General Terms and Conditions - Phoenix RECorp

General Terms and Conditions

Phoenix Real Estate Corporation Korlátolt Felelősségű Társaság
pxrecorp.hu
Effective from: 7 October 2026

1 Data of the service provider

Full legal name: Phoenix Real Estate Corporation Korlátolt Felelősségű Társaság

Name used on the website: Phoenix RECorp

Registered office and postal contact address: 1133 Budapest, Pannónia utca 102.

Company registration number: 01-09-453616

Registering court: Company Court of the Metropolitan Court of Budapest

Tax number: 32660892-1-41

EU VAT number: HU32660892

Representative: András Demjén, Managing Director

Telephone: +36 70 531 65 38

Website administration and complaint handling: info@pxrecorp.hu

Additional contact e-mail: home@pxrecorp.com

Website: https://www.pxrecorp.hu/

Real estate agent registration number: 707226/2024

Chamber registration number: ZA32660892

Hosting provider

Hosting provider: InfoNetfort Kft.
Address: 7900 Szigetvár, Szent István ltp. 17. IV/25.
E-mail: kapcsolat@netfort.hu
Telephone: +36 30 530 2953
Website: https://www.netfort.hu/

2 Scope of the terms

These Terms and Conditions govern the use of the services available on the website. "Service Provider" means the company specified above, "User" means a visitor to the website, and "Customer" means the person or organisation using a paid service. A "Consumer" means a natural person acting outside the scope of their profession, independent occupation or business activity.

An individually negotiated agreement takes precedence over these Terms and Conditions. No term that deviates to the detriment of the Consumer from mandatory laws protecting consumers may be applied.

Acceptance of these Terms and Conditions does not constitute consent to newsletters or marketing-related data processing.

3 Use of the website and property listings

The website enables users to view the available properties, contact interested parties and learn about the Service Provider's services. Browsing properties, using the search function, requesting a callback and sending an enquiry message do not in themselves create any payment obligation.

A property listing does not constitute a real estate sale and purchase agreement. The price indicated is the asking price specified in the relevant listing; the terms of the agreement to be concluded with the owner of the property shall be settled separately by the parties. The availability and asking price of a property may change in the meantime, therefore it is advisable to confirm them before viewing.

The data contained in the listing have been provided on the basis of information supplied by the seller and the information available. The data are for information purposes only; the exact technical, legal and utility conditions may be verified during the viewing and/or on the basis of the relevant documents.

Photographs, videos, floor plans and virtual tours are intended to present the property. The dimensional data associated with them do not replace authentic technical documentation. The Service Provider shall provide information on known circumstances that may affect the transaction decision; the foregoing information does not exclude its liability for misleading statements or other unlawful conduct.

The User may use the website for its intended purpose. The User may not submit unlawful content, interfere with the operation of the website, or access the data of others. Further commercial use of the content requires the permission of the rights holder, without prejudice to uses permitted by law.

4 Real estate brokerage and real estate marketing

A real estate brokerage engagement is established by a separate agreement. The individual brokerage agreement contains the property concerned, its duration, the tasks undertaken, the fee, the due date of the fee, any exclusivity and the conditions for termination. These Terms and Conditions on the website do not in themselves amend brokerage agreements already concluded.

An enquiry message or callback request does not create an exclusive brokerage engagement and does not establish entitlement to a brokerage commission. Real estate marketing, a separate advertising placement, photography or any other additional task may only be carried out based on the service content and fee accepted by the Customer.

Brokerage services do not constitute a guarantee of a specific sale price or sales deadline. If the Service Provider separately undertakes to achieve a specific result, the conditions thereof shall be expressly set out by the parties. Consumer rights shall also apply to real estate brokerage engagements where applicable due to the manner in which the agreement is concluded.

5 Content of the 3D property presentation

The service is aimed at creating a virtual property presentation using Matterport technology. The work consists of the agreed on-site recording, processing and delivery in accordance with the

accepted package. The service is not an architectural survey, energy certification or official technical expert opinion.

Before concluding the agreement, the Customer becomes acquainted with the area included in the recording, the type of materials to be delivered, the method and duration of access, the completion deadline, the total fee and any conditions for extension. A separate floor plan, photo package, video, foreign-language text or additional editing is part of the service only if included in the service description or the accepted individual offer.

An internet connection and a supported browser specified in the service description are required to use the virtual tour. The shareable link to the interactive presentation is not the same as the delivery of a downloadable, independently functioning model or the raw recordings. The latter shall only be delivered if separately agreed.

The Customer shall ensure the access and permissions necessary for the recording. In advance, the Customer shall remove or put away personal documents, family photographs and items that they do not wish to appear in the recording. The legal basis required for the recognisable depiction of other persons shall be arranged by the parties before the recording is made.

6 Order and conclusion of the contract

The price calculation and placing an item in the cart do not constitute an order for the service. Before submission, the Customer checks the selected service, the area, the travel distance, the address where the work is to be performed, and the billing and contact details. The interface allows errors to be corrected and the cart to be modified.

Before submitting a paid order, the content and duration of the service, the total amount payable and the payment method are displayed. The Customer accepts the available and savable Terms and Conditions by making a separate selection. The finalisation button clearly indicates the payment obligation.

The order constitutes the Customer's offer. The notification of receipt does not in itself constitute acceptance of the offer. The contract is concluded when the Service Provider's confirmation expressly accepting the order and its material terms becomes accessible. In the event of a different fee or term, a new offer must be accepted; the Customer's silence does not constitute acceptance.

Receipt is confirmed by electronic notification. If this is not received within 48 hours at the latest, the Customer is released from the obligation to remain bound by the offer or from the contractual obligation. The confirmation of the contract contains the terms and the version of the Terms and Conditions applied. The language of the contract is Hungarian; declarations may be stored electronically.

7 Fees and payment

Prices are stated in Hungarian forints. The Service Provider does not charge VAT on the fees; the prices indicated are the total amounts payable. The calculator and the order summary do not add VAT to the prices.

Fees for the 3D property presentation

Recording area	Unit price

Up to 50 m²	1,250 HUF/m²
Over 50 m², up to 100 m²	1,000 HUF/m²
Over 100 m², up to 250 m²	850 HUF/m²
Over 250 m², up to 500 m²	700 HUF/m²
Over 500 m², up to 800 m²	650 HUF/m²
Over 800 m²	550 HUF/m²

The unit price applicable to the relevant area band applies to the entire recording area. The recording fee is the product of the accepted area and the unit price of the relevant band. The travel fee is 140 HUF/km, calculated for the round trip. The distance entered in the calculator is the one-way road distance, which must be taken into account twice when calculating the travel fee. Starting point for travel: 8900 Zalaegerszeg, Kinizsi Pál utca 58.

The total fee is the sum of the recording fee and the travel fee, together with any additional services accepted in advance. The order summary and confirmation contain the recording area, the unit price applied, the distance and the total amount payable. In the case of an individual offer, the fee expressly accepted therein shall apply. No additional fee that has not been agreed may be charged automatically.

Payment by bank transfer

Payment is made exclusively by bank transfer on the basis of a payment request sent by the Service Provider by e-mail. The Customer shall transfer the amount after receipt of the payment request and by the payment deadline specified therein. The payment request contains the name of the beneficiary, the bank account number, the amount payable and the payment reference. Payment is completed when the amount is credited to the Service Provider's bank account.

The payment request is not an invoice. The Service Provider shall issue an invoice for the payment and the service in accordance with the applicable legislation. In the event of an obvious calculation or price display error, the Service Provider shall inform the Customer without delay. The Service Provider may not unilaterally increase the fee of an already concluded contract merely by communicating the error.

8 Appointment and delivery

The date of the on-site work shall be agreed by the parties. The content of the service, the deadline for processing and delivery, as well as the start and end of online availability must be agreed before the contract is concluded. Delivery of the completed material takes place by providing the agreed access and the results included in the package.

The Customer may inspect the delivered material and notify the Service Provider of any discrepancies. Failure to notify does not result in a short, automatic loss of rights. The rules for correcting defects are set out in Section 10.

In the event of an impediment, the parties shall agree on a new date. A cancellation fee or unsuccessful travel fee may only be applied on the basis of a condition previously made known and

accepted, without prejudice to mandatory consumer rights. Extending online availability requires separate acceptance; there is no automatic renewal.

9 Consumer right of withdrawal and termination

In the case of a service contract concluded between parties at a distance or outside business premises, the Consumer may withdraw from the contract without giving reasons within 14 days of the conclusion of the contract. After the requested early performance has commenced, the Consumer may terminate the contract within this period. The declaration must be sent before the deadline expires; proof of dispatch is the responsibility of the Consumer.

The declaration may be sent to info@pxrecorp.hu or to the registered office of the Service Provider; use of the attached template is optional. The declaration may also be made on the website using the "Withdrawal from the contract" function. On the form, the Consumer may provide their name, the data required to identify the contract and the e-mail address for confirmation; the declaration can be sent by clicking the "Confirm withdrawal" button. The Service Provider shall confirm the content of the online declaration and the time of its submission on a durable medium.

Early commencement within the 14-day period requires an express request from the Consumer and acknowledgement of the loss of the right after full performance. In the event of termination of a service that has commenced but has not been completed, a proportionate fee is payable, where the relevant information and request have been provided. Any refund due on the basis of the settlement shall be made without delay, and no later than 14 days after the Service Provider becomes aware of the declaration, using the same payment method or another cost-free method separately accepted.

The creation of an individual 3D material in itself does not exclude the right of withdrawal. In the case of digital content supplied on a non-tangible medium, loss of the right requires separate express prior consent, acknowledgement of the loss of the right and confirmation. In the case of an ongoing digital service, mere access does not constitute completion of the entire service.

The Service Provider records the declaration relating to early performance separately from the general acceptance of the Terms and Conditions. The declarations are voluntary and may not be pre-selected. If the information on the right of withdrawal is omitted, the withdrawal period is extended by 12 months; once the information is subsequently provided, a further 14 days are available. For orders made for business purposes, the Consumer's right of withdrawal without giving reasons does not apply.

10 Defective performance and statutory warranty

The Service Provider shall perform in accordance with the accepted service content. A defect may include, for example, the unjustified omission of the rooms ordered, the absence of the agreed material or unusable access resulting from a defect in the service. In a defect report, it is advisable to provide the order number, the affected link and a description of the defect.

The Customer may, in accordance with the statutory conditions, request correction or repeated performance of the service and, where appropriate, a proportionate reduction of the fee or termination of the contract. The general limitation period for a Consumer's statutory warranty claim is two years; notification within two months of discovering the defect is deemed to have been made in due time.

In the case of digital content and digital services, the special rules of Government Decree 373/2021 (VI. 30.) shall also apply, including the provision of contractually compliant access and necessary updates. Correction shall be carried out free of charge, within a reasonable time and without significant inconvenience. In the case of one-off provision of digital content or a digital

service, a defect discovered within one year of performance shall, until proven otherwise, be presumed to have existed at the time of performance, if this is compatible with the nature of the defect. In the case of a continuous service, with regard to a defect discovered during the period specified in the contract, the burden of proving contractual conformity lies with the Service Provider.

During the period of the agreed hosting service, the Service Provider may not generally shift the responsibility for ensuring contractually compliant access to an external technology service provider. The Service Provider does not undertake any separate voluntary guarantee for the service; this does not affect the Customer's statutory warranty and other legal rights.

11 Usage rights and data processing

The Customer may use the presentation delivered to them for the accepted service purpose, including presenting and advertising their property. The shareable link may be published during the agreed availability period. Any broader use, delivery of raw materials or transfer of copyright requires a separate agreement.

The Service Provider shall publish the Customer's material as a reference only on the basis of an appropriate legal basis for use and data processing. Ordering the service in itself does not constitute an unlimited marketing authorisation and does not grant unlimited access to the Customer's personal data.

The purpose, legal basis, retention period, recipients of the processing of personal data and the rights of data subjects are set out in the website's Privacy Notice. Necessary administrative data processing must be handled separately from newsletter and marketing consent. These Terms and Conditions do not restrict the User's freedom of expression or enforcement of legal rights.

12 Complaint handling and legal remedies

A complaint may be submitted by e-mail to info@pxrecorp.hu, by post to 1133 Budapest, Pannónia utca 102., or orally by telephone at +36 70 531 65 38. Please provide the identification of the service or order and a brief description of the complaint. The telephone call is charged at the normal rate.

The Service Provider shall examine an oral complaint immediately. If it cannot be resolved immediately, or if the Consumer disagrees with the handling, minutes shall be taken, a copy of which shall be provided to the Consumer. The Service Provider shall provide a substantive written response to a written complaint within 30 days, in a verifiable manner. A complaint received through the electronic complaint form shall be confirmed by e-mail without delay. The complaint and the response shall be retained for three years.

In the event of rejection, the response shall contain the reasons, the current contact details of the competent authority or conciliation board, and information regarding the general statement of submission. The free procedure of the conciliation board competent according to the Consumer's place of residence or stay may be initiated; the business is obliged to cooperate.

Budapest Conciliation Board

Registered office: 1016 Budapest, Krisztina krt. 99. I. em. 111.
Postal address: 1253 Budapest, Pf. 10.
Telephone: +36 1 488 2131
E-mail: bekelteto.testulet@bkik.hu
Website: https://bekeltet.bkik.hu/

For contacting another competent board, the official information of the conciliation boards may be used: https://www.bekeltetes.hu/. The Service Provider provides the registered office, telephone number, internet and postal address of the regional boards in separate, up-to-date information on the website. The Consumer's right to contact an authority or a court remains unaffected.

13 Applicable law and amendments

Hungarian law shall apply to the legal relationship, without prejudice to any additional protection mandatorily provided to the Consumer. The Service Provider shall publish new terms on the website. An amendment does not automatically modify contracts already concluded. These Terms and Conditions are effective from 7 October 2026. The version of the Terms and Conditions accepted at the time of conclusion of the contract shall apply to the order.

Annex 1 Withdrawal and termination statement

Use this template if, as a Consumer, you wish to withdraw from or terminate the contract. Its use is not mandatory. Withdrawal or termination may also be communicated by a clear statement made by you.

Addressee: Phoenix Real Estate Corporation Korlátolt Felelősségű Társaság
Postal address: 1133 Budapest, Pannónia utca 102.
E-mail: info@pxrecorp.hu

I, the undersigned, hereby declare that I withdraw from the contract concluded for the following service, or, in the case of a service that has already commenced, terminate it.

Description of service: _____

Order or contract number: _____

Date of conclusion of the contract: _____

Consumer's name: _____

Consumer's address: _____

E-mail address for confirmation: _____

Date: _____

Signature only for a declaration sent on paper: _____

Annex 2 Early performance declarations

These declarations may be made if the Consumer requests performance before the expiry of the 14-day period. Making the declarations is voluntary and is not part of the general acceptance of the Terms and Conditions. They apply only to the selected and identified performance element.

Consumer's name: _____

Order or contract number: _____

Commencement of the service within 14 days

□ I expressly request that Phoenix RECorp commence performance of the service before the expiry of 14 days from the conclusion of the contract. I acknowledge that after full performance I will lose my right to withdraw from or terminate the contract without giving reasons. In the event of termination after commencement of performance but before completion, I must pay a proportionate fee for the service performed up to that point, provided that the statutory conditions for this are met.

Digital content supplied on a non-tangible medium

Relevant digital content: _____

□ I expressly give my prior consent for the provision of the specified digital content to commence before the expiry of the 14-day period. I acknowledge that upon commencement of this performance element, I will lose my right to withdraw from it without giving reasons. This declaration applies only to the digital content identified herein; it does not automatically extend to the ongoing online access service.

Date: _____

Signature only for a declaration made on paper: _____