

General terms and conditions and rules for participation in Tavex's promotional activity for receiving a Tavex 1 gram gold bar as a gift (“General Terms and Conditions”)

Last amended: 08.06.2026

1. ORGANIZER OF THE PROMOTIONAL ACTIVITY

The organizer of this promotional activity is “Tavex Zlato&Srebro” d.o.o., a limited liability company, with its registered seat in Belgrade, Municipality of New Belgrade, at the address Milentija Popovića 9, Sava Center business section, registered with the Serbian Business Registers Agency under company registration number: 21715301, PIB 112661355, represented jointly and individually by Magardich Harutyun Baklayan, Georgi Rosenov Hristov and Kuno Reek – directors (hereinafter referred to as “Tavex”, the “Organizer” or “We”).

These General Terms and Conditions regulate the relations between the Organizer, on the one hand, and the participants in the promotional activity defined by these General Terms and Conditions, on the other hand, as well as the conditions for participation in the promotional activity. By participating in the promotional activity, participants shall be deemed to have agreed to comply with the General Terms and Conditions.

2. PROMOTIONAL ACTIVITY

The promotional (marketing) activity is organized in connection with the consecutive purchase of the gold investment product – Tavex 1 gram gold bar by the Organizer's clients (hereinafter referred to as the “Promotional Activity”). Each client of the Organizer who purchases 12 (twelve), and up to a maximum of 60 (sixty), pieces of Tavex 1 gram gold bars (the “Promotional Product”) within 12 (twelve) consecutive calendar months, namely at least one and at most five pieces of the stated product during each of the twelve consecutive months after the first purchase, shall receive as a gift 1 (one) to 5 (five) pieces of Tavex 1 gram gold bars at the end of that twelve-month period.

3. PERIOD AND SCOPE OF THE PROMOTIONAL ACTIVITY

The period of one cycle of the Promotional Activity is 12 (twelve) months. All Tavex clients who have expressed their wish and provided their personal data for the purpose of participating in the Promotional Activity, and after making 12 (twelve) or more consecutive purchases of the Promotional Product – Tavex 1 gram gold bar within 12 (twelve) consecutive calendar months (from the 1st day of the month until the end of the given month), have the right to participate in the Promotional Activity.

The current promotional activity starts on 01.07.2022 and will be active for a period of 5 (five) years, until 30.06.2027, as a loyalty program. The Organizer has the right, at its own discretion, to terminate or change the period of the promotional activity at any time. Upon termination of the promotional activity, Tavex undertakes to fulfill the rights and obligations determined by these General Terms and Conditions, i.e. to give all clients who have started participating in the Promotional Activity the opportunity to complete the 12-month promotional purchase cycle and acquire the right to gift products in accordance with these General Terms and Conditions.

Participation in the promotional activity is conditional upon the purchase of the Promotional Product. The right to participate belongs to every adult natural person (participant) who purchases the Promotional Product in accordance with these General Terms and Conditions in the Tavex electronic store or in one of the company's business premises during the period of the promotional activity.

4. RULES FOR PARTICIPATION IN THE PROMOTIONAL ACTIVITY

Each Tavex client has the right to receive a maximum of 5 (five) pieces of Tavex 1 gram gold bars on the basis of participation in this promotional activity. In the event of consecutive purchase of more than 60 pieces of Tavex 1 gram gold bars during a period of 12 consecutive months (more than 5 pieces during each such month), the Tavex client shall receive his/her gift Tavex 1 gram gold bar only and exclusively for the first 60 pieces (12 x 5 Tavex gold bars) of the products he/she purchased.

A necessary condition for receiving the product as a gift is the purchase of at least 1 (one) piece of Tavex 1 gram gold bar during 12 (twelve) consecutive calendar months. In the event of an interruption in the consecutive monthly purchase, the activity shall be suspended and the participant shall have no right to receive the gift product at the end of the cycle. An interruption in the purchase during one month cannot be compensated by an additional purchase in the previous or following month.

Participation in the Promotional Activity is entirely voluntary and has no binding character. Clients who have expressed their wish to participate in the Promotional Activity may terminate their participation at any time by withdrawing from the monthly purchase of the Promotional Product.

The purchase and sale prices of the promotional product – Tavex 1 gram gold bar, as well as all other products from the assortment of Tavex d.o.o., are conditioned by fluctuations on international financial markets and market conditions at the given moment. This is the reason why Tavex d.o.o. updates the prices of products from the company's offer, and therefore also the price of the promotional product, every 15 (fifteen) minutes. The purchase in connection with this promotional activity is realized at the current price of the given product at Tavex d.o.o. at the moment of realization of the sales contract.

The purchase of the Promotional Product – Tavex 1 gram gold bar is carried out in accordance with the provisions of the Law on Trade, the Law on Electronic Commerce and the "Terms of Use of the E-store" (<https://tavex.rs/uslovi-i-pravila/>) for purchases in the Tavex d.o.o. retail network, as well as for purchases realized through the Tavex electronic store.

For the purpose of managing the Promotional Activity, clients who wish to participate in it voluntarily provide their personal data (name and surname, address, JMBG, telephone and contact e-mail) when purchasing the promotional product – Tavex 1 gram gold bar.

It is necessary that Tavex clients, as confirmation of the purchases made, submit 12 (twelve) documents on the purchase of Tavex 1 gram gold bars (invoice or fiscal receipt) in order to receive the 1 gram gold product as a gift. A necessary condition is that the submitted documents are issued in their name, as well as that the dates of issue of each document correspond to 12 (twelve) consecutive months.

Upon delivery of the Promotional Product as a gift, Tavex and the participant sign a handover record.

5. PERSONAL DATA

Client data (name and surname, address, JMBG, telephone, e-mail address) submitted for participation in the Promotional Activity are kept in accordance with the Privacy Policy (<https://tavex.rs/uslovi-i-pravila/>).

This activity is carried out in compliance with the Law on Personal Data Protection. By submitting his/her telephone number and contact e-mail address, each participant agrees that the Organizer, as the controller of personal data, may process them for the purpose of the Promotional Activity, as well as for the purpose of providing commercial information, i.e. for marketing and advertising purposes. Tavex d.o.o. shall keep the data of all participants in an electronic database for as long as the stated purpose of processing lasts.

6. FINAL PROVISIONS

These General Terms and Conditions shall be publicly published and available during the entire period of duration of the Promotional Activity on the Organizer's website, where any interested person may become familiar with their provisions. <https://tavex.rs/uslovi-i-pravila/>

Tavex has the right, at its own discretion, to amend and supplement the General Terms and Conditions in connection with the given Promotional Activity. The amendments made shall be publicly published and available to all participants on the Organizer's website.

In the event of a breach of any provision of these General Terms and Conditions, the Organizer has the right to deprive any person of participation in the Promotional Activity. Each participant is responsible for the accuracy of the data provided in connection with his/her participation in the Promotional Activity. The Organizer shall not be liable for: incorrect or incomplete data received from participants in the promotional activity.

Any possible dispute between the Organizer and participants in the activity shall be resolved by mutual agreement or, if this is not possible, before the competent court in Belgrade.