of the complaint and a copy of the substantive response to the complaint **for 3 years** in accordance with the applicable laws and regulations, and shall present it to the supervisory authorities upon request.

6. Legal remedies

If the Consumer notices a violation of his/her consumer rights, (s)he has the right to file a complaint with the competent consumer protection authority according to his/her place of residence.

6.1. Competent consumer protection authority

The Consumer may contact the consumer protection department of the county government office competent according to his/her place of residence. The competent authority according to the registered office of the Service Provider is:

Fejér Vármegyei Kormányhivatal

Közlekedési, Műszaki Engedélyezési, Mérésügyi és Fogyasztóvédelmi Főosztály

Fogyasztóvédelmi Osztály

Address: H-8000 Székesfehérvár, Honvéd u.8

Telephone: +36-22-501-751

E-mail: fogyved@fejer.gov.hu

6.2. Arbitration body

The Consumer may also contact the arbitration body competent according to his/her place of residence, place of stay or registered office. The arbitration body competent according to the registered office of the Service Provider is:

Fejér Vármegyei Békéltető Testület

Fejér County Arbitration Board

Address: H-8000 Székesfehérvár, Hosszúsétatér 4-6.

Telephone: +36-22-510-310

E-mail: bekeltetes@fmkik.hu

Website: https://bekeltetes.hu/

7. Data processing

During complaint handling, the Service Provider processes the Consumer's personal data in accordance with the applicable data protection legislation – in particular Regulation (EU) 2016/679 of the European Parliament and of the Council (GDPR) and Act CXII of 2011 (Information law). Personal data is processed exclusively to the extent and for the period necessary to assess the complaint and fulfill legal obligations.

8. Availability of the policy

This Complaint Handling Policy is continuously available and downloadable on the Service Provider's website at the following link: https://nevezes.dogshow.hu/page-complaint. The Service Provider reserves the right to amend the Policy in accordance with changes in applicable legislation. The Service Provider will inform Users on its website about the amendment.

9. Entry into force

This Complaint Handling Policy enters into force on September 3, 2026.

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