

General Terms and Rules for Participation in the Promotional Campaign “Free Delivery and Insurance for Online Orders” (Terms and Rules)

Last updated: 31/03/2026

These Terms and Conditions govern the relationship between the Organizer and the participants in the promotional campaign, as well as the conditions for participation. By participating in the promotional campaign, participants are deemed to have accepted these Terms and Conditions.

1. ORGANIZER OF THE PROMOTIONAL CAMPAIGN

The organizer of the promotional campaign is “Tavex Zlato & Srebro” DOO Belgrade, registered with the Serbian Business Registers Agency under company registration number 21715301, with its registered seat at Milentija Popovića 9, Sava Center business area, Belgrade (hereinafter: “Organizer”).

2. PROMOTIONAL CAMPAIGN

This promotional campaign is organized in accordance with Article 36 of the Law on Trade (“Official Gazette of the RS”, No. 52/2019).

The promotional campaign provides free delivery and shipment insurance for qualifying online purchases in the amount of at least 70,000 RSD, made through the Organizer’s official online sales channels – www.tavex.rs.

3. DURATION AND SCOPE OF THE PROMOTIONAL CAMPAIGN

The promotional campaign is valid from 01.04.2026 to 30.06.2026.

The promotional campaign applies exclusively to online purchases made on the territory of the Republic of Serbia.

The Organizer reserves the right, for justified reasons, to amend or terminate the promotional campaign, in accordance with applicable regulations.

4. CONDITIONS FOR PARTICIPATION

Participation in the promotional campaign is limited to natural persons over 18 years of age (hereinafter: “Participant”).

The Participant shall be entitled to the benefits of the promotional campaign if:

- the total value of the order is at least 70,000 RSD
- the order is made through the Organizer’s online sales channels (www.tavex.rs) during the promotional campaign period.

5. BENEFITS OF THE PROMOTIONAL CAMPAIGN

Participants who meet the conditions shall receive the following benefits:

- free delivery and shipment insurance for the ordered products.

The above benefits are applied automatically during the purchase process, after all conditions of the promotional campaign have been met.

Shipment insurance is provided in accordance with the terms of the courier or logistics service. The scope, coverage and limitations of such insurance are determined by the relevant service provider.

6. ADDITIONAL COSTS

All costs related to the selected payment method, including but not limited to cash-on-delivery (COD) costs, are not covered by the promotional campaign and shall be borne by the Participant.

7. PRICES AND TRANSACTIONS

The prices of products offered by the Organizer are determined in accordance with movements on international financial markets and current market conditions.

The Organizer reserves the right to periodically update prices.

All purchases are completed at the price valid at the time of execution of the transaction.

Online purchases are carried out in accordance with:

- Law on Trade,
- Law on Electronic Commerce (“Official Gazette of the RS”, No. 41/2009, 95/2013, 52/2019), and
- Terms and Conditions of the Organizer’s E-shop: <https://tavex.rs/en/terms-and-conditions>

8. PERSONAL DATA

For the purpose of processing orders and complying with applicable legal regulations, Participants may be required to provide personal data, including:

- full name and surname
- address
- personal identification number
- telephone number
- email address

Personal data will be processed in accordance with applicable legislation, including the Law on Personal Data Protection (“Official Gazette of the RS”, No. 87/2018), as well as the Organizer’s Privacy Policy: <https://tavex.rs/en/terms-and-conditions/>.

9. FINAL PROVISIONS

These Terms and Conditions will be published and available throughout the entire duration of the campaign on the Organizer’s website www.tavex.rs

The Organizer reserves the right to amend or supplement these Terms and Conditions. All changes will be published on the Organizer’s website www.tavex.rs

The Organizer reserves the right to exclude any Participant who violates these Terms and Conditions.

Participants are responsible for the accuracy of the data they provide. The Organizer shall not be liable for inaccurate or misleading information provided by Participants.

All disputes arising between the Organizer and Participants shall be resolved amicably. If no agreement is reached, the courts in Belgrade shall have jurisdiction.