

GreenWay Hrvatska d.o.o., Ilica 1A, 10000 Zagreb, Croatia

OIB: 81313128717

support@greenway.hr

+385 1 7840 300

greenway.hr (web page)

client.greenway.hr (Client zone)

map.greenway.hr (Client zone)

TERMS AND CONDITIONS OF WINTER APP PROMOTION (hereinafter referred to as the "Rules")

§1 GENERAL PROVISIONS

1. The organizer of the promotional campaign entitled "Winter App Promotion 2025/2026" (hereinafter: the "Promotion") is GreenWay Hrvatska d.o.o., with its registered office in Zagreb, Ilica 1A, OIB: 81313128717 (hereinafter: the "Organizer").
2. The Promotion enables registered users of the GreenWay network to receive one (1) RFID card free of charge, in accordance with these Rules.
3. The Promotion is valid from 16 December 2025 to 15 January 2026.

§2 ELIGIBILITY CONDITIONS

1. Participants in the Promotion may be adult natural persons with full legal capacity (18 years of age or older) who have accepted these Rules and are registered users of the GreenWay network through full registration.
2. The Promotion is available to all registered users of GreenWay Hrvatska, including both new and existing users.
3. Each registered user is entitled to one (1) RFID card free of charge during the Promotion period.
4. Employees of GreenWay Hrvatska d.o.o. are not eligible to participate in the Promotion.

§3 METHOD OF PARTICIPATION

1. New users may exercise their right to a free RFID card during the registration process by selecting the option to receive an RFID card.

2. Existing users may request an RFID card via the GreenWay mobile application during the Promotion period, provided that an RFID card has not previously been issued to them.
3. The RFID card, which is normally charged at EUR 3.00, is provided free of charge within the scope of this Promotion.
4. The right to receive an RFID card is limited to one (1) card per user account.
5. The Organizer reserves the right to reject a request for an RFID card if an RFID card has already been previously issued to the user.

§4 DELIVERY OF THE RFID CARD

1. The RFID card will be delivered to users by postal mail as a standard shipment via Croatian Post.
2. The cost of the RFID card and delivery is fully covered by the Organizer.
3. The Organizer shall not be liable for delays or failure of delivery caused by incorrect or incomplete information provided by the user during registration or ordering.

§5 COMPLAINTS

1. Any complaints related to the Promotion may be submitted by email to: support@greenway.hr
2. A written complaint must include the user's full name, email address, and a detailed description and justification of the complaint.
3. The Organizer shall review the complaint within seven (7) days from the date of receipt.
4. The user shall be informed of the outcome of the complaint via email within seven (7) days from the decision.

§6 FINAL PROVISIONS

1. These Rules are available on the official website of the Organizer.
2. The Organizer reserves the right to amend these Rules during the Promotion period, provided that such amendments do not affect rights already acquired by users.

3. The Promotion is subject to the General Terms and Conditions of GreenWay Hrvatska and the applicable laws of the Republic of Croatia.
4. Personal data protection rules are governed by the Organizer's Privacy Policy, which forms an integral part of these Rules.