



## **GIFT CARD GENERAL TERMS AND CONDITIONS**

The Gift Card / Card(s), in terms of these General Terms and Conditions, is a printed card and e-card owned by NIS j.s.c. Novi Sad, and it is used for the purchase of petroleum products, non-fuel products and services at the petrol stations of NIS, as the Issuer in the Republic of Serbia, all in accordance with the General Terms and Conditions (hereinafter: Gift Card or Card) as follows:

**1.** The Gift Card is issued by NIS j.s.c. Novi Sad.

**1.1.** In order to receive instructions on purchasing these Cards, legal entities/entrepreneurs may obtain all the information by calling the NIS CUSTOMER CENTRE at 08 0000 8888, whereby they will receive detailed information about the conditions for purchasing a Card. Individuals can buy the card exclusively at NIS Petrol and Gazprom petrol stations.

**2.** The card does not bear the name and is transferable.

**2.1.** The card is issued with a one-off payment of funds effected by the Customer, and the amount of which is determined by the Customer. The card is issued for a variable amount, which is the option available only to legal entities or for a fixed sum and can be in the amounts of RSD 1,000.00, RSD 3,000.00 and RSD 5,000.00, which is applicable for both legal entities and individuals.

**2.2.** Funds on the Card may be used for the purchase of petroleum products, non-fuel goods and services exclusively at NIS Petrol and Gazprom petrol stations in the Republic of Serbia. Purchased fuel cannot be filled into barrels, buckets, etc., but only into the fuel tank of a motor vehicle. The Gift Card is not a debit, credit, check, or any other type of payment card.

**3.** The Card can be used multiple times, i.e., until the funds paid to the Card are used up. It is not possible to redeem the Card for money, or to request the payment of the difference between the amount spent and the amount stated on the Card. If the total bill is higher, than the amount stated on the Card, the Customer is obliged to compensate the difference up to the full amount using another means of payment.

**3.1.** When funds are spent, the Card validity shall automatically be ceased.

**3.2.** There is no possibility of subsequent refill of the Card.

**4.** The validity period of the Card is 12 months from the date of purchase of the Card at the petrol station for individuals - natural persons, and for Cards purchased by legal entities/entrepreneurs (Customer) - the validity period of the Card is 12 months from the day of handover carried out in the manner regulated by the Gift Card Sale Agreement executed between the Customer and NIS j.s.c. Novi Sad. After the expiration date, the Card shall be considered invalid, and the amount on the Card will be automatically cancelled.

**4.1.** The customer shall inform the card user to whom the card is given as a gift, that the Card's validity period is 12 months, and that the available funds on the card can be checked (balance check) at the cash desks of all petrol stations of NIS j.s.c. Novi Sad.

**5.** The Card user is solely responsible for using the Card in accordance with these General Terms and Conditions. The Card user shall keep the Card and prevent its unauthorized use, its attempted copying or misuse.

**5.1.** The Card Issuer shall not be held accountable in case a Customer/User loses the Card or if it is stolen or damaged, and in any of the above situations the Card shall not be exchanged for money, petroleum products, and non-fuel goods and services.

**6.** The Card user shall keep copies of non-fiscal receipts (slips) and fiscal invoices for the purposes of possible complaints, which can be made in accordance with the Law on Consumer Protection.

**7.** Any unauthorized copying and duplication of the Card shall be sanctioned in accordance with positive regulations of the Republic of Serbia.

**8.** By purchasing/using the Card, the Customer/User confirms that they accept the present General Terms and Conditions. If the Card is not used in accordance with the General Terms and Conditions, it must be returned at the request of NIS j.s.c.

Novi Sad. As stated in the previous points, buyers of the Card, do not have to be also its users, therefore they are obliged to familiarize the respective users with the manner and conditions of using the Card.

**9.** These General Terms and Conditions shall enter into force on the day of its publication on the official website [www.nisgazprom.rs](http://www.nisgazprom.rs).

**9.1.** NIS j.s.c. Novi Sad reserves the right to change the terms of use of the Card at any time, in order to protect the business, having sent prior notification to the Customer/User through its official website [www.nisgazprom.rs](http://www.nisgazprom.rs) or in another appropriate way. Customers/Users will be notified of any change to the General Terms and Conditions 15 calendar days before the change to the General Terms and Conditions enters into force.

**9.2.** The valid version of the General Terms and Conditions is available on the website [www.nisgazprom.rs](http://www.nisgazprom.rs)

**9.3.** NIS j.s.c. Novi Sad reserves the right to terminate the issuance and/or use of Cards, whereby the acquired rights of the customer/user will not be reduced.

**9.4.** For all other questions, suggestions, compliments or complaints, customers / users have at their disposal the free CUSTOMER CENTRE number: 08 0000 8888.

**10.** In case of any dispute, the competent court shall be the court in Novi Sad.