AKORD MUSIC

Terms of Use

Document version: 2026-10-28-r2

1. Merchant information

The Akord Music website (akordmusic.rs) and the sale of tickets through it are operated by the following merchant:

Business name	ĐORĐE POLIĆ PR IZVOĐAČKA UMETNOST PROMOTIONS BANJA
Business activity	Izvođačka umetnost (performing arts)
Activity code	9001
Address	Banjska BB, Banja, Priboj
Company registration number	67509714
Tax ID (PIB)	114353467
Phone	+381 61 187 3878
Email	info@akordmusic.rs
Website	https://www.akordmusic.rs
VAT	Not registered for VAT

In these terms, “merchant”, “we”, “us” and “Akord Music” mean ĐORĐE POLIĆ PR IZVOĐAČKA UMETNOST PROMOTIONS BANJA, and “customer” means a person who buys tickets through the website.

2. Subject and purpose of the website

These Terms of Use govern the use of the Akord Music website and the purchase of electronic tickets for events published on it. The website allows you to view events and information about their date, venue and prices, to buy tickets, and to pay by payment card.

No user account is needed to browse the website or to buy tickets. By using the website and buying tickets you confirm that you have read and accepted these terms.

3. Buying tickets

- The customer chooses the event, the ticket type and the number of tickets, and enters their first name, last name and email address, and optionally a phone number and a note.
- Before payment, the customer is shown the order specification: the event, the ticket type, the number of tickets, the unit price and the total price.
- Before submitting the order, the customer explicitly confirms, by ticking the box “I accept the Terms of Use”, that they have read and accept these Terms of Use. The Privacy Policy forms part of these

Terms. Without this consent the order cannot be submitted or paid. The time of acceptance and the version of the terms accepted are recorded with the order.

- Submitting the order reserves the selected tickets for a limited time, which is shown on the order page. If payment is not successfully completed within that time, the reservation expires and the tickets return to sale.
- A purchase is concluded only when the bank confirms that the payment was successful.
- If a payment fails or is declined, the purchase is not concluded and no tickets are issued. The customer may place a new order on the event page.

4. Prices and currency

- All prices on the website are shown in Serbian dinars (RSD).
- The total amount of the order is shown to the customer before payment. The amount charged is the amount shown in the order.
- Where an earlier price is also shown next to a ticket, it is for information only.

Currency conversion statement

> All payments will be made in the local currency of the Republic of Serbia – the dinar (RSD). For the informative display of prices in other currencies, the middle exchange rate of the National Bank of Serbia is used. The amount charged to your payment card will be expressed in your local currency through conversion at the exchange rate used by the card associations, which cannot be known to us at the time of the transaction. As a result of this conversion, there may be a slight difference from the original price stated on our website.

VAT statement

> The merchant is not registered for VAT in Serbia.

5. Card payments

- Tickets are paid for by payment card through the Banca Intesa electronic payment system (NestPay).
- After confirming the order, the customer is redirected to the bank's secure payment page, where they enter their card details. The card issuer may require additional cardholder authentication (3-D Secure).
- Card details are entered only on the bank's page. **ĐORĐE POLIĆ PR IZVOĐAČKA UMETNOST PROMOTIONS BANJA / Akord Music does not receive or store the full card number, the CVV/CVC code or the card expiry date.**
- When the payment is completed, the bank sends us the result of the transaction and limited information about it, such as the transaction identifier, the authorisation code and the masked card number. We keep this information as a record of the purchase and to resolve any complaints.

Protection of confidential transaction data

> When payment card details are entered, confidential information is transmitted over the public network in a protected (encrypted) form using the SSL protocol and the PKI system, currently the most advanced cryptographic technology.
>
> The security of data during the purchase is guaranteed by the payment card processor, Banca Intesa ad Beograd, and the entire payment process is therefore carried out on the bank's pages. At no time are payment card details available to our system.

6. Purchase confirmation and electronic tickets

- Tickets are generated only after the bank has successfully confirmed the payment.
- A separate electronic ticket with its own unique code and QR code is issued for each admission purchased.
- After a successful payment, an email with the payment confirmation and the purchased tickets is sent automatically to the email address given in the order. For each ticket the email contains its code and QR code, and the QR codes are also attached as images.
- Tickets are delivered only electronically, to the email address given in the order. We recommend that you also check your spam folder. If you do not receive the email, please contact us.
- If, exceptionally, tickets cannot be issued after a successful payment (for example, because it is later found that the requested tickets are no longer available), the customer receives an email stating that the payment has been recorded and that an additional check is needed. In that case the customer should not pay again — we will contact the customer to resolve the order.

Export and customs statement

> Electronic tickets are delivered exclusively by email, without any physical delivery of goods. Customs procedures and export restrictions that apply to physical goods therefore do not apply to this method of delivery.

7. QR codes and use of tickets

- One ticket, and therefore one QR code, is valid for one admission of one person.
- Tickets are checked by scanning the QR code at the entrance. A ticket that has already been successfully scanned cannot be used again.
- Anyone who presents a valid, unused ticket at the entrance can use it. For that reason, do not publish your QR code or ticket code, and do not share or forward them to anyone they are not intended for.

8. Event cancellation

> If an event is cancelled, customers who purchased tickets are entitled to a refund for their purchased tickets.

We notify customers of a cancellation at the email address given in the order.

9. Event postponement

> If an event is rescheduled to a new date, the existing ticket remains valid for the new date, or the customer may request a refund.

The existing ticket is valid for the new date without any further action by the customer. A customer who prefers a refund submits a request as described in section 10.

10. Refunds

- Refund requests are sent to **info@akordmusic.rs**. Customers may also contact us by phone at **+381 61 187 3878**.
- Please include the order number (shown in the email with your tickets) and the email address used for the purchase.
- The refund is made in the amount paid for the tickets covered by the request.
- Refunds are made exclusively to the account of the payment card used for the payment, by reversing the original transaction. The time it takes for the refunded amount to appear on the customer's account also depends on the card issuer.
- Tickets for which a refund has been made cease to be valid.

> In the event of the return of tickets and a refund to a customer who previously paid with one of the payment cards, in part or in full, and regardless of the reason for the return, ĐORĐE POLIĆ PR IZVOĐAČKA UMETNOST PROMOTIONS BANJA is obliged to make the refund exclusively through the VISA, Master, Maestro, Amex and Dina payment methods, which means that the bank will, at the seller's request, refund the funds to the cardholder's account.

11. Complaints and contact

Complaints about a purchase, a payment, an amount charged or tickets can be submitted:

- by email to **info@akordmusic.rs**,
- by phone at **+381 61 187 3878**,
- in writing to ĐORĐE POLIĆ PR IZVOĐAČKA UMETNOST PROMOTIONS BANJA, Banjska BB, Banja, Priboj.

Please include the order number, the email address used for the purchase and a description of the problem. We review the complaint on the basis of the order and transaction records and inform the customer of the outcome at the email address given in the order, as soon as possible. If the complaint is justified and involves a refund, the refund is made as described in section 10.

12. User responsibility for the accuracy of information

- The customer is responsible for the accuracy and completeness of the information they enter when buying tickets. Please check your email address carefully, as tickets are sent only to that address. If you entered a wrong email address, please contact us.
- It is not permitted to enter false information, submit malicious code, interfere with the operation of the website, attempt to bypass its security measures, or access the administrative area of the website without authorisation.

13. Customer privacy

> On behalf of ĐORĐE POLIĆ PR IZVOĐAČKA UMETNOST PROMOTIONS BANJA, we undertake to protect the privacy of all our customers. We collect only the necessary, basic customer/user data and data necessary for business operations and for informing users, in accordance with good business practice and in order to provide a quality service. We give customers choice, including the option to decide whether or not they wish to be removed from mailing lists used for marketing campaigns. All customer/user data is kept strictly confidential and is available only to employees who need it to do their work. All employees of ĐORĐE POLIĆ PR IZVOĐAČKA UMETNOST PROMOTIONS BANJA (and business partners) are responsible for observing the principles of privacy protection.

Akord Music does not currently keep mailing lists for marketing campaigns and does not send promotional messages. If it introduces them in the future, customers will be added only with their explicit consent and will be able to unsubscribe at any time. We do not pass customer data to third parties or companies for their marketing purposes.

The Privacy Policy forms part of these Terms of Use and describes in detail what data we process, including payment data, for what purposes and to whom it is disclosed. It is available on the website (akordmusic.rs/docs/privacy-policy-en.pdf).

14. Intellectual property

The Akord Music name, the website's visual identity, texts, design, logos and other content are protected by intellectual property rights unless expressly stated otherwise. They may not be copied, distributed, published or modified without the prior written consent of the rights holder.

15. Links to third parties

The website may contain links to social networks, maps and other external services. The providers of those services are responsible for their content, availability and privacy rules.

16. Limitation of liability

We aim to keep the website available without interruption and event information accurate and up to date, but we cannot guarantee that the website will always operate without interruption or technical

errors. This does not affect the customer's rights under sections 8, 9 and 10, or any rights the customer has under applicable law that cannot be limited by agreement.

17. Changes to these terms

We may change these terms from time to time. A new version takes effect when it is published on the website. A purchase is governed by the version of the terms the customer accepted when submitting the order.

18. Contact

ĐORĐE POLIĆ PR IZVOĐAČKA UMETNOST PROMOTIONS BANJA, Banjska BB, Banja, Priboj
Phone: +381 61 187 3878
Email: info@akordmusic.rs

These Terms of Use apply from 28.10.2026.