

Terms of Use & Business Policy

Effective Date: 1 July 2026

Welcome to the Jobs Serbia Platform, available at JobsSerbia.com and operated by HR Bulevar d.o.o., an employment agency registered in the Republic of Serbia.

Company Registration Number (MB): 21005517

Tax Identification Number (PIB): 108466754

These Terms of Use & Business Policy (“Terms”) govern access to and use of the Platform and the services provided through it.

The Platform is used by three categories of Users:

- Candidates
- International Recruitment Partners
- Employers

Certain provisions of these Terms apply only to a specific category of User.

By accessing the Platform, creating an account, submitting an application, purchasing a service, submitting Candidate profiles, posting a job advertisement, or accepting these Terms electronically, the User confirms that they have read, understood, and agreed to be bound by these Terms.

GENERAL TERMS

1. Definitions

For the purposes of these Terms, the following definitions apply:

Platform means the JobsSerbia.com website and all related online services operated by the Agency.

Agency means HR Bulevar d.o.o., the legal entity operating the Platform and providing employment, recruitment, and administrative support services.

User means any Candidate, International Partner, or Employer accessing or using the Platform.

Candidate means any foreign national using the Platform or the Agency's services for employment opportunities, Visa D applications, temporary residence and work permit applications, or any related administrative procedure.

Employer means any legal entity, entrepreneur, company, or organisation using the Platform to post job opportunities, review Candidate profiles, select Candidates, or recruit foreign workers.

International Recruitment Partner or Partner means any foreign recruitment agency, company, organisation, or representative using the Platform to submit and publish Candidate profiles for presentation to verified Employers in Serbia.

Candidate Services means services provided to Candidates, including Visa D application preparation, temporary residence and work permit application preparation, document processing, translation, administrative support, application submission, and employment support.

Partner Services means Candidate profile processing, profile publication in the private database, presentation of Candidate profiles to verified Employers, and related communication and support.

Employer Services means access to the Candidate database, publication of job advertisements for foreign workers, Candidate selection support, and related recruitment services.

2. Scope of the Platform

JobsSerbia.com connects foreign Candidates, International Recruitment Partners, and Employers in the Republic of Serbia.

Depending on the User category, the Platform may provide:

- Access to employment opportunities in Serbia
- Candidate application processing
- Publication of Candidate profiles
- Access to a private foreign-worker database
- Presentation of Candidate profiles to verified Employers
- Publication of job advertisements
- Communication and coordination between Candidates, Partners, and Employers
- Visa D application preparation and submission
- Temporary residence and work permit application preparation and submission
- Document preparation, processing, and translation
- Other related recruitment and administrative services

The Services available to each User depend on whether the User acts as a Candidate, Partner, or Employer.

TERMS APPLICABLE TO CANDIDATES

3. Candidate Packages

The Agency currently offers the following paid packages to Candidates:

Visa D Sponsorship Package — EUR 499

The Visa D Sponsorship Package includes:

- Review of the Candidate's submitted information and documents
- Administrative preparation of the Visa D application
- Preparation of the required supporting documentation
- Translation of the required documents
- Applicable Visa D fees
- Submission of the Visa D application
- Communication and application status updates
- One additional Visa D application submission without an additional service fee if the first application is rejected and reapplication is possible

After payment and preparation of the documentation, the Candidate will receive the relevant employment and Visa D documents for review before the final submission of the application.

The Candidate must carefully review the documents and confirm that the personal and employment information is correct before the application is submitted.

Temporary Residence and Work Permit Package — EUR 399

The Temporary Residence and Work Permit Package includes administrative preparation and submission support relating to the Candidate's temporary residence and work authorisation procedure in the Republic of Serbia.

The Package may include:

- Review of the required documents
- Preparation of the application
- Translation of the required documents
- Applicable administrative expenses and taxes
- Submission and administration of the application
- Communication and status support during the procedure

The exact documents and procedure depend on the Candidate's individual case and applicable legal requirements.

4. Employment Provided to Candidates

Candidates who purchase the applicable Candidate Package, successfully complete the Visa D procedure, arrive in Serbia in accordance with the provided instructions, and comply with all legal and administrative requirements will be provided employment through HR Bulevar without any additional job-placement fee.

The Employer stated in the employment documentation will be HR Bulevar d.o.o.

The Candidate will receive the employment documentation after payment and before the final submission of the Visa D application.

The exact position, salary, working hours, accommodation conditions, and other employment terms will be stated in the Employment Agreement, job offer, or other employment documentation provided to the Candidate.

Employment support and job placement are provided without an additional fee beyond the applicable Candidate Package.

5. Candidate Payments and Non-Refundable Fees

The applicable Candidate Package fee must be paid according to the payment instructions stated on the proforma invoice issued by HR Bulevar.

All Candidate Package fees are final and non-refundable after:

- Payment has been made
- The Agency has begun preparing, processing, translating, or submitting the Candidate's documentation

The payment covers the administrative work and expenses related to the selected Package and does not represent payment for a guaranteed decision by any governmental authority.

No refund shall be issued if:

- The Candidate voluntarily withdraws after the process has begun
- The Candidate fails to provide the required documents or information
- The Candidate provides false, incomplete, misleading, or altered documentation
- The Candidate fails to review or confirm the prepared documents
- The Visa D application is rejected
- The temporary residence or work permit application is rejected
- The Candidate fails to attend a required appointment
- The Candidate fails to submit their passport or other required documents

- The Candidate does not travel to Serbia after receiving approval
- The Candidate breaches these Terms or fails to cooperate with the Agency
- Circumstances outside the Agency's reasonable control prevent the expected outcome

Where the Visa D Sponsorship Package includes a second application submission, the Agency will provide that additional submission without an additional service fee, subject to the Candidate's cooperation and the possibility of reapplication.

6. Candidate Responsibilities

Candidates agree to:

- Provide complete, accurate, truthful, and current information
- Submit authentic and valid documents
- Provide any additional information requested by the Agency
- Review all prepared documents before submission
- Immediately report any incorrect personal or employment information
- Cooperate throughout the employment and administrative process
- Comply with the laws and procedures of the Republic of Serbia
- Refrain from submitting false, forged, misleading, or altered documentation

Failure to comply may result in suspension or termination of the Candidate's application and Services without any obligation to issue a refund.

TERMS APPLICABLE TO INTERNATIONAL PARTNERS

7. Partner Packages

International Partners may purchase Packages allowing them to submit Candidate profiles for publication in the private Jobs Serbia foreign-worker database.

The database is available to registered and verified Employers in Serbia, who may review and select Candidates according to their workforce requirements.

The Partner Packages are valid for 12 months:

- Starter Package — EUR 999
- Growth Package — EUR 3,000
- Enterprise Package — EUR 5,000

The number of Candidate profiles included in each Package is stated in the applicable Package description on the Platform or in the relevant commercial offer.

After payment, the Partner may take the necessary time to prepare and submit Candidate profiles during the 12-month validity period.

The Partner is not required to submit all Candidate profiles immediately after payment.

8. Scope of Partner Services

Partner Services include:

- Processing of submitted Candidate information
- Publication of Candidate profiles in the private database
- Presentation of Candidate profiles to registered and verified Employers
- Categorisation of Candidate profiles
- Communication regarding Employer interest
- Coordination between the Partner, Candidate, Employer, and Agency

Purchasing a Partner Package does not guarantee:

- That an Employer will review a particular Candidate
- That an Employer will select a Candidate
- That any minimum number of Candidates will be employed
- That a Candidate will receive a visa, residence permit, or work permit
- Any specific recruitment outcome

9. Partner Payments and Non-Refundable Fees

Partner Package fees are final and non-refundable after payment because the Agency begins the process of collecting, processing, preparing, and publishing the Partner's Candidate profiles.

No refund shall be issued if:

- The Partner does not submit all Candidate profiles included in the Package
- The Partner delays the submission of Candidate profiles
- An Employer does not select a Candidate
- A Candidate is not employed
- A Candidate withdraws or becomes unavailable
- A Candidate fails to provide the required information or documents
- A visa, residence, or work permit application is rejected
- The Partner provides false, incomplete, or inaccurate information
- Circumstances outside the Agency's reasonable control prevent the expected outcome

The Package fee covers profile-processing and publication Services and does not represent payment for guaranteed Candidate selection or employment.

10. Partner Responsibilities

International Partners agree to:

- Provide complete and accurate information about their organisation
- Submit accurate Candidate information and documentation
- Submit only genuine and available Candidates
- Promptly inform the Agency if a Candidate withdraws or becomes unavailable
- Cooperate during the profile-publication and recruitment process
- Refrain from providing false, misleading, forged, or altered documents
- Comply with applicable laws and recruitment requirements

HR Bulevar is responsible for obtaining the necessary Candidate consent for the publication and processing of Candidate profiles on the Platform.

Any fees or contractual arrangements between the Partner and its Candidates constitute a separate relationship between those parties.

HR Bulevar is not responsible for:

- Fees charged independently by a Partner
- Promises made by a Partner without written authorisation from HR Bulevar
- Disputes between a Partner and its Candidates
- Obligations undertaken independently by the Partner

Partners may not represent that Candidate selection, employment, or visa approval is guaranteed.

TERMS APPLICABLE TO EMPLOYERS

11. Employer Access to the Candidate Database

Registered and verified Employers may access the private foreign-worker database without paying a database-access fee.

Employer registration and verification are required before access is approved.

Employers may:

- Review Candidate profiles
- Review professional experience and qualifications
- Shortlist Candidates
- Select Candidates according to their workforce requirements
- Contact or communicate with Candidates through the Agency
- Request further recruitment and administrative support

After an Employer selects a Candidate, HR Bulevar coordinates the further recruitment and administrative process.

12. Paid Employer Services

Employers may purchase job-advertising Services for the publication of employment opportunities intended for foreign workers.

The applicable advertising fee, publication period, and service conditions will be displayed or communicated before payment.

The Employer advertising fee is final and non-refundable after:

- Payment has been made
- The Employer has submitted the job advertisement for publication or the Agency has begun preparing or publishing the advertisement

No refund shall be issued if:

- The Employer withdraws the advertisement after submission
- The position is filled, changed, suspended, or cancelled
- The advertisement does not receive the expected number of applications
- No suitable Candidate applies
- The Employer decides not to select any Candidate
- Circumstances outside the Agency's reasonable control affect the outcome

Payment for a job advertisement does not guarantee a specific number of applications, Candidate selections, or successful hires.

13. Employer Responsibilities

Employers agree to:

- Provide complete and accurate company information
- Provide truthful job descriptions
- Provide lawful employment conditions
- Clearly state the position, duties, salary, working hours, and other relevant conditions
- Use Candidate information only for legitimate recruitment purposes
- Comply with applicable employment and recruitment laws
- Refrain from discriminatory, misleading, or unlawful job advertising
- Notify the Agency if a position is changed, filled, suspended, or withdrawn

Salary, working hours, workplace conditions, accommodation, employee protection, and other employment obligations shall be the responsibility of HR Bulevar or the company contractually responsible for those obligations, in accordance with the applicable Employment Agreement and the laws of the Republic of Serbia.

GENERAL PROVISIONS

14. No Guarantee of Governmental Approval

The Agency makes reasonable efforts to prepare and administer Candidate applications correctly.

However, the Agency does not control or guarantee:

- Visa D approval
- Temporary residence approval
- Work permit or work authorisation approval
- The processing time of any governmental authority
- Embassy procedures
- Decisions made by Serbian or foreign authorities
- Requests for additional documentation

All governmental decisions remain exclusively within the authority of the competent institution.

15. User Registration and Accuracy of Information

All Users are responsible for providing complete, accurate, truthful, and current information.

The Agency reserves the right to suspend, reject, remove, or terminate any:

- Candidate application
- Candidate profile
- Partner account
- Employer account
- Job advertisement
- Service

This applies where the submitted information is incomplete, inaccurate, misleading, fraudulent, forged, or unlawful.

16. Limitation of Liability

To the fullest extent permitted by applicable law, the Agency shall not be liable for:

- Governmental decisions
- Delays caused by governmental authorities, embassies, banks, or third parties
- Decisions made by Employers
- Decisions or conduct of International Partners
- Inaccurate information provided by Candidates, Partners, or Employers
- Circumstances beyond the Agency's reasonable control

Nothing in this section limits obligations expressly undertaken by HR Bulevar under these Terms or in applicable written employment or service documentation.

17. Privacy

Personal data is processed in accordance with the Platform's Privacy Policy, which forms an integral part of these Terms.

By using the Platform, Users acknowledge and accept the processing of personal data as described in the Privacy Policy.

18. Amendments

The Agency reserves the right to amend, update, or modify these Terms.

Updated versions will be published on the Platform together with the applicable Effective Date.

Continued use of the Platform after publication of the updated Terms constitutes acceptance of the revised Terms.

19. Acceptance of Terms

All Users accept these Terms through the same acceptance checkbox displayed during the relevant registration, application, payment, profile-submission, or job-advertisement process.

By selecting the checkbox, the User confirms that they:

- Have read and understood these Terms
- Understand which provisions apply to their User category
- Accept the applicable Service conditions
- Accept the applicable fees and non-refundable payment conditions
- Agree to be bound by these Terms and the Privacy Policy

Users who do not accept these Terms must not use the Platform or purchase its Services.