AGRONEX GLOBAL

General Terms and Conditions (Terms & Conditions)

AGRO CRM | business subscription software

Effective: 18 October 2026 | Version: 1.0

1. Service provider and scope

Service provider: Naturfarm-Solution Kft.; registered office: 1031 Budapest, Nánási út 83, Hungary; Hungarian tax number: 28966432-2-41; website: https://global.agronex.hu; contact: agronex@agronex.hu

These General Terms and Conditions (GTC) govern the provision of AGRO CRM, an online, subscription-based business software service, to businesses. The service is intended for business (B2B) purposes; subscriptions are not offered to consumers.

2. Content of the service

AGRO CRM provides functions for purchasing and selling agricultural produce, managing partners and sites, maintaining lot records, organising transport, preparing CMR consignment notes/waybills, inspecting loading on site, managing documents, and tracking costs and results, in accordance with the current product description.

The system supports business record-keeping and document preparation. The user must check the recorded data, the contents of waybills and compliance with the legislation applicable to the transaction concerned. The software does not replace professional accounting, tax, legal or transport advice.

3. Registration and conclusion of the contract

Upon registration, the business provides accurate and up-to-date information, designates a primary contact person and accepts the GTC. The subscriber is responsible for user accounts, access permissions and the protection of passwords.

Registration and the commencement of the 7-day trial period do not, in themselves, create a payment obligation. The paid contract is concluded upon clear acceptance of the fee and the period, and confirmation of the order by the service provider. The actual payment process must be designed accordingly when the service goes live.

4. Subscription plans and fees

BASIC: 1 active user; EUR 9.99 net/month or EUR 99.90 net/year.

PRO: 2-10 active users; EUR 39.99 net/month or EUR 399.90 net/year.

The two plans provide the same basic agricultural trading and logistics functions; the difference lies in the number of users and multi-user permission management. The subscription is tied to a business.

The amounts shown are net prices. Applicable VAT, invoicing and any reverse charge are determined according to the relevant tax rules and the customer's tax status; Hungarian VAT cannot be charged in every case.

5. Payment, period and renewal

The fee is payable in advance for a monthly or annual period, in accordance with the payment terms presented at the time of ordering. The annual fee is not payable in monthly instalments, but is the fee for a one-year period.

Automatic renewal may be applied only if the subscriber received explicit, clear information about it when placing the order and accepted it. In the absence of such acceptance, the subscription expires at the end of the relevant period; a new period begins only with a further accepted order.

Payment methods, the invoicing currency and any rules on late payment must be specified in the live ordering interface. A price change does not alter the fee for a period that has already been paid for.

6. Seven-day free trial

A new eligible business may use a one-off free trial period of 7 × 24 hours without providing bank card details. The trial starts at the activation time recorded in the system; the exact expiry date and time are displayed in the account.

During the trial, the full system can be tested with up to 10 users, within the limits of fair use of the service. The trial does not automatically convert into a paid subscription.

During the trial, the system sends a daily informational email to the registered business contact about the remaining time and the option to subscribe. These system messages relate to the administration of the trial; they are not marketing messages sent in place of obtaining advertising consent.

7. Expiry, 30-day data retention and deletion

When the trial expires, if there is no paid subscription, the creation of new transactions and transport jobs and the modification of data are disabled. The subscriber must be provided with a reasonable, secure means of exporting data during the retention period.

Following the expiry of the trial, we retain user data and uploaded business content for 30 days for the purpose of reactivating the account or exporting the data. If a paid subscription is established during this 30-day period, work can continue with the data.

On days 1, 7, 15, 25 and 29 after expiry, the service provider sends the contact person a notification about the end of data retention and the expected deletion date. After 30 days, the business workspace data are deleted or enter a deletion process, except for data that must be retained by law and backup copies that temporarily remain within the documented backup cycle.

The conditions for data processing and export following the termination of a paid subscription apply according to the same principles, with the dates communicated upon termination, unless otherwise required by mandatory law.

8. User obligations and prohibited use

The subscriber ensures that it is entitled to process the partner, driver, transport and business data uploaded to the system and provides appropriate information to the data subjects.

Unauthorised access, bypassing security restrictions, uploading malicious code, attempting to access other businesses' data and placing an unreasonable load on the system are prohibited. In the event of serious abuse, the service provider may apply proportionate protective measures.

9. Data protection and confidentiality

With regard to personal data entered into the software by the business, the parties' roles depend on the actual processing operation. The service provider may be a data processor when processing data on behalf of the business; in such cases, a data processing agreement under Article 28 of the GDPR is required. With regard to its own account, billing and security data, the service provider may be an independent data controller.

The parties treat trade secrets and non-public commercial data as confidential, except where disclosure is required by law or appropriately authorised. Detailed data processing arrangements and technical measures are set out in a separate privacy notice and, where necessary, a data processing agreement.

10. Availability, maintenance and support

The service provider operates and develops the service with reasonable professional care and strives to ensure the security of business data and regular backups. Scheduled maintenance and unavoidable external events may cause temporary outages.

A specific availability percentage, response time or contractual penalty applies only where expressly undertaken in a separate service level agreement (SLA).

11. Liability and checking documents

The subscriber is responsible for the accuracy of recorded quantities, weights, prices, transport data, tax and contractual information, and for checking generated waybills and other documents before issuing them.

The service provider is liable, within the limits permitted by law, for damage caused by a breach of contract attributable to it. These GTC do not exclude or limit liability that cannot be excluded by law, in particular liability for intentionally caused damage.

12. Cancellation and account termination

The subscriber may cancel the next subscription period before expiry; as a general rule, the fee for a period that has already begun and been paid for is not refundable, except where provided for by law, a separate agreement or a breach of contract by the service provider.

In the event of a material breach of contract, the service provider may restrict or terminate access after giving appropriate notice and allowing a reasonable period, except in cases requiring immediate security measures. Section 7 applies to the export and retention of data upon termination.

13. Intellectual property and amendments

The AGRO CRM software, its source code, interface and designations are the intellectual property of the rights holders. The subscriber receives a non-exclusive, non-transferable right of use for its own business purposes for the duration of the contract. Rights relating to business data entered by the customer remain with the customer or the respective rights holders.

The service provider informs subscribers of material changes to the GTC in advance and in a verifiable manner. In the event of a materially adverse change, it provides an opportunity to terminate in accordance with the law and the contract.

14. Governing law and dispute resolution

The parties' contract is governed by Hungarian law, without prejudice to mandatory statutory provisions. To the extent permitted by law, the parties agree to the jurisdiction of the competent courts of Budapest for disputes arising from the B2B contract. This does not affect mandatory jurisdictional or other rules from which the parties cannot validly derogate.

The parties will first attempt to resolve their disputes through discussion. The customer may submit a complaint through the customer service contact provided.