

General terms and conditions and rules for participation in the prize game "Win gold every month with Tavex!"

Last update: 08.06.2026

1. ORGANIZER OF THE CAMPAIGN

1.1. The organizer of this promotional activity is "Tavex Zlato&Srebro" d.o.o., a limited liability company, with registered office in Belgrade, municipality of New Belgrade, at the address Bulevar Mihajla Pupina 6, Ušće Tower I, 15th floor, side B, registered with the Serbian Business Registers Agency under registration number: 21715301, PIB 112661355, represented jointly and individually by Magardich Harutyun Baklayan, Georgi Rosenov Hristov and Kuno Reek - directors (hereinafter "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 terms and conditions of 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.

1.2. The official rules are prepared and will be published in accordance with the applicable legislation of Serbia, and will be available on the website www.tavex.rs, in the Terms and Conditions section, during the duration of the promotional campaign, as well as in the physical stores.

1.3. The Organizer reserves the right to change any of the conditions stated in these Rules at any time, if this is necessary to ensure the fair or proper implementation of the promotion, including the prevention of potential fraud, during the duration of the competition, but not before informing the public of such changes.

1.4. These Rules determine the relationship between the Organizer, on the one hand, and the participants in the campaign, on the other hand, as well as the terms and conditions of participation in the campaign. By participating in this campaign, participants agree to comply with and respect the provisions of these Rules.

1.5. Information about the competition contained on posters and advertising materials does not constitute a public offer or promise. The Organizer is not responsible for the incorrect or incomplete interpretation of the name/slogan of the competition and any advertising materials.

1.6. At the end of the campaign, Tavex is obliged to fulfill its rights and obligations arising from these Rules.

1.7. For questions or additional information about the draw, the Organizer may be contacted at the email address tavex@tavex.rs.

2. NAME, DURATION AND PLACE OF THE CAMPAIGN

2.1. The campaign is called "Win gold every month with Tavex!".

2.2. Participants have the chance to win prizes in gold by complying with the provisions of these Rules. This competition is a free draw; no purchase of a product is required in order to participate.

2.3. The promotional campaign is valid only within the available stocks of the products participating in this promotional campaign.

2.4. The promotional campaign lasts from 01.02.2025, 00:00 - 28.02.27., 23:59.

2.5. The purpose of the promotional campaign is to promote investment gold and stimulate sales.

3. PRODUCTS PARTICIPATING IN THE PROMOTIONAL CAMPAIGN (PRIZE)

3.1. Within the competition "Win gold every month with Tavex!", 3 (three) winners each month will receive 3 (three) monthly prizes, consisting of 3 (three) gold bars of 1 gram each Tavex, sold by Tavex Zlato&Srebro. Each winner may win only one (1) prize consisting of a 1 gram gold bar.

3.2. The total value of the prizes is 300 euros per month during the duration of the campaign, with the note that the value may be slightly changed due to changes in the price of investment gold. The winners will receive the prize under the conditions stated in item 3.1. above, regardless of fluctuations that may occur.

4. DESCRIPTION OF THE PROMOTIONAL CAMPAIGN AND CONDITIONS OF PARTICIPATION

- 4.1. The competition is open to all natural persons older than 18 years (including 18 years) on the date of the start of the competition, who have residence or stay in Serbia (hereinafter the "Participants").
- 4.2. Any natural person who meets all the participation criteria contained in these Rules may have the status of "Participant".
- 4.3. By participating in the competition "Win gold every month with Tavex!", participants fully understand and accept the provisions of these Rules.
- 4.4. The following categories of persons may not participate in the promotional campaign:
- Employees of the Organizer
 - Employees of companies affiliated with the Organizer, which are part of the Tavex Group
 - First and second degree relatives and in-laws of the above-mentioned employees
 - Persons involved in carrying out activities related to the organization and implementation of the campaign
- 4.5. Participants must agree to the terms of the campaign when completing the registration form.

Participation does not require the purchase of products or services.

4.6. During the promotional period, participants should access the website www.tavex.rs and complete the online registration form (surname, name, email). Each participant who submits the completed form and agrees to the terms of the campaign automatically receives a valid registration/application for the competition. Participants must agree to receive promotional messages from Tavex. In order to increase their chances of winning, participants may obtain additional entries/stakes in the competition in the following way:

- Invite friends, by email or link, to participate in the draw: 2 (two) entries for each friend who joins, up to a maximum of 10 (ten) friends
- Like the Tavex Facebook account: 3 (three) entries
- Follow the Tavex Instagram account: 3 (three) entries

4.7. The maximum number of entries is 27, because the data entry itself (the first step) also counts as an entry.

4.8. The more entries a participant collects, the greater the chances of winning. Automatic or robotic means are prohibited for participation in the draw or for obtaining additional entries in the competition. Entries created by these methods will be removed before the draw. Participants must provide accurate and truthful information, including their personal data, when completing the registration form.

4.9. Winners do not have the right to receive the monetary value of the prize or any other substitute product or item. The prize will be delivered personally or by courier, on the basis of a prize receipt report.

If the participant cannot personally receive the prize, it may be collected by a person authorized by him/her.

4.10. Upon receipt of the prize, a prize receipt report will be completed, which will contain, in addition to the winner's data, the prize won, a statement on the winner's responsibility that he/she meets the participation conditions prescribed by these Rules, the date of receipt of the prize and his/her signature.

4.11. The Organizer has the right to exclude from the competition, without warning, participants who have violated any of these Rules; or who participate under a false identity or on behalf of third parties without their explicit consent.

5. AWARDING OF PRIZES

5.1. Each month of the campaign, during the first 3 (three) working days of the month, Tavex will draw 3 (three) winners among all participants who have participated up to that moment (including previous months), who will be contacted by email. The process will be repeated every month, until the end of the campaign. A person who has already won a prize will not be included in subsequent draws. The draw will be carried out through a software application.

5.2. The winners will be notified by email within 2 (two) working days from the draw. The Organizer assumes no responsibility for cases in which the winners cannot be contacted for the award of the prize (for example, when the email goes to the spam folder or for other reasons unrelated to the Organizer).

5.3. If the winner does not meet the conditions established by these Rules, refuses to sign the prize receipt report or cannot be contacted within 14 (fourteen) days from the draw, the Organizer reserves the right to disqualify him/her, refuse the award of the prize and draw another winner.

5.4. In accordance with these Rules, the Organizer will publish the names of the winners and the prizes won on all its social networks (Instagram - tavex.rs; Facebook - Tavex Zlato&Srebro) as well as on www.tavex.rs.

PERSONAL DATA

5.5. For the purposes of the promotional campaign, customers who have expressed a wish to participate in the campaign voluntarily provide their personal data (name and surname, JMBG, telephone number, contact email address and physical residential address for delivery of the prize, if applicable).

5.6. Participation in the promotional campaign implies the explicit acceptance of the participants that their personal data will be stored, processed, transferred or otherwise processed by Tavex, in accordance with applicable legal provisions, for the purpose of carrying out the promotional campaign and for potential subsequent information from Tavex (marketing).

5.7. The personal data of participants will be stored in accordance with Tavex's personal data processing policy, available at www.tavex.rs at <https://tavex.rs/uslovi-i-pravila/> in the Privacy section in connection with the personal data of customers and users of the website www.tavex.rs. The activities are carried out in accordance with the requirements of the legislation in the field of personal data protection.

5.8. When providing personal data (name and surname, JMBG, telephone number, email address and residential address, if applicable), each participant expresses his/her consent to their processing by Tavex, in the capacity of personal data controller, for the organization and implementation of the promotional campaign. The data of all participants will be stored in Tavex's electronic database.

FRAUD

7.1. If the Organizer detects an attempt at fraud, it may refuse the customer's participation in the campaign. An attempt at fraud may consist, without limitation, in presenting documents and/or information that are not in accordance with reality in order to participate in the campaign. The Organizer reserves the right to notify the competent authorities if the customer presents documents in respect of which there is a reasonable suspicion of forgery.

DISPUTES

8.1. In the event of any disputes arising between Tavex and the participants in the promotional campaign, they will first be resolved amicably. If this is not possible, any dispute will be submitted for resolution to the competent courts in Serbia.

8.2. Any complaint/lawsuit regarding the implementation of the promotional campaign must be submitted in writing, within 30 (thirty) days from the date of the end of the campaign. Complaints may be submitted in physical format at the Organizer's office or sent to the email address tavex@tavex.rs. The Organizer will analyze the truthfulness of the complaint and provide a response within 15 (fifteen) days. Anonymous complaints or those in which customer identification data are not included will not be taken into account, and the Organizer will not be responsible for the inability to provide a response.

FINAL PROVISIONS

9.1. Tavex has the right to amend and supplement the terms and conditions of this campaign during the duration of the campaign. The amendments will be publicly disclosed and available to all participants both on the company's website and in the Tavex office. The amendments will enter into force upon their publication on the Organizer's website.

9.2. The Organizer reserves the right to terminate the promotional campaign at any time during its implementation, without assuming responsibility in that case, with prior notification of consumers through appropriate communication means (publication on the website www.tavex.rs, in the Terms and Conditions section, as well as notification of consumers in the physical office of Tavex).

9.3. The Organizer has the right to prevent any person who violates any of its conditions from participating in the campaign.

9.4. Each participant is responsible for the accuracy of the data he/she provides in connection with his/her participation in the campaign. The Organizer is not responsible for: inaccurate or misleading data provided by participants in the campaign.

9.5. The Organizer and the participants agree to comply with the provisions of these Rules. Thus, in order to participate in the promotion, customers are obliged to comply with the provisions of these Rules.

TAVEX ZLATO&SREBRO

Georgi Hristov - director