

General Terms and Conditions for Participation in TAVEX Promotional Activity for Granting a Discount of 2,300 Dinars on the First Purchase

(“General Terms and Conditions”)

04.06.2026

These General Terms and Conditions regulate the relations between the Organizer, on the one hand, and the participants in the promotional activity (as defined herein), on the other hand, as well as the conditions for participation in the promotional activity. By participating in the promotional activity, participants are deemed to agree to these General Terms and Conditions.

1. ORGANIZER OF THE ACTIVITY

The organizer of the promotional activity is Tavex Zlato&Srebro doo Beograd, registered with the Business Registers Agency under registration number 21715301, with its registered office in Belgrade, Milentija Popovića 9 Sava Centar business section (hereinafter: the “Organizer”).

2. PROMOTIONAL ACTIVITY

The promotional (marketing) activity is organized in accordance with Article 36 of the Law on Trade (“Official Gazette of the RS”, No. 52/2019) in connection with the first purchase of investment gold from the Organizer (hereinafter: the “Promotional Activity”).

All clients of the Organizer who have not previously purchased investment gold from the Organizer, and who in their first order purchase investment gold with a total weight greater than 2 grams (hereinafter: the “Promotional Product”), receive a discount in the amount of 2,300 dinars, which is applied to the total value of the order (hereinafter: the “Discount”). The Promotional Product may also include investment gold in the form of Tavex gold bars weighing 1 gram. However, the purchase of Tavex gold bars weighing 1 gram within this Promotional Activity, due to the application of the Discount, shall not be counted towards purchases relevant for exercising rights, benefits or status within the Organizer’s subscription program “12 = 13”.

The Discount is not calculated automatically, but is approved exclusively after the Client contacts an employee of the Organizer, whereby the employee of the Organizer manually applies the Discount to the order.

The Client is responsible for contacting the Organizer before completing the first purchase and informing it that he/she is entitled to the Discount on the basis of this Promotional Activity. The Organizer has no obligation to independently verify whether a particular order is the Client’s first purchase, nor is it able to apply the Discount automatically without prior notification by the Client.

3. DURATION AND SCOPE OF THE ACTIVITY

The Promotional Activity is valid from 01.11.2025 to 01.11.2026.

The Organizer has the right to terminate or change the period of the promotional activity at any time at its own discretion.

Participation in the promotional activity is linked to the purchase of the Promotional Product.

4. RULES FOR PARTICIPATION IN THE PROMOTIONAL ACTIVITY

The right to participate in the promotional activity is limited to persons over 18 years of age who have not purchased investment gold from the Organizer before the publication of these General Terms and Conditions (hereinafter: the "Participant").

The right to participate belongs to a Participant who purchases the Promotional Product in accordance with these General Terms and Conditions, through the Tavex E-shop or at the Organizer's premises during the period of the promotional activity.

The Discount applies to the value of the total order, and not to the value of each purchased item.

The purchase and sale prices of the Promotional Product, as well as all other items in the nomenclature of Tavex Zlato&Srebro doo Beograd, are determined by fluctuations on international financial markets and market conditions at a given time. This is the reason why the Organizer updates the prices of the items it offers, and in particular the price of the Promotional Product, every 15 (fifteen) minutes. Purchases related to the current promotional activity are carried out in accordance with the Organizer's price for the item at the time of the relevant transaction.

The purchase of the Promotional Product, i.e. purchases made through the Tavex E-shop, are carried out in accordance with the provisions of the Law on Trade, the Law on Electronic Commerce ("Official Gazette of the RS", Nos. 41/2009, 95/2013 and 52/2019) and the Terms of Use of the Tavex E-shop (available at: <https://tavex.rs/en/terms-and-conditions>).

For the purposes of conducting the promotional activity and carrying out the turnover of investment gold in accordance with applicable regulations (Law on Value Added Tax ("Official Gazette of the RS", Nos. 84/2004, 86/2004 – correction, 61/2005, 61/2007, 93/2012, 108/2013, 68/2014 – other law, 142/2014, 83/2015, 108/2016, 113/2017, 30/2018, 72/2019, 153/2020 and 138/2022) and the Rulebook on Value Added Tax ("Official Gazette of the RS", Nos. 37/2021, 64/2021, 127/2021, 49/2022, 59/2022, 7/2023, 15/2023 and 60/20)), the participant should provide the Company with personal data (name, residential address, unique citizen identification number (JMBG) or foreign identification number, telephone number and e-mail address, hereinafter: "Personal Data") when purchasing the Promotional Product. These Personal Data shall be processed in accordance with the provisions of Article 5 of this document – Personal Data and kept during the period prescribed by applicable laws.

5. PERSONAL DATA

Personal Data provided by the participant for participation in the promotional activity shall be kept in accordance with the Company's privacy policy (<https://tavex.rs/en/terms-and-conditions/>).

This activity is carried out in accordance with the requirements of the Law on Personal Data Protection ("Official Gazette of the RS", No. 87/2018). By providing a telephone number and e-mail address, each participant agrees to the processing carried out by the Organizer in the capacity of personal data controller for promotional purposes, as well as for the purpose of providing commercial information, marketing and advertising. Tavex stores the data of all participants in an electronic database.

6. FINAL PROVISIONS

These General Terms and Conditions shall be published and available throughout the entire duration of the promotional activity on the Organizer's website, where all interested persons may become familiar with their provisions (<https://tavex.rs/en/terms-and-conditions/>).

The Organizer has the right, at its own discretion, to amend and supplement these General Terms and Conditions of the promotional activity. All amendments shall be public and available to all participants on the Organizer's website.

The Organizer has the right to prohibit any person from participating in the promotional activity if that person violates the provisions of the General Terms and Conditions.

Each participant is responsible for the accuracy of the data provided in connection with participation in the promotional activity. The Organizer is not responsible for incorrect or misleading data provided by the participant in the promotional activity.

Any dispute between the Organizer and participants in the promotional activity shall be resolved amicably, and if this is not possible, before the competent courts in Belgrade.