



GENERAL TERMS AND CONDITIONS OF GIFT CARD USE

A Gift Card, within the meaning of these General Terms and Conditions, is a printed and/or e-card (for legal entities only) owned by NIS j.s.c. Novi Sad. It is used for the purchase of petroleum products, non-fuel goods, and services at the filling stations of NIS, which is its Issuer in the Republic of Serbia, in accordance with the following General Terms and Conditions (hereinafter: the Gift Card):

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

1.1. To receive instructions on purchasing Gift Cards and/or e-cards, legal entities / entrepreneurs can get information by calling the NIS CUSTOMER CENTRE at 0800 008 888, where they will receive detailed information on the conditions of purchase. Natural persons can purchase the Gift Card exclusively at NIS Petrol and Gazprom filling stations in the Republic of Serbia.

2. Gift Card is non-personalised and transferable.

2.1. Gift Card is issued upon a single payment made by the Buyer, who also determines the amount. For legal entities, the Gift Card is issued in a variable or fixed amount and can be issued for the amounts of RSD 0.00 RSD, 3,000.00 RSD 5,000.00 RSD, and RSD 10,000.00.

2.2. Gift Card is issued upon a one-time payment made by the Buyer at NIS filling stations, who also determines the amount. Natural persons can purchase the Gift Card in fixed amounts of RSD 3,000.00, RSD 5,000.00, and RSD 10,000.00 at NIS filling stations.

2.3. Funds on a Gift Card can be used for the purchase of petroleum products, non-fuel products and services exclusively at NIS Petrol and Gazprom filling stations in the Republic of Serbia. Purchased fuel cannot be poured into barrels, canisters, or similar containers, but exclusively into the fuel tank of a motor vehicle. The Gift Card is not a debit card, credit card, check, or any other type of payment card.

3. The Gift Card can be used multiple times, i.e., until the funds are fully spent. It is not possible to exchange the Gift Card for cash, nor to request a payout of the difference between the spent amount and the face value of the card. Multiple Gift Cards can be used during a single purchase. If the total bill is higher than the amount on the Gift Card, the User is obliged to pay the difference up to the full amount using another means of payment.

3.1. Once the funds are spent, the Gift Card automatically ceases to be valid.

3.2. There is no possibility of subsequent top-up of the Card.

4. The validity period of Gift Cards for natural persons is 12 months from the day of the purchase at a filling station. For legal entities, the validity period of Gift Cards is 12 months from the day of handover, carried out in the manner regulated by the Gift Card Sales Contract. Upon expiration of the validity period, Gift Card will be considered invalid, and the remaining amount on the Gift Card will be automatically cancelled.

4.1. The Buyer is obliged to inform the user of the Gift Card that the validity period of the card is 12 months. Checking the available balance on the Gift Card can be done at the cash register of all filling stations of NIS j.s.c. Novi Sad.

5. The Issuer of the Gift Card, NIS j.s.c. Novi Sad, is not responsible if the Buyer/User loses the Gift Card. The Gift Card will not be replaced with cash, petroleum products, additional assortment

goods, or services if it is stolen or damaged.

5.1. The Issuer of the Gift Card, NIS j.s.c. Novi Sad, is not responsible if the Buyer/User loses the Gift Card. The Gift Card will not be replaced with cash, petroleum products, additional assortment goods, or services if it is stolen or damaged.

6. The Gift Card User is obliged to keep copies of the non-fiscal receipts (slips) and fiscal receipts for the purposes of any potential complaints, which can be filed in accordance with the Law on Consumer Protection.

7. Any unauthorised copying and duplication of the Gift Card will be sanctioned in accordance with the applicable regulations of the Republic of Serbia.

8. By purchasing/using the Gift Card, the Buyer/User confirms that they accept these General Terms and Conditions. If the Gift Card is not used in accordance with the General Terms and Conditions, it must be returned upon the request of NIS j.s.c. Novi Sad. The Buyer of the Gift Card, as stated in the previous sections, does not have to be the user of the card, and is therefore obliged to familiarise the user with the method and terms of using the Gift Card.

9. These General Terms and Conditions shall enter into force on the day of their publication on the official website www.nisgazprom.rs.

9.1. NIS j.s.c. Novi Sad reserves the right to change the terms of use of Gift Cards at any time in order to protect its business, with prior notification to the Buyer/User via its official website www.nisgazprom.rs or in another appropriate manner. Buyers/Users will be notified of any changes to the General Terms and Conditions 15 calendar days before the changes take effect.

9.2. The valid version of the General Terms and Conditions is available on the website www.nisgazprom.rs

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

9.4. For all other questions, suggestions, compliments, or complaints, the buyers/users have the toll-free CUSTOMER CENTRE number 0800 008 888 at their disposal.

10. In the event of any dispute, the court in Novi Sad shall have exclusive jurisdiction.