

Frequently Asked Questions

What is the delivery time?

Selected products are delivered from stock. Products on stock will be delivered to Magyar Posta Zrt. (Hungarian Postal Service) within 1-5 working days, after which the selected product is expected to arrive within 2-3 working days.

Will I be notified when my parcel arrives?

VEB2023 Jsc. will send you email notification of the successful purchase after the invoice has been issued. The exact time of delivery will be notified by Magyar Posta Zrt.

Is it possible to collect the parcel in person?

Yes, personal pick-up is possible at the Infopoint in Kossuth street.

The exact address is 3, Kossuth utca, Veszprém H-8200.

Opening hours: 10.00-18.00, Wednesday to Friday.

Where do I find the General Terms and Conditions?

<https://veszprembalaton2023.hu/blob/veb2023-general-terms-and-conditions-07-10-en.pdf>

Where do I find the Privacy Policy?

<https://veszprembalaton2023.hu/blob/veb2023-096-veb2023-applikacio-adatkezelesi-tajekoztato-final-2023-07-10-en.pdf>

How can I pay?

Payment by debit/credit card via **SimplePay** or **PayPal**.

Accepted card types: MasterCard, Maestro, Visa, American Express.

SimplePay: you can pay for your purchases online by selecting the SimplePay option and entering your card data. Card data will not be sent to VEB2023 Jsc. The steps of the transaction are available at the following link: <https://simplepay.hu/vasarloknak/>

PayPal: details are available at <https://www.paypal.com/hu/home>.

Can I pay by bank transfer or cash on delivery?

Bank transfer or cash on delivery are not possible. You can only pay by debit/credit card via SimplePay or PayPal.

When is my payment successful?

If the payment process and transaction is successful, 3 emails will be sent to your account:

- from webshop@veszprembalaton2023.hu confirming your ticket purchase;
- from SimplePay/PayPal confirming successful payment;
- from the Invoice.com system with the invoice confirmation.

How can I return the parcel?

You have fourteen (14) days to return your parcel. In the event of your lawful cancellation, VEB2023 Jsc. will refund you the full amount paid without delay, but no later than fourteen (14) days after becoming aware of the cancellation. VEB2023 Jsc. will refund the amount of the payment in the same way as the payment method you used before. Please note that VEB2023 Jsc. may withhold the amount due to the customer until the customer has returned the product or he/she proves beyond doubt that he/she has returned it.

If you decide that you wish to withdraw from the purchase, please fill in and send us the **Withdrawal/Cancellation form** <https://veszprembalaton2023.hu/blob/exercising-the-right-of-cancellation.pdf>

to kommunikacio@veszprembalaton2023.hu and at the same time please return the product to us in its original condition to the postal address on the form.

