

ZARA GIFT CARD
GENERAL TERMS AND CONDITIONS OF USE

1. The Gift Card (referred to in these terms and conditions as the Card) can be purchased as:
 - 1.1 a physical Card from any of ZARA UK Limited's stores located in the United Kingdom (referred to in these terms and conditions as ZARA Stores);
 - 1.2 a physical Card via the www.zara.com website for the United Kingdom (referred to in these terms and conditions as www.zara.com); and
 - 1.3 a virtual Card via www.zara.com.
2. These general terms and conditions of use govern the relationship between:
 - 2.1 ZARA UK Limited and the purchaser of a Card when purchasing a Card in a ZARA Store or when a Card is used to purchase items for sale in a ZARA Store; and
 - 2.2 FASHION RETAIL, S.A.U. and the purchaser of a Card when purchasing a Card via www.zara.com or when a Card is used to purchase items for sale via www.zara.com.
3. The Card is at all times the property of the issuer of the Card (referred to in these terms and conditions as ZARA) who:
 - 3.1 for Cards purchased from a ZARA Store shall be ZARA UK Limited, a company registered in England and Wales under company number 02245999, whose registered office is at Lumina House, 89 New Bond Street, London, England, W1S 1DA and with registered VAT number is GB 649927871; or
 - 3.2 for Cards purchased online through www.zara.com shall be FASHION RETAIL, S.A.U., a company registered in Spain under company number GB 163 3233 33 whose registered office is at Avenida de la Diputación, Edificio Inditex, 15143 Arteixo (A Coruña).
4. The Card can be used to purchase any item for sale in any of the ZARA Stores or via www.zara.com. The Card cannot be used in any other stores or countries or through the www.zara.com website for any other country.
5. The initial opening balance for the Card can be paid by any of the means of payment accepted at the relevant ZARA Store or at www.zara.com (as applicable) but not by means of another Gift Card.
6. The balance on the Card shall not at any time be refunded, or exchanged for cash except (i) in accordance with your legal rights, for example, in the event that the Card is defective, or not of satisfactory quality, at the time of purchase; or (ii) if the Card is unused, purchased in the United Kingdom and returned to ZARA:
 - 6.1 within 30 calendar days from the date of purchase in the case of a physical Card purchased at any ZARA Store.
 - 6.2 within 30 calendar days from the date of the e-mail confirming shipment in the case of a physical Card purchased via www.zara.com, or
 - 6.3 within 30 calendar days from the date of dispatch by ZARA in the case of a virtual Card.

The price paid for the Card shall be refunded using the same means of payment used to purchase it. The cardholder will need to provide the original sales receipt or e-ticket (depending on whether the Card was purchased at a ZARA Store or via www.zara.com) and, where appropriate, the debit/credit card used to purchase the Card in order to enable ZARA to refund the balance of the Card. The e-ticket was attached to the email confirming shipment, and is also saved under your account on our website, and on the ZARA mobile app. Cards purchased in any

other country or via any www.zara.com website for any other country may not be returned or refunded in the United Kingdom.

7. The Card can be used as many times and for as many purchases as the cardholder chooses until the total balance of the Card has been used up.
8. After using the Card, the remaining balance on the Card available shall be the difference between the balance available prior to the purchase and the relevant amount used up in such purchase. The remaining balance on the Card is shown:
 - 8.1 on the cash register receipt every time a purchase is made with the Card at a ZARA Store; and
 - 8.2 in the information provided upon placing an order if the purchase is made online via www.zara.com.

The remaining balance of the Card may at any time be checked at a ZARA Store or online at www.zara.com. Unless evidence is given to the contrary, the balance of the Card shall be as stated on the cash register receipt or in the information provided upon placing an order online at www.zara.com in respect of the last purchase made with the Card.
9. Where the purchase price is in excess of the available balance on the Card, the difference may be paid through any other payment means accepted at the relevant ZARA Store or at www.zara.com, as the case may be.
10. Products purchased with the Card at any ZARA Store shall be subject to the same exchange and return policy as any other products purchased at that ZARA Store. Products purchased with the Card online via www.zara.com shall be subject to the exchange and return policy shown on that website.
11. Where appropriate, refunds for products purchased with the Card which are returned shall be made by ZARA in the following manner:
 - 11.1 by crediting the price of the returned product(s) back onto the remaining balance of the Card where the Card is still valid; or
 - 11.2 where the Card has expired either a Voucher Card issued by:
 - 11.2.1 ZARA UK Limited in store in respect of any refund for products purchased at any ZARA Store in accordance with the relevant exchange and return policy; or
 - 11.2.2 FASHION RETAIL, S.A.U. by e-mail, to the e-mail address of the customer who made the purchase with the Card, for any refund for products purchased online at www.zara.com and returned in accordance with the relevant exchange and return policy www.zara.com.
12. The Card shall be valid for three years from:
 - 12.1 the date of purchase, in respect of the physical Cards purchased at any ZARA Store;
 - 12.2 the date of the e-mail confirming shipment, in respect of the physical Cards purchased via zara.com; and
 - 12.3 the date of dispatch to the intended recipient, in respect of virtual Cards.

At the expiry of the validity period, the Card cannot be renewed, or used to purchase goods, nor shall any unused remaining balance in the Card be claimed.

13. The Card is a bearer instrument. Its holder shall be solely responsible for the use and custody of the Card. A damaged, altered or cancelled Card shall not be accepted as a method of payment by ZARA and ZARA shall not replace any Card that is lost, stolen or damaged except in accordance with your legal rights, for example, if the Card is defective, or not of satisfactory quality, at the time of delivery or in the case of a change of format of the Card.
14. Where the virtual Card is purchased via www.zara.com, ZARA shall not be responsible for any failure or delay in delivery of the Card to its intended recipient if caused by events or circumstances beyond ZARA's reasonable control.
15. Cards obtained through any unlawful means shall be null and void and they shall not be used to purchase products, nor shall the remaining balance on the Card be refunded.
16. The Card shall not be used for the purposes of advertising or promoting products or services marketed by any third party other than ZARA without ZARA's prior written consent.
17. The purchase and/or use of the Card evidences full acceptance of these terms and conditions which have been made available to the purchaser of the Card at the time of purchase and which are also available at any ZARA Stores and/or on www.zara.com.
18. ZARA reserves the right to amend these terms and conditions at any time where it reasonably considers it necessary to do so.