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Natural Immune Control System Zrt.



European Union  
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## Complaint Management Regulations

These Complaint Management Regulations should be read and understood by having regard to the applicable laws and regulations.

### I. Methods of Complaint Submission

#### 1. Verbal complaint

a) In person: the place of complaint processing: 1054 Budapest, Szabadság tér 7., Hungary

Customer hours: Monday to Friday: 08.00 – 16:30

b) Complaint reported by telephone

Phone number: +36 20/ 26-27-288

#### 2. Written complaint

a) By mail: 1054 Budapest, Szabadság tér 7. or 1369 Budapest, Pf.: 326., Hungary

b) By e-mail: info@nics.hu

### II. Method of complaint submission, investigation

Complaints must be investigated at no cost, so no fees can be charged for it.

#### 1. Verbal complaint:

In accordance with section 17/A (5) of Act CLV of 1997 on Consumer Protection, our company promptly investigates and remedies, to the extent possible, any verbal complaints (including those reported in person and by telephone). If prompt complaint investigation is not possible, records are drawn up about the complaint and the related opinion, and a copy of the records is given to the Customer. In the event of complaints reported by telephone, the records provided with an individual ID and the written response to the complaint are sent to the Customer within 30 calendar days. We are obliged to give the reasons for any complaint rejected.

#### The records shall include the following data:

a) Customer's name, home address, purchase order number (if any);

b) Place, data and method of complaint submission;

c) Details of the Customer's complaint, and if the complaint is submitted in person, a list of the documents and other evidence submitted by the Customer;

d) A statement of our company's opinion on the Customer's complaint if prompt complaint investigation is possible;

e) Signature of the person drawing up the records and, in the event of reporting in person, of the Customer;

f) Place and time of drawing up the records;

g) Individual ID of the complaint if reported by telephone.

The company is obliged to retain the records of the complaint and a copy of its response for a period of five years, and present it to the inspection authorities upon their request.

#### 2. Written complaint

a) Complaints sent by e-mail are documented and registered.



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b) Complaints received by mail are filed and registered by **Natural Immune Control System Zrt.** in accordance with its internal regulations.

**Data needed for handling written complaints particularly include the following:**

- a) Name, contract number (if any)
- b) Home address, letter address
- c) Name of products covered by the complaint
- d) Reason for and description of the complaint
- e) Claim of the Customer submitting the complaint
- f) Original invoice
- g) A valid power of attorney in the case of Customers acting through an authorized representative
- h) Any other data necessary for investigating and responding to the complaint

If the complaint does not contain sufficient information for its substantial investigation, the Customer will be contacted and asked to provide additional information. In accordance with section 17/A (6) of Act CLV of 1997 on Consumer Protection, our company sends its opinion on written complaints, provided with reasoning, within 30 calendar days of receiving the complaint.

When a complaint is rejected, the Customer is informed in writing about the regulatory authority or arbitration board at which they can initiate proceedings in respect of their complaint.

### III. Data recording

The data of the customer submitting a complaint must be processed in accordance with the provisions of Act CXII of 2011 on the Right of Informational Self-Determination and Freedom of Information.

### IV. Legal remedy

**Natural Immune Control System Zrt.** is committed to amicably resolve any complaint with its Customers. If the amicable resolution of the complaint is not possible, or is rejected by the Customer, Customers can refer their quality or other complaints to the following arbitration body:

**Csongrád Megyei Békéltető Testület**  
[Arbitration Board of Csongrád County]  
Address: 6721 Szeged, Párizsi krt. 8-12., Hungary  
Telephone number: +36 62 554-250/Ext. 118  
Fax number: +36 62 426-149  
Name: László Dékány, Zoltán Jenei  
E-mail address: bekelteto.testulet@csmkik.hu

**Budapesti Békéltető Testület**  
[Arbitration Board of Budapest]  
Address: 1016 Budapest, Krisztina krt. 99., Hungary  
Telephone number: +36 1 488-2131  
Fax number: +36 1 488-2186  
Name: Dr György Baranovszky  
E-mail address: bekelteto.testulet@bkik.hu

**Nemzeti Fogyasztóvédelmi Hatóság**  
[Hungarian Authority for Consumer Protection]  
Address: 1088 Budapest, József krt. 6.  
Central telephone number: +36 1 459-4800

**Budapest Főváros Kormányhivatala**  
**Fogyasztóvédelmi Felügyelőség**  
[Government Office of Capital City Budapest, Supervision Authority for Consumer Protection]  
Address: 1052 Budapest, Városház u. 7., Hungary  
Telephone number: +36 30 940 7039  
E-mail: fogyved\_kmf\_budapest@nfh.hu