

Mobilia-Artica Kft. Internet Content Provider's Complaints Policy

1. Introduction

According to the Digital Services Act (Regulation (EU) 2022/2065 of the European Parliament and of the Council of 19 October 2022 on a Single Market For Digital Services and amending Directive 2000/31/EC), and especially according to Section 57/G. § of the Hungarian Copyright Act (Act LXXVI of 1999) content-sharing service providers must operate a complaints procedure for service users, in particular to resolve disputes relating to the inaccessibility or removal of copyrighted works used by them.

Mobilia-Artica Kft. operates the <http://www.retaildesignblog.net> website.

Mobilia-Artica Kft. is committed to protecting copyright and ensuring that users' rights are respected. This Complaints Policy aims to provide effective and prompt redress for copyright complaints, particularly concerning the inaccessibility or removal of copyrighted works. This policy aligns with the Notice and Take Down Procedure to ensure a fair and transparent process for resolving disputes.

2. User Declarations and Responsibilities

Before uploading content to the Mobilia-Artica Kft. architectural blog site, users must declare that they are the author of the work or possess the appropriate license to publish the image or text. Mobilia-Artica Kft. reserves the right to remove any content that is found to infringe on copyright.

3. Complaints Procedure

3.1 Submission of Complaints:

- Copyright infringement complaints must be submitted to Mobilia-Artica Kft. using the following contact:
 - Email: info@retaildesignblog.net
- Complaint shall be constructed in the form of a private document with full probative force or a notarised deed, and a scanned copy thereof shall be sent to Mobilia-Artica Kft. via email.

3.2 Content of Complaints:

Complaints should include the following information:

- Complainant's name, address, and contact details.
- Identification of the copyrighted work that is claimed to have been infringed.
- Identification of the allegedly infringing content (URL or other specific identifiers).
- A description of the infringement.
- A statement that the complainant believes in good faith that the use of the content is not authorized by the copyright owner, its agent, or the law.
- A statement that the information in the complaint is accurate and that the complainant is the copyright owner or authorized to act on the owner's behalf.

4. Handling Complaints

4.1 Notice and Take Down Procedure:

- Mobilia-Artica Kft. will promptly investigate all received complaints.
- If the complaint is found to be valid, Mobilia-Artica Kft. will remove or disable access to the allegedly infringing content within 12 hours, and notify the user who uploaded the content.
- Notwithstanding the above Mobilia-Artica Kft. shall refuse the complaint if the same information has already been acted upon by the same right-holder before.
- The user who uploaded the content will be given the opportunity to submit a counter-notice if he/she believes the content was removed in error.

4.2 Submission of Counter-Notices:

- Users who believe their content was wrongly removed can submit a counter-notice in 8 working days in writing to Mobilia-Artica Kft. using the following contact:
 - Email: info@retaildesignblog.net
- Counter-Notice shall be constructed in the form of a private document with full probative force or a notarised deed, and a scanned copy thereof shall be sent to Mobilia-Artica Kft. via email.

4.3 Content of Counter-Notices:

Counter-notices should include the following information:

- User's name, address, and contact details.
- Identification of the content that was removed or disabled and its location before removal.
- A statement under penalty of perjury that the user has a good faith belief that the content was removed or disabled as a result of mistake or misidentification.

5. Restoring the content and Notification

- Upon receiving the Counter-Notice Mobilia-Artica Kft. shall expeditiously make the relevant information accessible again and notify the complainant thereof, unless the removal of, or disabling access to the information was ordered by a court or authority.

6. Civil action or criminal complaint

- In case the complainant enforces his claim related to the infringement of right specified in the notice within 10 working days after receiving the above notice on restoring the content, and Mobilia-Artica receives a court decision ordering interim measures to that effect, it shall once again disable access to, or remove the information identified in the original notice. Complainant may enforce his rights through a court claim including an application for interim measures to bring an infringement to an end or to prohibit an infringer from engaging in the conduct, or by filing a criminal complaint.
- Mobilia-Artica shall notify the affected user of the measure that it has taken within one working day by supplying a copy of the court decision.
- All aspects of the Complaints Procedure not covered here shall comply with the provisions of the Act CVIII of 2001 on certain issues of electronic commerce services and information society services.

7. Contact Information

For any questions or further information regarding this Complaints Policy, please contact Mobilia-Artica Kft. at:

- Email: info@retaildesignblog.net
- Phone: +36 1 492 1700
- Postal address: Mobilia-Artica Kft., Maglódi street 55. 1106 Budapest, Hungary

8. Amendments

Mobilia-Artica Kft. reserves the right to amend this Complaints Policy at any time. Any changes will be posted on the Mobilia-Artica Kft. website.

Date: 13.12. 2025.

Mobilia-Artica Kft.