



NATIONAL AUTHORITY FOR TRADE AND CONSUMER PROTECTION

PRESS RELEASE

Misleading and incomplete information – Foodora received a HUF 50 million consumer protection fine

As a result of the consumer protection authority procedure initiated by the Ministry of National Economy, conducted under the professional supervision of the National Authority for Trade and Consumer Protection (NATCP), the Government Office imposed a HUF 50 million fine on Foodora.

In the course of an extraordinary inspection ordered on the basis of numerous consumer complaints, the Government Agency of Budapest checked the practices of the largest food delivery companies. Most of the consumer complaints had previously been related to shortcomings in the quality of the food delivered, delivery times and refunds of the purchase price, and in many cases the complaint handling was inadequate.

The investigation covered, among other things, the quality and quantity of food delivered, compliance with delivery times agreed, pricing, compensation possibilities for consumers, and complaint handling procedures. Experts from the Government Agency carried out test purchases to check the ordering processes and the conformity of the products delivered, with a particular focus on the two largest operators, which had received a total of 145 consumer complaints by December 2024.

Based on the results of the investigation, Foodora was found to have violated several provisions of consumer protection legislation and was fined HUF 50 million. Among the shortcomings identified were:

- The company did not provide clear and comprehensible information about its telephone number, location and hosting provider.
- Did not provide clear information on how to correct data entry errors and on how to file a contract.
- In its mobile application, it did not provide a properly legible button indicating payment due.
- Did not provide full information on how to lodge a complaint and on the online dispute resolution platform.
- Did not indicate the name and location of the competent conciliation bodies.
- Provided misleading information on redress possibilities.
- The confirmation of the conclusion of the contract was incomplete and was not provided on a durable medium.

NATCP President István Pintér said, *"We ask delivery companies to review their commercial practices with regard to both the quality of delivery and delivery time. Under the professional guidance of the NATCP, government agencies are continuously investigating unfair and deceptive trade practices and will always take strong action in case of consumer harm."*

The National Authority for Trade and Consumer Protection and the government agencies under its professional control will continue to investigate the practice of food couriers until food deliveries are carried out to a standard that meets legitimate consumer expectations - timely delivery, at the right temperature and without spillage.

8 March 2025

National Authority for Trade and Consumer Protection