

Terms of Use of the E-shop

Last updated: 08.06.2026.

The general terms and conditions of the Tavex e-shop are determined by the terms for the purchase and sale of products which Tavex carries out in accordance with the Consumer Protection Act and the International Code of Electronic Commerce.

"Basket" is the place on the website where buyers select / keep items from the Tavex e-shop before placing an order.

"Order" is an individual request for the purchase of selected items available in the basket. The Order is the Client's offer to purchase products, which is not binding on Tavex. Tavex has the right to accept or refuse to fulfil the Client's Order. In order for a contract to be concluded between Tavex and the Client, it is necessary for the order to be accepted by the Company.

"Value of the items" is the total value of the items in the basket at the time of finalising the order.

There are also other logistical costs and delivery costs, apart from the value of the items in the basket, which relate to the delivery of the selected items of the client and their insurance.

"Order value" is the total value of the order which the client must pay. It includes the value of the items and all related costs.

"Confirmation" is the process by which the Company confirms to the Client that the order has been received. After receiving the order confirmation, the client cannot cancel it. Confirmation of the received Order is not equivalent to its acceptance by the Company.

"Acceptance" in relation to an order submitted by the Client shall be deemed to exist and, accordingly, Tavex and the Client shall be deemed to have concluded a sales contract in respect of the items subject to the Order from the time of their delivery and delivery to the Client, provided that the other requirements specified in these Terms are fulfilled.

2. GENERAL INFORMATION ABOUT TAVEX

(1) The main activity of Tavex includes work with precious metals, payment and universal postal services.

3. CHARACTERISTICS OF THE SERVICE

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

(2) The Client shall, at his own expense, provide all necessary resources (computer equipment, Internet connection, software, etc.) which are necessary for the Client to access the e-shop, view and select items and send an order.

(3) Detailed information on the characteristics of the items (weight, denomination, diameter, fineness, circulation, price, etc.) is published on the Website. The Client should bear 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 a "fine ounce". One "fine ounce" ("ounce") is equivalent to 31.1035 grams. It should also be borne in mind that the photographs of the Products on the Website are illustrative only and that the Products may not look absolutely identical to the images.

(4) The Client should bear in mind that the prices of the items depend on fluctuations in the financial markets, over which Tavex has no influence, which is the reason for their updating on the Website as described in Art. 5 (7) below.

(5) When purchasing items, the Client should bear in mind that the information published on the Website does not provide financial and/or investment, nor tax and/or legal advice and consultations. All facts presented on the

Website are based on research conducted by the Company, which Tavex shares with Clients, but which is not binding and is not intended to persuade Clients to make investment and other personal decisions, including the purchase of Items. The Client should decide independently at what moment to purchase the Products and Tavex is not responsible for transactions concluded by the client which are not favourable for him.

4. PROVISION OF THE SERVICE AND TECHNICAL MEASURES FOR CONCLUDING THE CONTRACT

(1) In order to order, the Client must enter all required data in the appropriate electronic form (personal data, delivery address, bank from which he prefers to make the payment for payments by bank transfer, etc.). In the case of purchasing products through the Website and deciding to pay by bank transfer, the Client should provide Tavex with a scanned copy of an official identity document containing security features or biometric data, which has not expired and which contains a photograph of the Client.

Clients registered on the Website may order through their account without the need to enter their personal data for each specific item.

For the purposes of a specific order, before finalisation, the Client has the opportunity to change the information entered during registration on the Website.

If data which the client did not provide during registration on the Website is required for the finalisation of the order, the client will have to enter it.

(2) Before finalising his order, the Client is free to correct the information entered in the relevant fields of his application, using the technical means available in the Website interface for identifying and correcting errors.

(3) Before finalising the Order, the Client should carefully check whether he has provided accurate and complete data, and individuals should declare that they are at least 18 (eighteen) years of age. Tavex, at its own discretion, may also use means of data comparison and verification of their accuracy. Tavex and/or its partners are not responsible if they are unable to contact the Client and/or deliver the items to him due to inaccurate or incomplete information entered by the Client. Tavex has the right to require the Client to identify himself and confirm the accuracy of each of the circumstances stated in the finalisation of the Order. Tavex has the right at any time not to review/not to assess the Order if it determines that the client has provided inaccurate, incomplete or incorrect information.

(4) Before finalising the order, the client should select the method of payment for the selected items, as well as the method of their delivery.

(5) Before clicking the button, the Client should confirm that he is familiar with the Terms, agrees with their content and unconditionally complies with them by clicking the checkbox next to the active link where the terms are available; before it is possible to tick the checkbox, it is necessary to click on the said link. The page to which the Client will be redirected after clicking the link will enable him to download and save the Terms of Use on his device and, accordingly, to access and reproduce them in the format in which he accepted them. By performing the steps specified in this point, the Client makes an offer to Tavex for the purchase of the selected products, as provided in Art. 6 (1) in the second sentence, which will lead to the conclusion of a contract only if the Company accepts the offer.

(6) For an order made, Tavex sends confirmation via the Website, telephone or e-mail address provided by the client in the order. The Confirmation contains information on the characteristics of the ordered items, the Value of the items, Transaction fees, the Order value, the payment method and delivery method selected by the Client and other information on the Order, if applicable. The contract is considered concluded in accordance with the provisions of Art. 6 (2) below.

5. PRICES AND METHOD OF PAYMENT

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

(2) In cash: in cash, exclusively in dinars (RSD)

(3) By bank transfer: Tavex has opened a bank account in most commercial banks in Serbia.

(4) Payment for items with a value equal to or greater than 1,160,000 dinars (10,000 EUR) may be made only by bank transfer, the method specified in paragraph (1), Art. (ii), due to existing legal restrictions on cash payments.

(5) Receipt of payment by Tavex does not mean acceptance of the order and in itself does not create an obligation for the Company to fulfil it, until other conditions have been met; namely, the Client has submitted documents when required by applicable law and, accordingly, the ordered Items have been delivered to the client. In the event that the Order is not fulfilled due to non-fulfilment of any of the above conditions, the amount paid by the client is subject to refund.

(6) When selecting payment by bank transfer, the payment must be made from a bank account in the name of the person whose data is stated in the Order. Otherwise, Tavex has the right to refuse to fulfil the Order and not to deliver the Items.

(7) When the Client or a person acting on his behalf pays for the items in cash upon delivery, it is necessary to identify himself before the representative of the courier service with an official identification document containing security features or biometric data, which has not expired and contains a photograph of the Client. Otherwise, Tavex has the right to refuse to fulfil the Order and not to deliver the Items.

(8) The prices of the items displayed on the Website are updated every 20 (twenty) minutes in accordance with movements in prices on international financial markets. The prices of the items in the basket are updated every 20 (twenty) minutes. By accepting these Terms of Use, the client confirms and accepts that the price of the requested product located in the basket may change if the order is not finalised and entered within 20 (twenty) minutes. The price of the items selected by the Client is indicated in a visible place in the order before it is finalised.

(9) Transaction fees differ depending on the specifics of the individual Order and/or the selected method of delivery and payment.

(10) The delivery price is determined depending on the value of the shipment.

(1) Personal pick-up: free of charge

(2) Fixed cost for delivery to an address: 630 RSD

(3) Fixed cost for delivery to a parcel locker / courier service address (parcel shop): 590 RSD

Except for personal pick-up, with any delivery that you choose there is also a charge for "Delivery insurance" amounting to 1.3% of the total price of your selected products.

If the shipment contains silver products, VAT is calculated on the price of the silver product with postage and insurance.

(4) All transaction fees are indicated in the order in a place visible to the Client before it is finalised.

6. CONCLUDING THE CONTRACT BETWEEN TAVEX AND THE CLIENT

(1) Information on the items contained on the Website is considered an offer to purchase by Clients. The Client makes an offer to purchase the items by sending the Order in accordance with these Terms of Use, as described in Art. 4 (5) above. The offers made are not binding on Tavex and the company has the right to accept or refuse the offer made, at its own discretion.

(2) Sending confirmation of the received order by Tavex, i.e. receipt of such confirmation by the Client, does not necessarily mean acceptance of the order and does not lead to a contract between Tavex and the Client. The contract shall be deemed concluded if the following conditions are met:

-payment of the corresponding amount by the Client,

- submission of a declaration 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 their delivery to the Client.

(4) The contract between Tavex and the Client in relation to the sale of items remotely consists of:

- the Terms of Use
- the Order made by the Client;
- the confirmation sent by Tavex for receipt of the client's order. The Client has the opportunity to store and/or reproduce the said documents on paper or electronically.

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

(6) The offer made by the Client to purchase the items is not considered accepted by Tavex if the items of the Order are not delivered to the Client within the terms under Art. 7, points (6) - (8).

7. DELIVERY OF PRODUCTS ORDERED THROUGH THE E-SHOP

1. The Client has the right to select the method of receipt/delivery of the items he has ordered, namely:

-Delivery to the address specified by him within Serbia via partner couriers with whom Tavex cooperates. In order to provide courier services, DExpress DOO is a partner of Tavex, and Tavex has the right, at its own discretion, to change the provider of courier services it uses. This delivery method is offered if the value of the items is up to 760,000 dinars.

-Delivery to a parcel shop/branch, Dexpress parcel locker. This delivery method is offered if the value of the items is up to 250,000 dinars. Information on the network of DExpress DOO branches can be found here: <https://www.dexpress.rs/rs/lokacije>;

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

2. At the office of Tavex: without limitation on the value of the items. Information on the office of Tavex is available in the "Contacts" section.

3. Each delivery sent to the Client and containing items travels with a declared value (Value of the items) which also represents insurance.

4. Delivery may be received only by the person whose data was stated when sending the Order. The partner of Tavex which will deliver the items to you hands them over to you only after confirmation of your identity by means of the identification document stated in the Order.

5. When the Client is a legal entity, delivery may be received by the legal representative of the legal entity or its proxy, provided there is an express notarised power of attorney. The Client must provide the notarised power of attorney to Tavex before the order is sent. The Products will be handed over to the person stated in the order after presentation of his/her identity card (or other identification document) stated in the Order.

6. The delivery period, when this is carried out through the company "DExpress" DOO, is 6 (six) business days from the moment of finalising the Order, provided that the following conditions are complied with:

- when payment in cash by the "cash on delivery" service has been selected - you have received confirmation that we received your Order by 16:00 (sixteen) hours;

-when the payment will be made by bank transfer - we have received confirmation that we received your Order, as well as the payment, by 16:00 (sixteen) hours;

7. The period for acceptance of offers by Tavex for the purchase of Items, i.e. for their delivery, when according to the requirements provided in these Terms of Use it is performed by our partner supplier of high-value items (for orders over 760,000 RSD (6,500 EUR), is between 3 (three) and 5 (five) business days from the moment of finalising the Order. If necessary, our employee will contact you in order to specify the delivery data - address, date and time.

8. In the event that the Client has not submitted the declaration of origin of funds or other required documents, the above-mentioned terms for acceptance of Tavex offers for the purchase of items, i.e. for their delivery, will be increased by the same number of days by which the Client delays the submission of the said documentation, but for a period not longer than that specified in Art. 8 (1), item (xi) below.

9. When the Client indicates that he wishes to receive the items at the office of Tavex, he may do so after fulfilment of the requirements under Art. 6 (2) above, i.e. after Tavex informs the Client that the ordered items are available for pick-up. The Client is obliged, within 14 (fourteen) days from the date of receipt of the notice, to pick up the items at the Tavex office or within the same period to request their delivery by courier service, provided that the conditions for such delivery are fulfilled in accordance with these Terms of Use.

If the Client does not pick up the items within the stated period and does not request their delivery, Tavex has the right to cancel the Order, terminate the contract if it has been concluded, and refund the paid funds to the Client. If the Order was paid in cash, the refund may be made in cash at the Tavex office or by payment to the Client's bank account, in accordance with the agreement with the Client. If the Order was paid by bank transfer, the refund is made to the account from which the payment was received. After the refund has been made, Tavex has no obligation to keep, reserve or deliver the subject products to the Client.

10. Tavex has the right to change the period for acceptance of the offer in the event that the ordered items are sold out during the Order. In this case, our employee will contact you within 24 (twenty-four) hours after you order and will give you specific information on when the order can be realised. If the term does not suit you, and the Order has already been paid, you will receive back the amount you paid and all costs (bank charges) related to the transaction will be borne by Tavex.

11. Due to the specifics of the items in the E-shop and their standardised nature, Tavex does not offer the option of inspecting the shipment before it is paid.

12. Shipments with damaged packaging, as well as deliveries which are not in accordance with the Client's Order, may be returned to Tavex. In such cases, the additional transaction costs will be borne by Tavex. In the event of damaged packaging of the shipment, the Client must immediately notify the courier/collection service provider.

13. Pursuant to Art. 36, paragraph 1, Art. 2 of the Consumer Protection Act, after clients finalise their order, they have no right to cancel it and have no right to return the purchased items. However, Tavex, at its own discretion, purchases all products it offers to its Clients at prices determined by those that meet market conditions at the time of the transaction.

Important note: In accordance with Article 36b of the VAT Act and based on the VAT Rulebook, we are obliged to state the following data on the invoice: company name, i.e. name and surname, address and registration number, i.e. JMBG, i.e. identification number of a foreign person (tax identification number, i.e. registration number stated in the identification document) of the person to whom investment gold is sold.

Without the stated data we will not be able to deliver the paid items to you, but will refund the money to the account from which the payment was received. Before payment, please decide whether you wish to show your identification document, identity card and/or passport to our employees and courier partners.

If you are NOT personally picking up the Order, it is necessary during the ordering process to enter the name of the person who will pick up the order on your behalf. If you did not do this during the ordering process, after

sending the Order you may send us the details of that person by e-mail. The person picking up the products should present an identification document (identity card or passport) so that we can identify him/her, i.e. in order to protect you from delivery of the products to the wrong person.

8. EXAMINATION, EVALUATION AND EXECUTION OF ORDERS

(1) Tavex will not consider, i.e. will not evaluate and/or execute an order finalised by the Client if:

-The Client has chosen to pay via bank and Tavex has not received payment within 2 (two) hours after finalisation of the Order

-The payment was not made from the bank account in the name of the person whose data is indicated in the order. If the Client wants Tavex to review and assess his order, he must within the same period submit a payment order showing that the funds were transferred from his own bank account to Tavex's bank account on the day when the Order was made.

-When the Order is submitted outside the working hours of banks in Serbia (08:30 to 17:30) - namely between 17:30 and 08:30, the two hours begin to run from the start of working hours - 09:00.

-When selecting cash on delivery, when the client has selected delivery to be made to the address specified by him and the representative of the courier service does not consider that the client or his proxy fulfils the conditions from Art. 7 (5) at the address specified in the Order. In this case, the shipment will be sent to the nearest parcel shop/parcel locker (to the client's address) of the courier so that the client can collect it; if it is not collected within 24 (twenty-four) hours from receipt at the Dexpress locations, it will be sent back to Tavex;

-When selecting cash on delivery, when the client has selected delivery to be made to a parcel shop/parcel locker of the courier service, and the client does not collect the shipment within 24 (twenty-four) hours from receipt at the locations of the courier service;

-The Client has chosen to receive the ordered items at the office of Tavex and will not request delivery within 2 (two) hours after receipt of the order confirmation received from Tavex. In the event that the Order was made outside the working hours of Tavex (09:00 - 18:00) - namely between 18:00 and 09:00, the two hours begin to run at the start of working hours - 09:00;

-The Client placed the Order outside the working hours of Tavex, namely between 18:00 and 09:00, after which the exchange price of the ordered items changed by or over 3% at the beginning of the next business day;

-The regular functioning of the Tavex e-shop is disrupted due to technical problems;

-The Client/his proxy refuses to identify himself upon receipt of the delivery.