

National Toll Payment Services
Private company limited by shares
General Terms and Conditions
for individual agreements on certain services related to distance-based road use
authorization provided by resellers

Annex 1

Requirements applicable to Points of Sale

The involvement of any Point of Sale in the distribution of road use authorization always requires the Service Provider's approval. For that purpose, as part of the licensing procedure, the Service Provider shall be entitled to request a photograph of the Point of Sale, or carry out a site inspection prior to licensing. To involve a Point of Sale, its accurate GPS coordinates must also be sent to the Service Provider. The Service Provider shall respond within 30 days to any written request submitted to it concerning the inclusion of new Points of Sale in the road use authorization distribution network. The Service Provider shall not be required to justify its decision in its response. The Service Provider is entitled to charge a HUF 20,000 + VAT administrative fee per end-point to the Reseller each time a contract is concluded and whenever the Reseller's sales network is subsequently expanded.

In order to maintain and improve the standard of road use authorization distribution, the Service Provider shall be entitled to initiate suspension or exclusion of any Point of Sale, including, based on the findings of site inspections, Points of Sale already in operation, which fail to meet the following minimum requirements:

- it must have an indoor sales area (with the exception of Points of Sale which, due to their nature, have so-called street-front retail windows, such as buildings at border crossing points, container offices, kiosks, lottery shops, etc.),
- the building or facility accommodating the Point of Sale must be a fixed structure on solid foundations,
- the building or facility accommodating the Point of Sale must have the licenses required for its operation from all competent authorities,
- the facility must be operated by the Reseller in compliance with environmental laws,
- the Point of Sale must be operated so that environmental pollution is avoided,
- any polluting activity is forbidden,
- the Point of Sale must be registered as the registered office or business location of the legal entity or individual contracted for its operation directly or as a third party. The Service Provider shall have the right and means to request the relevant licenses.
- the activities conducted at the Point of Sale and the nature of such activities shall not interfere with the interests of the Service Provider.

- Resellers engaged in the exchange and acceptance of currency shall display, in a clearly visible manner and location within the Point of Sale, and in the same size and manner the rates of exchange and acceptance applied, furthermore, the toll price expressed in forint per kilometer and category, based on the effective legislation. Cash exchange other than listed in this Section or cash exchange by using an exchange rate other than the displayed one qualifies as grave breach of contract, and as a consequence the Service Provider invoices HUF 100,000 i.e. hundred thousand forint penalty payment to the Reseller. On the building and in its vicinity no exchange rates and advertisements misleading customers can be displayed or applied.
- Outside Hungary, sales may take place in the currency of the country concerned, e.g. in EUR (in which the receipt or invoice is issued), provided that the HUF price as specified in the laws in effect from time to time as well as the exchange rate are also displayed in a clearly visible manner.
- The Reseller shall consult the Service Provider regarding any other costs and fees (such as the convenience fee) related to the toll charged during sale by the Reseller when selling e-vignettes to End Users. No additional costs shall be charged without the Service Provider’s consent on road use authorization which End Users intend to purchase. In the event of personal sale, the reseller shall not be entitled to charge any other extra fees.
- On the territory of Hungary, any reference to the price of road use authorization shall be made exclusively in the official and valid Hungarian currency, and it is possible to display the prices at the EUR exchange rate applied by the Reseller.
- Each Points of Sale within and outside of Hungary selling toll shall be required to ensure the possibility to issue an invoice that is suitable for refunding VAT in Hungary.
- At the entrance of the Points of Sale, the following pictogram, as the Service Provider’s intellectual property protected by the trademarks registered under no. 209991 and 209990, shall be displayed in clearly visible locations, e.g. on doors, to indicate that HU-GOs are sold.





- The Service Provider shall inform the Reseller about the available communication materials and the method of their distribution by email. After the 15th day the above notification is made, the Service Provider is entitled to check the existence of the communication materials at the Points of Sale and their availability for End Users in accordance with Annex 2 of GTC.
- The Service Provider shall have the communication materials transported to the central site specified by the Reseller as agreed in advance. Any further transportation and logistics tasks related to the communication materials received as well as their continuous availability at the Points of Sale shall be the responsibility and duty of the Reseller.
- Points of Sale shall be required to display the communication materials and instruments as well as information sheets and flyers supplied by the Service Provider in places accessible to customers.
- The laws in effect from time to time (Act LXVII of 2013, Gov. Decree No. 209/2013 (VI. 18.), NFM Decree No. 25/2013 (V. 31.) and NFM Decree No. 29/2013 (VI. 12.)) and the General Terms and Conditions for End Users shall be available at each Point of Sale, which shall be included in the QR code in the size A3 information poster provided by the Service Provider.
- Resellers shall be familiar with the provisions of all laws required for the provision of the Service, the process of the sale of route tickets (Annex 9) and the process of toll balance top-up (Annex 10).
- In accordance with the legislation in force, the seller's copy of the validated toll route tickets and toll balance top-ups must be kept for two years following the end date of the validity period in order to enable their tracking and presentation in disputed cases.
- All Points of Sale must have a Customer Complaints Book as required by the law.
- The possibility to buy toll must be ensured at all Points of Sale.

The given Point of Sale must sell at least 10 pcs of road use authorizations per month, which shall be checked by the Service Provider.

The Service Provider specifically refuses to license the distribution of road use authorization in Points of Sale which:

- indicate mobile vending (e.g. from a caravan or other mobile vehicle), except in the area and/or service areas of expressway border crossing points where the on-site purchase of road use authorizations is not possible in any other way (not including online purchases), and the Point of Sale meets all other requirements (particularly the requirements regarding 24/7 presence and business hours);
- are accommodated in structures which are unacceptable in terms of quality or appearance (dilapidated, dirty or neglected);
- are operated in a seasonal or periodic scheme rather than on a regular basis;
- are expected to generate poor sales and limited demand owing to their location, which is not a public Point of Sale but established for a unique purpose to serve specific needs.