

Terms of Use for the E-Store

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The general terms and conditions for Tavex's e-store are defined by the terms of purchase and sale of products that Tavex conducts in accordance with the Consumer Protection Law and the International Code of Electronic Commerce.

"Cart" refers to the place on the website where customers select/store items from the Tavex e-store before placing an order.

"Order" refers to a specific request for purchasing selected items available in the cart. An order is a customer's offer to buy products, which is not binding for Tavex. Tavex has the right to accept or decline the fulfillment of the order. To conclude an agreement between Tavex and the customer, the order must be accepted by the company.

"Item value" refers to the total value of items in the cart at the time the order is finalized. There are also additional logistics and delivery costs, aside from the value of the items in the cart, related to the delivery and insurance of the selected items for the customer.

"Order value" refers to the total value of the order the customer must pay. It includes the value of the items and all related costs.

"Confirmation" is the process through which the company confirms to the customer that the order has been received. After receiving the order confirmation, the customer cannot cancel it. The confirmation of the received order is not equivalent to its acceptance by the company.

"Acceptance" of the order submitted by the customer will be deemed to exist, and thus it will be considered that Tavex and the customer have concluded a sales agreement regarding the items covered by the order from the time of their delivery to the customer, provided that the other conditions stated in these Terms are met.

2. General Information about Tavex

(1) Tavex's main business involves working with precious metals, payments, and universal postal services.

3. Service Features

(1) Through the service, customers have the opportunity to purchase items from the e-store. The service is provided by Tavex for a fee, strictly in accordance with these Terms and Conditions.

(2) The customer must provide all necessary resources (computer equipment, internet connection, software, etc.) at their own expense, necessary to access the e-store, view and select items, and place an order.

(3) Detailed information about the characteristics of the items (weight, denomination, diameter, sample, circulation, price, etc.) is published on the website. The customer should keep in mind that the unit of weight for precious metals is the "fine ounce." When we use the unit "ounce" on the website, we mean the "fine ounce." One "fine ounce" equals 31.1035 grams. The customer should also be aware that the product images on the website are for illustrative purposes only, and the actual products may not look exactly as shown.

(4) The customer should keep in mind that prices depend on financial market fluctuations, which Tavex cannot influence, which is why they are updated on the website as described in article 5 (7) below.

(5) When purchasing items, the customer should note that the information published on the website does not provide financial and/or investment, tax, or legal advice or consultations. All facts presented

on the website are based on research conducted by the company, which Tavex shares with customers, but these facts are not binding and are not intended to convince customers to make investment or other personal decisions, including purchasing items. The customer should decide when to purchase products and Tavex is not responsible for transactions that the customer concludes which may not be favorable.

4. Service Provision and Technical Measures for Concluding the Agreement

(1) To place an order, the customer must enter all required details (personal details, delivery address, bank details if paying by bank transfer, etc.) into the relevant electronic form. In case of purchasing products via the website and choosing to pay by bank transfer, the customer must provide Tavex with a scanned copy of an official identification document containing security features or biometric data, which is valid and contains the customer's photo.

Registered customers on the website can order through their account without entering personal details for each item.

For a particular order, before finalizing, the customer has the option to change the details they entered during registration on the website.

If necessary data for finalizing the order is missing, the customer will need to provide it.

(2) Before finalizing the order, the customer is free to correct the information they entered in the relevant fields using the technical means available on the website interface to identify and correct errors.

(3) Before finalizing the order, the customer should carefully check that they have provided accurate and complete information and confirm that they are at least 18 years old. Tavex, at its discretion, may also use data comparison tools to verify accuracy. Tavex and/or its partners are not responsible if they cannot contact the customer and/or deliver items due to inaccurate or incomplete information provided by the customer. Tavex reserves the right to request the customer to verify the accuracy of each circumstance mentioned during the order finalization. Tavex may choose not to process or assess the order if the customer has provided inaccurate, incomplete, or incorrect information.

(4) Before finalizing the order, the customer should select the payment method for the chosen items and their delivery method.

(5) Before clicking the submit button, the customer must confirm that they are familiar with the Terms and agree to their content by checking the confirmation box next to the active link where the terms are available. After clicking the link, the customer will be redirected to a page where they can download and save the Terms of Use on their device and thus access and reproduce them in the format in which they accepted them. By completing the steps outlined in this section, the customer makes an offer to Tavex to purchase the selected products, as outlined in article 6 (1), and the contract will only be concluded if the company accepts the offer.

(6) For the order placed, Tavex will send a confirmation via the website, phone, or email address provided by the customer in the order. The confirmation contains information about the characteristics of the ordered items, item value, transaction fees, order value, payment method, and delivery method chosen by the customer, along with other information about the order, if applicable. The contract is considered concluded in accordance with article 6 (2) below.

5. Prices and Payment Methods

(1) The e-store provides the following payment options for selected items:

- (2) Cash: exclusively in dinars (RSD)
- (3) Bank transfer: Tavex has bank accounts in most commercial banks in Serbia.
- (4) Payment for items worth 1,160,000 dinars (10,000 EUR) or more can only be made by bank transfer due to legal restrictions on cash payments.
- (5) The receipt of payment by Tavex does not mean the acceptance of the order and does not automatically create an obligation for the company to fulfill it until other conditions are met; namely, the customer has provided the necessary documents as required by law, and the ordered items have been delivered to the customer. If the order is not fulfilled due to non-compliance with any of these conditions, the amount paid by the customer will be refunded.
- (6) When paying by bank transfer, the payment must be made from a bank account in the name of the person listed in the order. Otherwise, Tavex reserves the right to refuse to fulfill the order and deliver the items.
- (7) When paying cash on delivery, the customer must identify themselves to the courier service with an official ID containing security features or biometric data, which is valid and includes a photo of the customer. Otherwise, Tavex reserves the right to refuse to fulfill the order and deliver the items.
- (8) The prices of items shown on the website are updated every 20 minutes in accordance with movements in international financial markets. The prices of items in the cart are also updated every 20 minutes. By accepting these Terms of Use, the customer acknowledges and accepts that the price of the requested product in the cart may change if the order is not finalized and entered within 20 minutes. The price of the selected items is displayed prominently in the order before it is finalized.
- (9) Transaction fees vary depending on the specifics of the individual order and/or selected delivery and payment methods.
- (10) The delivery fee is determined based on the shipment's value (fixed part 590/630 dinars + 1,3% of the total product price).
- (11) All transaction fees are displayed in the order in a location visible to the customer before the order is finalized.

6. CONCLUSION OF THE CONTRACT BETWEEN TAVEX AND THE CLIENT

- (1) Information about the items on the Website is considered an offer for purchase from Clients. The Client makes an offer to purchase an item by submitting an Order in accordance with these Terms of Use, as described in the above-mentioned Articles 4 (5). The offers made are not binding for Tavex, and the company has the right to accept or reject any given offer at its discretion.
- (2) The sending of a confirmation of receipt of the order by Tavex, or the receipt of such confirmation by the Client, does not necessarily mean the acceptance of the order and does not create a contract between Tavex and the Client. A contract will be considered concluded if the following conditions are met:
 - Payment of the appropriate amount by the Client
 - Submission of a statement of origin by the Client and/or other documents, where applicable Delivery of the items to the Client.
- (3) Ownership of the items and the risks of their accidental loss and damage pass from Tavex to the Client at the moment of delivery of the items to the Client.
- (4) The contract between Tavex and the Client concerning the sale of items remotely consists of:
 - Terms of Use

-The Order made by the Client,

-The confirmation sent by Tavex for receiving the Client's order. The Client has the option to store and/or reproduce these documents in paper or electronic form.

(5) The contract (and its constitutive documents) is concluded in the Serbian language.

(6) An offer made by the Client to purchase items is not considered accepted by Tavex if the items of the Order are not delivered to the Client under the conditions stated in Article 7, points (6) – (8).

7. DELIVERY OF PRODUCTS ORDERED THROUGH THE E-STORE

1. The Client has the right to choose the method of receiving/delivery of the items ordered, specifically:

-Delivery to the address specified by the Client within Serbia via partner couriers with whom Tavex collaborates. DExpress DOO is a partner of Tavex for courier services, and Tavex has the right, at its discretion, to change the courier service provider it uses. This delivery method is offered if the value of the items does not exceed 760,000 dinars.

-Delivery to a DExpress package shop/branch, or DExpress package machine. This delivery method is offered if the value of the items does not exceed 250,000 dinars. Information about the DExpress DOO branch network can be found here: <https://www.dexpress.rs/rs/lokacije>;

-Delivery to the address specified by the Client within Serbia via a high-value item transport service. This delivery method is offered if the value of the items exceeds 760,000 dinars (6,500 EUR). Tavex's partner for high-value item deliveries is "G4S SECURE SOLUTIONS DOO". Tavex has the right, at its discretion, to change the supplier for high-value item deliveries it uses;

2. At the Tavex office: no value restrictions. Information about the Tavex office is available in the "Contact" section.
3. Each delivery sent to the Client containing items travels with a declared value (Item Value), which also represents insurance.
4. Only the person whose details are provided during the Order submission can receive the delivery. The Tavex partner who will deliver the items will hand them over only after verifying the Client's identity through an identification document stated in the Order.
5. When the Client is a legal entity, the delivery can be received by a legal representative of the entity or its attorney, provided there is an explicit notarized power of attorney. The Client must provide Tavex with the notarized power of attorney before the order is sent. The items will be handed over to the person specified in the order after presenting their personal ID card (or other identification document) as indicated in the Order.
6. The delivery time, when it is performed by "DExpress" DOO, is 6 (six) business days from the moment the Order is finalized, provided the following conditions are met:

-When payment is selected as cash on delivery - you received confirmation that we have received your Order by 16:00 (sixteen) hours;

-When payment is made by bank transfer - we have received confirmation that we have received your Order and the payment by 16:00 (sixteen) hours;

7. The time for accepting offers from Tavex for purchasing Items, or their delivery, when the delivery is made by our partner supplier for high-value items (for orders over 760,000 RSD (6,500 EUR), is between 3 (three) and 5 (five) business days from the moment the Order is finalized. If necessary, our employee will contact you to provide the delivery details – address, date, and time.
8. In case the Client has not provided a statement of origin of funds or other required documents, the conditions mentioned above for accepting Tavex's offers for purchasing the items, or their delivery, will be extended by the same number of days as the Client delays submitting the required documentation, but for no longer than the period stated in Article 8 (1), item (xi) below.
9. When the Client indicates they wish to receive the items at the Tavex office, this can be done after fulfilling the requirements stated in Article 6 (2) above.
10. Tavex has the right to change the offer acceptance deadline if the ordered items are sold out during the Order process. In this case, our employee will contact you within 24 (twenty-four) hours after the order and provide you with specific information about when the order can be processed. If the timing is not suitable, and the Order has already been paid for, you will receive a refund for the amount paid, and all transaction costs (bank fees) related to the transaction will be covered by Tavex.
11. Due to the specific nature of the items in the E-store and their standardized nature, Tavex does not offer the option of inspecting the shipment before payment.
12. Shipments with damaged packaging, as well as deliveries that do not match the Client's Order, may be returned to Tavex. In such cases, the additional transaction costs will be borne by Tavex. In the case of damaged packaging, the Client must immediately notify the courier/service provider.
13. According to Article 36, paragraph 1, item 2 of the Consumer Protection Act, once the Clients finalize their Order, they do not have the right to cancel it, nor do they have the right to return purchased items. However, Tavex, at its discretion, repurchases all products it offers to its Clients at prices determined by those who meet the market conditions at the time of the transaction.

Important Note: In accordance with Article 36b of the VAT Law and the VAT Rules, we are obligated to provide the following information on the invoice: the company name or the full name, address, and identification number, or personal identification number (JMBG), or identification number of the foreign person (tax identification number, or personal identification number listed in the identification document) of the person to whom the investment gold is sold. Without this information, we will not be able to deliver the paid items to you and will refund the money to the account from which the payment was received. Before making a payment, please decide whether you want to show your identification document, ID card, and/or passport to our employees and courier partners. If you are NOT picking up the Order personally, you must enter the name of the person who will pick up the Order on your behalf during the ordering process. If you did not do this during the ordering process, you can send the details of this person via email after submitting the Order. The person receiving the products should present an identification document (ID card or passport) to be identified, in order to protect you from delivering the items to the wrong person.

8. EXAMINATION, EVALUATION, AND EXECUTION OF ORDERS

(1) Tavex will not consider, evaluate, or execute a finalized order from the Client if:

- The Client has chosen to pay via bank transfer, but Tavex has not received the payment within 2 (two) hours after finalizing the Order.
- Payment was not made from the bank account in the name of the person whose details were provided in the order. If the Client wants Tavex to review and assess their order, they must provide a payment order within the same time frame showing that the funds were transferred from their own account to Tavex's bank account on the day the Order was made.
- When the Order is submitted outside of bank working hours in Serbia (08:30 to 17:30) – i.e., between 17:30 and 08:30, the two-hour period starts at the beginning of working hours - 09:00.
- When cash on delivery is selected, and the Client has chosen delivery to the address provided by them, but the courier service does not consider that the Client or their representative meets the conditions in Article 7 (5) at the address specified in the Order. In this case, the shipment will be sent to the nearest package shop/package machine (at the Client's address) for the Client to pick up. If it is not picked up within 24 (twenty-four) hours from receipt at Dexpress locations, it will be returned to Tavex;
- When cash on delivery is selected, and the Client has chosen delivery to a package shop/package machine of the courier service, and the Client does not pick up the shipment within 24 (twenty-four) hours from receipt at the courier service locations;
- The Client has chosen to pick up the ordered items at the Tavex office and does not request delivery within 2 (two) hours after receiving the order confirmation from Tavex. If the Order was placed outside Tavex's working hours (09:00 – 18:00), i.e., between 18:00 and 09:00, the two-hour period starts at the beginning of working hours - 09:00;
- The Client placed the Order outside Tavex's working hours, i.e., between 18:00 and 09:00, and the market price of the ordered items changed by 3% or more at the start of the next business day;
- Regular operation of Tavex's e-store is disturbed due to technical problems;
- The Client/their representative refuses to identify themselves upon receiving the delivery.