



UVOZ I DISTRIBUCIJA
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METROPOLITEN GIFT CARD GENERAL TERMS AND CONDITIONS OF USE

1. The gift card (hereinafter referred to as the Card) is the property of the issuer DO-ING D.O.O., Kneza Miloša 82, Belgrade, Serbia, company registration number: 17237659, tax ID: 101014935. The holder of the Card is solely the User.
2. DO-ING D.O.O. Belgrade, as the card issuer, sells gift cards exclusively for the purchase of retail items from the Metropolitan perfumeries and services at the Metropolitan beauty salon (hereinafter referred to as Metropolitan retail locations) owned by the card issuer DO-ING D.O.O.
3. The Card is not issued in the name of a specific person (non-personalized) and can be purchased by all adults.
4. The purchaser of the gift card can use the card personally or gift it to another person, i.e., the end user (hereinafter referred to as the User), who is responsible for the use and safekeeping of the card. The User may use the gift card whether they purchased it themselves or received it as a gift. If the cardholder allows someone else to use the card, they will be held responsible for all transactions made by that person without their knowledge.
5. The gift card is issued with a minimum deposit of 5,000 RSD (five thousand dinars).
6. Once purchased, the card cannot be returned, nor can the funds deposited be refunded. The gift card is valid for 12 (twelve) months from the date of purchase. The validity of the gift card automatically expires 12 months after the purchase date. The purchaser or user of the gift card has no right to claim any remaining funds after the expiration date.
7. DO-ING D.O.O. will not replace the card in case of theft, loss, or damage. However, DO-ING D.O.O. may replace the card if its format changes or if the card is damaged at the time of issuance due to a manufacturing defect.
8. The sale of gift cards to legal entities may occur upon written request and after the corresponding payment. The legal entity, where possible, should provide information on all users of the gift cards.
9. There is no limit on the number of cards one individual (legal or physical) can purchase.
10. The gift card displays the issuer's name, a barcode, and notes on the general terms of use.
11. The Card is used for payments when purchasing goods and services at Metropolitan retail locations owned by the card issuer, DO-ING D.O.O. Before payment, the user must inform the sales staff at the checkout that they will be using the gift card. The transaction is complete once the amount on the card is deducted for the purchase. The remaining balance on the gift card can be used in full or in part for future purchases and represents the unspent portion of the card's initial balance.
12. When the purchase price exceeds the remaining balance on the Card, the difference may be settled by any payment method accepted at Metropolitan retail stores, depending on the circumstances.
13. The remaining balance on the Card can be checked at any Metropolitan retail location of the card issuer, DO-ING D.O.O.
14. The Cardholder can use the Card as often as they like until the full amount is spent.



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15. The Card can be used for partial or full payment of goods. The user can make unlimited purchases with the Card until its balance is exhausted within the card's validity period.
16. All users of the card (purchasers, holders, and bearers) are solely responsible for monitoring the remaining balance on the card and using it in a timely manner as per these Rules. The card issuer, DO-ING D.O.O., holds no responsibility for any unused funds due to this.
17. Purchasing or using the Card implies full acceptance of these terms and conditions, which are presented to the buyer before purchase and are available at any Metropolitan retail location or at www.metropoliten.rs. By purchasing the Card, the buyer or User confirms that they are aware of and agree with all provisions of the General Rules, which are binding for both parties.
18. Products purchased with the card can be exchanged or returned under the same conditions as any other product purchased at Metropolitan retail locations of the card issuer. In the case of a refund for products purchased with the card, the amount will be credited back to the card within 30 days, except in cases where the card has expired, in which case the value will be refunded to the User's account upon return of the product. The User must provide the card issuer with account details exclusively at the Metropolitan retail location where the transaction occurred.
19. Complaints regarding the quality of goods and services paid for with the gift card should be submitted to the sales location where the transaction was made. The gift card cannot be canceled, nor can the funds be refunded.
20. These gift cards are not credit, debit, check, or any other type of payment card and cannot be exchanged for cash. The card issuer reserves the right to change any of the above terms and conditions without prior notice to card buyers or users. Information on changes will be publicly available at Metropolitan retail locations and posted on www.metropoliten.rs. In any case, changes will be communicated to the user at the next card purchase.
21. The card issuer is not responsible for any loss, theft, unauthorized use, or damage to the card and, in such cases, has no obligation to compensate the buyer or card bearer or issue a replacement card. DO-ING D.O.O. is not obligated to verify whether the cardholder acquired the card legally.
22. After the expiration of the card, the card is considered invalid, and any unused funds on it are forfeited to the cardholder/user. It can no longer be used for purchases, nor can the remaining balance be refunded. Cards obtained illegally are invalid and void, and they cannot be used for purchases or refunded.
23. The Card cannot be used for advertising or promoting products or services provided by third parties, unless authorized in writing by the card issuer. In cases of suspected card abuse, the issuer has the right to limit, revoke, or cancel further use of the gift card without explanation.
24. Due to technical limitations, multiple Gift Cards cannot be used for a single transaction.
25. In case of any dispute, the competent court in Belgrade shall have jurisdiction.