

The Hungarian Post gave misleading information on priority mail

The Hungarian Post introduced its priority mail services in March 2004. The statements made by the Hungarian post in its advertisements concerning the priority mail services were likely to make consumers believe that if they paid for such services their mail would be given priority as it passed through each phase of the delivery process and that the addressees would receive the mail the day after it was posted. This, however, was far from the case. It was only at the end of the summer that the Hungarian Post managed to deliver all mail sent by the priority mail services in three working days. The GVH imposed a fine of 5 million HUF (16 600 EUR) on the Hungarian Post. The court upheld the decision of the GVH.