

**EPDB Nyomtatási Központ Zrt.**

**GENERAL TERMS AND CONDITIONS  
FOR PRINTING SERVICES**

**EFFECTIVE FROM 01.03.2026  
UNTIL REVOKED**

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## **1. General Provisions**

EPDB Nyomtatási Központ Zrt. (hereinafter: Service Provider or EPDB) provides its digital printing service on the basis of its General Terms and Conditions (hereinafter: GTC).

The GTC contains the general provisions applicable to the use of the mail item production and other digital printing services provided by the Service Provider, and, in the absence of deviating provisions in a separate contract, the rights and obligations arising from the legal relationship between the contracting parties (hereinafter: Parties) during the use of the service. The Parties agree to the exclusive jurisdiction of Hungarian courts and Hungarian jurisdiction for the settlement of any disputes arising from the legal relationship relating to the provision of services.

The personal scope of the GTC extends to the Service Provider, as well as to the person entering into a legal relationship with the Service Provider for the use of the services detailed in this GTC (hereinafter: User).

For matters not regulated in the GTC, the provisions of Act V of 2013 on the Civil Code (hereinafter: Civil Code) shall apply.

The GTC can be viewed on the Service Provider's website at [epdb.hu](http://epdb.hu), and can be downloaded or printed from the website.

The Service Provider shall publish any amendment to the GTC at least 8 days before the amendment comes into force, and shall publish a notice of the change on its website.

## **2. CONTRACTING PARTIES**

### **2.1. Service Provider**

Name: EPDB Nyomtatási Központ Zrt.

Registered office: 1117 Budapest, Budafoki út 107-109.

Postal address: 1518 Budapest, P.O. Box 35

E-mail address: [printikt@epdb.hu](mailto:printikt@epdb.hu)

Company registration number: 01-10-048079

### **2.2. User**

The User is a natural person, legal entity, unincorporated legal entity, sole proprietorship or other organisation — primarily acting in the course of their profession, independent occupation or business activity — who/which uses the service.

## **3. ACCESS**

The services under the GTC can be used at the registered office of EPDB (1117 Budapest, Budafoki út 107-109.).

## **4. SERVICES PROVIDED UNDER THE GTC**

### **4.1. Mail Item Production**

The mail item production service includes the printing, enveloping, insertion of enclosures, postal preparation and postal dispatch of mail items based on the parameters specified by the User and the files, instructions, and specifications provided.

## **Product characteristics, printing capabilities**

- black-and-white digital printing,
- full colour digital printing,
- single- or double-sided digital printing,
- web-fed or cut-sheet printing,
- transpromo printing,
- enveloping,
- insertion of enclosures,
- preparation for postal dispatch.

So-called transpromo printing refers to the provision of transactional letters (such as invoice letters or bank statements) with various colourful, personalised promotional elements.

The Service Provider prepares a quote for the services listed in the previous points within 48 hours of receiving the request for quotation. The quote — unless the Service Provider states otherwise at the time of quoting — is valid for 30 days.

## **5. ORDERING SERVICES**

### **5.1. In the case of an individual contract**

The User may notify the Service Provider of their intention to conclude a contract via the contact details provided in section 2.1. The Service Provider shall commence negotiations for the conclusion of the contract with the User within 2 business days of the notification.

### **5.2. Based on an individual order**

The User places orders with the Service Provider at the e-mail address [ajanlat@epdb.hu](mailto:ajanlat@epdb.hu). The Service Provider's account manager will contact the User within 2 business days to discuss the technical details.

The contractual relationship between the User and the Service Provider is established by the written acceptance of the quotation.

The Service Provider sends the confirmation of fulfilment to the User in the Order Confirmation within 2 business days of receiving the order.

## **6. CONDITIONS FOR USING THE SERVICE**

### **6.1. Data Exchange**

Data exchange between the Parties:

- in the case of regularly recurring requests: via SFTP connection;
- in the case of one-off assignments: through the customer portal accessible on the website provided by the Service Provider and set up for this purpose.

The data exchange server becomes accessible to the User with the username and corresponding password provided by the Service Provider; the Parties shall coordinate the establishment of the connection through the Service Provider's account manager.

### **6.2. Pre-production Preparation**

Pre-production preparation is carried out on the basis of the product specification submitted by the User. If an input file is provided, the Service Provider begins preparing the programme that creates the list file based on the specification.

In the case of a directly printable AFP or PDF file, the Service Provider attaches the enveloping marks, audit codes and technical serial numbers required for production to the submitted file. It then carries out testing based on the test data submitted by the User and sends a sample to the User. After the User's approval, the programme goes live.

### **6.3. Commencement of Large-Scale Production**

Before commencing large-scale production from the live file submitted by the User, the Service Provider sends samples in the quantity/variety requested by the User for approval. After the User's approval, the Service Provider commences large-scale production with a view to completing it by the deadline stipulated in the contract or the Order Confirmation. Upon completion of production, in the case of postal dispatch, the Service Provider sends the User an electronic dispatch list. In the case of non-postal fulfilment, the finished product is received by a delivery note.

## **7. INVOICE FOR THE CONSIDERATION OF PERFORMANCE**

The supporting document for the invoice issued for the performance is, in the case of mail item production dispatched by post, the postal dispatch list certified by Magyar Posta, and in the case of personal handover, the delivery note signed by the User or a person authorised by the User. The payment deadline for the invoice is 8 calendar days, which the Parties regulate — in the absence of an individual contract — in the Quotation, the Order and the Order Confirmation. In the case of a request for a payment deadline other than 8 calendar days, the Parties shall regulate the payment deadline within their individual contract.

## **8. RETENTION OF DATA FILES AND PRODUCTION INFORMATION**

The Service Provider stores the files received from the User on its data exchange server for a transitional period (maximum 4 hours). On the data exchange server, the Service Provider makes the files uploaded by it available for a maximum of 14 days, after which they are irrecoverably removed. During this time, the user with the appropriate access can download the files. The Service Provider stores the files required for processing with the agreed retention. The Service Provider stores production data (main production characteristics: aggregate quantity, production time, dispatch time) for 5 years, and other personalised production data for a maximum of 90 days.

## **9. OBLIGATIONS OF THE USER**

- a. The User must make the data and information necessary for the performance of the service available to the Service Provider in the format agreed upon. The User shall transmit the files and data necessary for personalisation and the preparation of postal mail items via a data line, in an encrypted electronic manner, with a record description and character table, or, if electronic transmission is not possible, secondarily by physical means. If the User does not transmit the data file to the Service Provider in the correct format or by the deadline, and the Service Provider therefore has to modify the IT programme governing the preparation of the mail items, the User shall be obliged to pay a separate programming fee;
- b. The User's representative shall provide the Service Provider with the PDF files and samples required for offset printing of envelopes and letters at least 10 business days before the first 'live' production. The User shall make the data for the mail items to be produced available to the Service Provider with the frequency stipulated in the individual contract. The envelopes and letterheads for the mail items to be prepared shall be produced exclusively on the basis of the specified samples. Unless otherwise agreed, the User shall notify the Service Provider in writing (by e-mail) of the time of data file transmission no later than 72 business hours before the transmission;
- c. The User is obliged to confirm the notification sent in advance in writing by the Service Provider (regarding the programming task that has arisen and the time required for it) within 48 business hours.
- d. The User undertakes to correct any errors detected and signalled by the Service Provider in the data — before production — as soon as possible, but within 24 business hours at the latest, and to transmit the corrected data to the Service Provider again.
- e. The User undertakes that if it makes any correction or change to the print image or the data structure, it shall immediately send it to the Service Provider, and unless otherwise agreed, at least 5 business days before the file arrives.

- f. The User shall send a confirmation of acceptance of the new print image sent by the Service Provider via the data exchange server to the Service Provider after receipt. The Service Provider shall only commence production after the confirmation of acceptance, in accordance with the further conditions set out in this GTC.
- g. The User undertakes that, if the Service Provider requires data clarification or data supplementation in connection with regular or ad hoc work, the User shall transmit the requested clarification or supplemented data immediately, but no later than within 1 business day, via the data exchange server or in writing (by e-mail).
- h. The User undertakes that if the contract is terminated, the User shall reimburse the materials already ordered (specified in the schedule) but not used, at the price confirmed by the Service Provider at the time of purchase or at the price list in force at the time of termination of the contract.
- i. The User undertakes to agree with the Service Provider in writing before commencing any work outside the schedule, irregular or ad hoc in nature, on the following:
  - the exact time of commencement of the work,
  - the time of data transmission,
  - the detailed description and remuneration of the task to be performed,
  - the production of any enclosures to be processed, the place and time of sample handover, the name of the person managing the process,
  - the parameters of the enclosures prepared by the User and the deadline for their delivery,
  - the deadline for completing the work.
- j. The User undertakes that, if an enclosure is to be included in the mail item to be prepared, the User shall have the enclosures — prepared with the parameters agreed with the Service Provider — delivered to the Service Provider's warehouse at the premises at 1117 Budapest, Budafoki út 107-109. at least 2 business days before processing.
- k. The User acknowledges that a prerequisite for continuous work is that the appropriate quantity of raw materials is available. To this end, the User specifies in advance (by completing a raw material order form) the quantities to be produced for each type of raw material for the year (for the contractual quantity), broken down by month. If the User is unable to provide information regarding the annual production schedule, the User shall notify the Service Provider in writing of its raw material requirements at least 15 business days before production. The production quantity must correspond to the quantity priced in the Quotation. In a different case, the Service Provider shall prepare a revised Quotation. The User undertakes to submit the first raw material order form to the Service Provider 10 business days before the commencement of work. For the re-ordering of raw material stock and for changes to raw materials, the User shall place an order and/or coordinate with the Service Provider no later than the 10th business day before the commencement of production.
- l. The User acknowledges that the deadline for the Service Provider's performance shall be extended by the duration of any delay on the part of the User.
- m. The User, when ordering services via the internet or with internet support (e.g. sftp/customer portal/e-mail), assumes knowledge and acceptance of the possibilities and limitations of the internet. The User acknowledges that it must assess for itself any risks associated with browsing and ordering, and must itself ensure the safe use of the computer and the protection of data stored thereon.

## **10. OBLIGATIONS OF THE SERVICE PROVIDER**

- a. The Service Provider is obliged to receive the data transmitted by the User via electronic data transfer that are directly necessary for personalisation and the preparation of postal mail items, to check them (the content of the check being: the manageability of the data files in the programmes edited by the Service Provider and the verification of the data in the accompanying file) within a maximum of 3 business days of receipt, and to confirm receipt. In the event of a discrepancy or error, the Service Provider shall immediately notify the User's contact person of the problem in writing (by e-mail).

- b. The Service Provider undertakes to inform the User of the agreed deadline, or of the acceptance of the deadline specified by the User, within 2 business days of receiving the order from the User.
- c. The Service Provider undertakes to receive the files made available by the User on its SFTP server, which is accessible via its own internet connection.
- d. The Service Provider shall inform the User in advance and in writing about the programming task that has arisen and the time required for it. The Service Provider shall commence programming after receiving confirmation from the User.
- e. The Service Provider shall provide information between the two parties relating to pre-production, production and work organisation exclusively in written form. Primarily by e-mail (printikt@epdb.hu), and if that is not possible, by fax.
- f. After receiving any corrected or modified data, the Service Provider shall prepare a new print image without delay, but no later than within 2 business days of receiving the data, and shall forward it to the User via the data exchange server.
- g. The Service Provider is obliged to receive, verify and confirm within 2 business days the data transmitted by the User via electronic data transfer that are directly necessary for personalisation and the preparation of mail items. In the event of a discrepancy or error, the Service Provider shall notify the User of the problem in writing (by e-mail).
- h. After receiving the data, the Service Provider shall sort the received printable file for the User in accordance with the technological preparation entitling the User to the discount set out in the annex to Magyar Posta's applicable GTC regarding the discount system associated with the use of postal services, published as information related to the postal contract between the User and Magyar Posta (insofar as the parameters of the mail item — size, data structure, etc. — permit this). The Service Provider has the suitability of the mail items for postal machines tested by Magyar Posta's testing laboratory, carries out the appropriate format development and, if necessary, provides forecast data for the mail items.
- i. The Service Provider guarantees that the raw materials (envelopes, letterheads, enclosures, etc.) produced for the User shall not be used for other operations or made available to unauthorised persons.
- j. The Service Provider shall prepare the mail items — i.e. personalise the letters and envelop them — by the deadline confirmed in the Contract or the individual agreement, after receiving the data file. The completed mail items, prepared in accordance with general postal requirements and in accordance with the User's postal contract, shall be submitted for postal dispatch, or, in the case of personal collection, delivered to the address specified by the User at a delivery charge. The Service Provider shall forward the certified copy of the dispatch list to the User — after it has been sent from the National Logistics Centre of Magyar Posta Zrt. — no later than together with the invoice representing the consideration for the performance.
- k. The Service Provider may use a subcontractor to perform the contracted work. The Service Provider shall be liable for the subcontractor engaged as if it had performed the work itself. The Service Provider shall be responsible for maintaining the subcontractor's confidentiality obligation, which is equivalent to its own, and for any damages resulting from its breach. The engagement of a subcontractor shall not affect the specified deadlines or the Service Provider's obligation to perform. The Service Provider shall only transfer personal data to the subcontractor if commissioned to do so by the User.
- l. The Service Provider shall destroy and reprint any defective copies arising during processing. The costs arising from the destruction and reprinting of defective copies shall be borne by the Service Provider, unless the production of the defective copies was due to a reason attributable to the User.

## **11. FEE FOR THE SERVICE**

The fee for the service depends on the quantity of the product used, the type of raw material selected, the agreed deadline and any additional services; therefore, the Service Provider shall set the fees in the contract or in an individual quotation.

### **11.1. Method of payment – payment conditions**

The basic accounting document is, in the case of mail item production dispatched by post, the dispatch list, and in the case of personal handover or any other print order, the document confirming receipt. The Service Provider is obliged to prepare the document — the electronic dispatch list — certifying the postal dispatch and its exact time, and to place it on the data exchange server simultaneously with the handover.

The User is obliged to pay the consideration for the services rendered no later than by the deadline indicated on the invoice, by bank transfer to the bank account number indicated on the invoice. If the User performs its payment obligation late, it is obliged to pay default interest from the date of default.

### **11.2. Rate of default interest**

In the event of a payment default, the Service Provider is entitled to charge the User default interest pursuant to the Civil Code (in accordance with the Civil Code, at the rate under Section 6:155 in the case of companies and contracting authorities, and at the rate under Section 6:48 for other Users), as well as — in the case of companies and contracting authorities — the recovery cost lump sum pursuant to Act IX of 2016 on the recovery cost lump sum. When calculating interest, the base rate of the central bank in force on the first day of the calendar half-year affected by the default shall be applicable for the entire duration of the relevant calendar half-year.

The fulfilment of these obligations does not release from the other legal consequences of the default; however, the amount of the recovery cost lump sum shall be deducted from any compensation for damages.

## **12. LIABILITY RULES**

### **12.1. Liability of the Service Provider**

In the event of delayed or defective performance caused by the Service Provider's culpable conduct, the User is entitled to a penalty (penalty for delay) equal to 1% of the net contractual fee attributable to the products performed late, per day, but not exceeding 20% of the net contractual fee attributable to the order affected by the breach of contract.

In the event of defective performance due to the Service Provider's culpable conduct, the Service Provider is obliged to remedy the defect free of charge and to destroy the defective copies.

In the event of complete failure, the User is entitled to a penalty equal to 20% of the net contractual fee attributable to the order affected by the breach of contract. If the Service Provider pays a frustration penalty, the User may not enforce a penalty for delay and may not demand performance.

The penalty may be claimed within 30 days from the date on which the event giving rise to its enforcement becomes known. The User is entitled to enforce a penalty in the event of a verified and mutually acknowledged defective performance, late performance or frustration causing delay, except where the User's own conduct contributed to the occurrence of the delay or a case of force majeure exists. The User may set off the penalty against the fee due and payable to the Service Provider.

The Service Provider shall not be liable for damages resulting from force majeure or other events beyond its control, in particular: damages arising from the use of or malfunction of the website; from the modification of data by anyone; from delays in information transmission; caused by viruses; arising from software errors, internet network errors or other technical errors; from line or system failures; from incorrectly provided data (e-mail address, delivery address, etc.).

The User expressly acknowledges and accepts that the Service Provider — as a co-insured party — holds the appropriate group liability insurance necessary for its activities, within the framework and limits of which the Service Provider limits its liability for damages, compensation for infringement of personality rights, and any penalty obligations, except for liability for intentionally caused damage and damage causing harm to human life, physical integrity or health. The User acknowledges that the above liability insurance covers the provision of services to all clients of the co-insured parties.

The User expressly acknowledges and accepts that the Service Provider, as a data processor, holds the appropriate data protection liability insurance necessary for its activities, within the framework and limits of which the Service Provider limits its liability for damages, compensation for infringement of personality rights, and any penalty obligations, except for liability for intentionally caused damage and damage causing harm to human life, physical integrity or health.

## **12.2. Liability of the User**

In the event of the User's breach of contract (e.g. defective performance [e.g. defective database; defective raw materials supplied], delay, or frustration), the Service Provider may claim compensation for its proven damages from the User. In the event of the User's delay, the Service Provider is obliged to act in the manner expected of it in order to ensure that the order is fulfilled.

## **13. QUALITY ASSURANCE**

The technological process applied during the fulfilment of production (the entire data input, printing, enveloping, destruction of defective copies, and the return/destruction of the database used for printing) constitutes a closed system from a data protection and information security perspective.

The Service Provider operates quality assurance systems according to ISO standards, which have been audited by an independent certification body.

Certificates:

- ISO 9001:2015
- ISO 14001:2015
- ISO 27001:2022
- ISO 50001:2018

## **14. COMPLAINTS**

Complaints may be submitted within a preclusive deadline of 60 days from the date of performance, at the contact details of the Service Provider, by e-mail at [printikt@epdb.hu](mailto:printikt@epdb.hu), or by registered post to the Service Provider's postal address at 1518 Budapest, P.O. Box 35.

If the User does not accept the response to the complaint, or if the Service Provider fails to respond to the complaint within the deadline, the User may turn to the Budapest Conciliation Board operating alongside the Budapest Chamber of Commerce and Industry (current contact details on the Board's website: <https://bekeltet.bkik.hu/elerhetosegek>) regarding the complaint; additionally, a User qualifying as a consumer may also contact the Consumer Protection Department of the Government Office of the Capital City Budapest (current contact details on the Department's website: <https://kormanyhivatalok.hu/kormanyhivatalok/budapest/megye/szervezet/fogyasztovedelmi-foosztaly>) for the investigation of the complaint or the proceedings.