

## PURCHASE AND USE CONDITIONS

### 1. INTRODUCTION

This document (together with the documents mentioned herein) establishes the conditions governing the use of each and every webpage designed and addressed to Belgium under the domain [www.zara.com](http://www.zara.com) as well as their respective subdirectories, irrespective of whatever application, digital medium, support or device is used to access said webpages (hereinafter, jointly, the "Platforms") and the purchase of products on such Platforms (hereinafter referred to as the "Conditions").

We urge you to carefully read the Conditions, our Cookies Policy and our Privacy Policy (hereinafter, jointly, the "Data Protection Policies") before using the Platforms. When you use the Platforms or place an order on them, you are aware that you are bound by these Conditions and our Data Protection Policies, so if you do not agree with all of the Conditions and with the Data Protection Policies, you must not use the Platforms.

These Conditions may be modified. It is your responsibility to read them periodically, as the current conditions at the time of formation of the relevant Contract (as defined below) or of use of the Platforms shall be those that apply.

If you have any query regarding the Conditions or the Data Protection Policies you may contact us via any of the contact methods available on the Platforms.

The Contract (as defined below) may be executed, at your option, in any of the languages in which the Conditions are available on these Platforms.

### 2. OUR DETAILS

Sale of ZARA products through the Platforms is carried out under the trading name "ZARA" by INDITEX BELGIQUE S.A., a Belgian company registered with the Banque Carrefour des Entreprises (B.C.E.) under number 0450.661.802, with VAT Number BE 0450661802 and whose registered office is located at Rue aux Laines 68-72, 1000 Brussels (Belgium) (hereinafter referred to as "ZARA"), while sale of ZARA HOME products through the Platforms is carried out by ZARA HOME Belgique S.A., a company incorporated under Belgian law, registered with BCE under number 0451.198.072, with VAT n° BE 0451.198.072 and whose registered office is also located at Rue aux Laines 68-72, 1000 Brussels (Belgium) (hereinafter referred to as "ZARA HOME"). Both and each of the companies, as appropriate, will be referred hereinafter to as "us", "we" and "our".

You may contact us at:

Tel: 0800 811 48

Email: [info-be@zara.com](mailto:info-be@zara.com)

### 3. YOUR DETAILS AND YOUR VISITS TO THE PLATFORMS

The information or personal details that you provide us with shall be processed in accordance with the Data Protection Policies. When you use the Platforms, you agree to the processing of the information and details and you state that all information and details provided are true and accurate.

#### **4. USE OF OUR PLATFORMS**

When you use the Platforms and place orders through them, you agree to:

- i. Use the Platforms to make legally valid enquiries and orders only.
- ii. Not to make any false or fraudulent orders. If an order of this type may reasonably be considered to have been placed, we shall be authorised to cancel it and inform the relevant authorities.
- iii. Not to adopt any behaviour that exploits the functionalities we offered at the expense of us, other customers, and the environment, such as, this list being not limitative, buying and returning multiple identical articles (even in different colours and sizes), falsely pretend to be a consumer in order to shop in a view to resell within the framework of a business, carrying out excessive and abnormal buying and returning indicating that you previously had no intention of retaining ordered products. While large fluctuations in the return percentage are accepted, should we have sufficient indications that you adopted repeatedly an abusive behaviour, we reserve the right to prevent you from purchasing on our website and to temporarily suspend or definitively delete your account. However, it is clear that customers are never prevented from exercising their right of withdrawal.
- iv. Provide us with your e-mail address, postal address and/or other contact details truthfully and exactly. You also agree that we may use this information to contact you if necessary (see our Privacy Policy).

If you do not provide us with all the information we need, you cannot place your order.

When you place an order on the Platforms, you state that you are over the age of 18 and are legally eligible to enter into contracts.

#### **5. SERVICE AVAILABILITY**

The articles offered on the Platforms are available for delivery in Belgium only.

If you wish to order products from another EU member state outside of Belgium via the Platforms, you are of course welcome to do so, however the ordered products can only be delivered to a ZARA store in Belgium or a delivery address within Belgium.

#### **6. FORMALISING THE CONTRACT**

The information contained in these Conditions and the details contained on the Platforms do not constitute an offer of sale, rather an invitation to treat. There shall be no contract between you and ZARA in relation to the sale of ZARA products and/or ZARA HOME in relation to the sale of ZARA HOME products until your order has been expressly accepted by us. If your offer is not accepted and your account has already been charged, the amount of the same shall be reimbursed in full.

To place an order, you must follow the online purchasing procedure and click "Authorize Payment". After doing so, you will receive an e-mail confirming receipt of your order (the "Order Confirmation").

Only for ZARA products, if you are placing an order through one of the electronic devices made available by ZARA at certain ZARA stores in Belgium for this purpose, you must follow the steps of the purchase process that appear on the electronic device. You will be required to pay for your order upon

completing the purchase process. Please note that orders placed via the electronic devices made available by ZARA at certain ZARA stores in Belgium cannot be paid at the till with a Gift Card. If the payment is successful, the Order Confirmation will be sent by email or by SMS, depending on whether or not you are a registered user.

Keep in mind that the Order Confirmation does not mean that your order has been accepted, since it constitutes an offer that you are making to us to buy one or more products. All orders are subject to our approval, which you, as a registered user, will be informed of via an e-mail in which we will confirm that the order is being sent (the "Shipment Confirmation"). Only for ZARA products, if you are a non-registered user placing an order via an electronic device made available by ZARA, the Shipment Confirmation shall be sent by SMS.

An electronic ticket with your order details shall be attached to the Shipment Confirmation (the "E-ticket"). Only for ZARA products, if you are a non-registered user placing an order via an electronic device made available by ZARA, the E-ticket shall be accessible via a link sent to you by SMS.

The contract between you and us to buy a product (the "Contract") shall be formalised only when we send you the Shipment Confirmation.

Only the products listed in the Shipment Confirmation shall be subject to the Contract. We are not obliged to provide you with any other product that has not been ordered until we confirm that these have been sent in a Shipment Confirmation.

## **7. AVAILABILITY OF PRODUCTS**

All product orders are subject to availability of the same. Along this line, if there are difficulties regarding the supply of products or there are no more items left in stock, we reserve the right to provide you with information on substitute products of the same or higher quality and value that you may order. If you do not wish to order the substitute products, we will reimburse any amount that you may have paid.

## **8. REFUSAL TO PROCESS AN ORDER**

We reserve the right to remove any product from the Platforms at any time and to remove or modify any material or content from the same. Although we will always do everything possible to process all orders, there may be exceptional circumstances that force us to refuse to process an order after having sent the Order Confirmation, and we reserve the right to do so at any time.

We shall not be liable to you or to any third party for removing any product from the Platforms, for removing or modifying any material or content from the Platforms, or not processing an order once we have sent the Order Confirmation.

## **9. DELIVERY**

Notwithstanding clause 7 above regarding product availability and save for extraordinary circumstances, we will endeavour to send the order consisting of the product(s) listed in each Shipment Confirmation prior to the date indicated in the Shipment Confirmation in question or, if no delivery date is specified, in the estimated timeframe indicated when selecting the delivery method and, in any case within a maximum period of 30 days from the date of the Order Confirmation.

Nonetheless, there may be delays for reasons such as the customization of products, the occurrence of unforeseen circumstances or the delivery zone.

If for any reason we are unable to comply with the delivery date, we will inform you of that situation and we will give you the option to continue with the purchase, establishing a new delivery date, or cancel the order with full reimbursement of the amount paid. With regard to E-Card, we will send it on the date indicated by you when you place an order. Keep in mind in any case that we do not make home deliveries on Saturdays or Sundays and bank holidays, except in the case of the E-Card which will be delivered on the date indicated by you

For the purposes of these Conditions, "delivery" shall be understood to have taken place or the order "delivered" as soon as you or a third party indicated by you acquires physical possession of the goods, which will be evidenced by the signing of the receipt of the order at the agreed delivery address. The E-Card shall be deemed to be delivered in accordance with the Terms and Conditions of the Gift Card, and in all cases on the delivery date of the E-Card to the e-mail address indicated by you.

#### **10. INSTANT DELIVERY ( ONLY for ZARA products)**

Only for ZARA products, in case you decide to pick up your order at the ZARA store that you have chosen and such store may offer the "Instant Delivery" service, your order may be delivered before the dates stated in our Platforms.

In case the "Instant Delivery" service has been activated by the ZARA store for your order, once this latter has been prepared, we will contact you to let you know that it is ready to be picked up. You may pick up the order either in person (by presenting the order number and a proof of identity) or through someone else, appointed to pick up the order on your behalf. In such case, the appointed person shall present the order number and proof of her identity.

As this is a distance sale, these Conditions will apply to you if your purchase is made via the "Instant Delivery" service, subject to any other applicable regulations.

#### **11. INABILITY TO DELIVER**

If it is impossible for us to deliver your order, we will attempt to find a safe place to leave it. If we cannot find a safe place, your order will be returned to our warehouse. We will also leave a note explaining where your order is located and what to do to have it delivered again. If you will not be at the place of delivery at the agreed time, we ask you to contact us to organise delivery on another day.

If after 30 days from the date your order is available for delivery, the order could not be delivered for reasons not attributable to us, we shall assume that you wish to cancel the Contract and it will be terminated. As a result of the termination of the Contract, we will return to you all payments received from you, including delivery charge (except for any additional costs resulting from your choice of any delivery method other than the least expensive ordinary delivery method that we offer) without any undue delay, and at any rate, within 14 days of the date on which we deem the Contract to have been terminated.

Please keep in mind that transport derived from the termination of the Contract may have an additional cost which we will be entitled to pass on you. This clause shall not apply to the E- Card for which the delivery shall be governed by the Terms and Conditions of the Gift Card and clause 9 above.

## **12. TRANSMISSION OF RISK AND OWNERSHIP OF THE PRODUCTS**

The product risks shall pass to you upon delivery as defined in clause 9 above.

You will take ownership of the products when we receive full payment of all amounts due in relation to the same, including delivery fees, or upon delivery (as defined in clause 9 above), if that were to take place at a later time.

## **13. PRICE AND PAYMENT**

The price of the products will be as stipulated at all times on our Platforms, except in the case of an obvious error. Although we make every effort to ensure that the prices featured on the Platforms are correct, error may occur. If we discover an error in the price of any of the products that you have ordered, we will inform you as soon as possible and give you the option of confirming your order at the correct price or cancelling it. If we are unable to contact you, the order will be considered cancelled and all amounts paid will be reimbursed to you in full.

We are not obliged to provide you with any product at the incorrect lower price (even when we have sent the Shipment Confirmation) if the error in the price is obvious and unmistakable and could have reasonably been recognised by you as an incorrect price.

The prices on the Platforms include VAT, but exclude delivery fees, which are added to the total price as indicated under our Help section - Delivery methods and costs.

Prices may change at any time. However, except as stipulated above, the changes shall not affect the orders for which we have sent an Order Confirmation.

If you are directly placing your order online, once you have selected all articles that you wish to buy, those will have been added to your basket and the next step will be to process the order and make payment. To that end, you must follow the steps of the purchase process, filling up or verifying the information requested in each step. Furthermore, throughout the purchase process, before payment, you can modify the details of your order. You are provided with a detailed description of the purchase process in the Help section. Also, if you are a registered user, a record of all the orders placed by you is available in "Your ZARA Account" area.

You may use, as payment method, the cards Visa, Mastercard, American Express, Bancontact, Bancontact QR code in addition to Apple Pay and Paypal. Alternatively, you can pay all or part of the price of your order with a Gift Card or a Voucher Card for Belgium issued by INDITEX BELGIQUE SA.

Please be informed that Fashion Retail, S.A. with corporate seat at Avenida de la Diputación, Edificio Inditex, Arteixo, A Coruña (Spain) registered in the commercial register of A Coruña, vol. 3425, page 49, C-47731, 1<sup>st</sup> entry, and tax identification number A-70301981 will collect and make refunds on behalf of INDITEX BELGIQUE SA in relation to all payments made through the Platforms.

Only for ZARA products, if you are placing your order through one of the electronic devices that are available at certain ZARA stores in Belgium for this purpose, you may also be given the option to pay for your order at the till, and in which case, your payment can be made by any of the means of payment available in those stores, with the exception of Gift Card for Belgium issued by INDITEX BELGIQUE SA.

To minimise the risk of non-authorized access, your credit card details will be encrypted. Once we receive your order, we will make a pre-authorization on your card to ensure that there are sufficient funds to complete the transaction. The charge on your card will be made at the time your order leaves our warehouse.

If your payment method is PayPal, Gift Card or Voucher Card for Belgium issued by INDITEX BELGIQUE SA, the charge will be made when we confirm your order.

When you click "Authorise Payment", you are confirming that the credit card is yours or that you are the legitimate holder of the Gift Card or the Voucher Card, as applicable

Credit cards are subject to verification and authorisation by the card issuing entity, but if the entity does not authorise the payment, we shall not be liable for any delay or failure to deliver, and we will be unable to formalise any Contract with you.

Please keep in mind that the "change of size" option, only available for ZARA products, contemplated by clause 17.5 hereunder will be available only for VISA, MASTERCARD and AMERICAN EXPRESS payment methods.

#### **14. EXPRESS CHECKOUT**

The express checkout feature (hereafter "Express Checkout") makes it easier for you to make purchases on the Platforms as you do not have to enter shipping, billing and payment information for each purchase. Express Checkout is available in the Shopping Basket section.

To use Express Checkout you will have to save your card information. You may do so when making a payment with any of the cards accepted by the Platforms by clicking the "Save my card information" option. This will result in the following card information being saved: card number, card holder name exactly as it appears on the card and card expiry date.

To save your card information and use Express Checkout, you will have to accept the applicable Privacy Policy and Conditions.

By agreeing to use Express Checkout, you authorize that purchases paid through the tool be charged to the respective card linked to the tool. Card usage shall be governed by the written terms between you and the card issuer in all cases.

You may save card information in Express Checkout for as many cards as you like, to do so must make at least one payment with each of them. If you wish to save card information for more than one card, the card whose information was saved most recently will be considered your "Favourite Card", and will be charged for Express Checkout purchases by default. However, you may change your Favourite Card in the your ZARA Account section of the Platforms.

To use Express Checkout, you only have to click on the "Express Checkout" button that appears in the Shopping Basket. A screen will immediately appear with the shipping, billing and payment information for your purchase. The information available on this screen cannot be edited, so if there is incorrect information do not complete the purchase. To make purchases using different details please do not use the Express Checkout service.

The provisions of this clause shall not apply if you buy goods as a guest.

## **15. BUYING GOODS AS A GUEST**

The functionality of buying goods as a guest is also available on the Platforms. Under this type of purchase, only such data which are essential to process your order will be requested from you. Upon completion of the purchase process, you will be offered the possibility of registering as a user or continue as a non-registered user.

## **16. VALUE ADDED TAX**

Pursuant to the prevailing rules and regulations in force, all purchases done through the Platforms are subject to the Value Added Tax (VAT), except for those to be supplied directly to customers of the Canary Islands, Ceuta and Melilla.

In this regard and pursuant to Chapter I of Title V of Council Directive 2006/112/EC of 28 November 2006, on the common system of value added tax, the place of supply shall be deemed to be within the Member State of the address where items shall be delivered, and applicable VAT shall be at the prevailing rate in each Member State where items are to be supplied as per the orders placed.

Pursuant to the applicable rules and regulations in each jurisdiction, the rule of the "reverse charge" (article 194 of Directive 2006/112) may apply to goods supplied in certain Member States of the European Union if the customer is or is required to be a taxable person for VAT purposes. If this is the case, no VAT would be charged by us, subject to the confirmation by the recipient that the VAT on the items supplied would be accounted for by the customer under the reverse charge procedure.

As regards orders to be supplied in the Canary Islands and Ceuta and Melilla, they would be VAT exempt as provided under article 146 of the above referred Directive, subject to the application of the relevant taxes and custom duties pursuant to the prevailing rules and regulations.

## **17. EXCHANGE/RETURN POLICY**

### **17.1 Legal right of withdrawal**

#### Right of withdrawal

You have the right to withdraw from the Contract (except for the products mentioned in clause 17.3 below, for which the right of withdrawal is excluded), within 14 days, without giving any reason.

The withdrawal period will expire after 14 days from the day on which you acquire, or a third party other than the carrier and indicated by you acquires physical possession of the goods or in case of multiple goods in one order delivered separately, after 14 days from the day on which you acquire, or a third party other than the carrier and indicated by you acquires, physical possession of the last good.

To exercise the right of withdrawal, you may notify ZARA, acting as well on behalf of ZARA HOME, of your decision to withdraw from the Contract by an unequivocal statement by writing at ZARA (E-commerce), Avda. de la Diputación, Edificio Inditex, 15143 Arteixo, A Coruña (Spain), or through any of the communication methods available on the Platforms.

You may use the model withdrawal form as set out in the Annex, but it is not obligatory.

To meet the withdrawal deadline, it is sufficient for you to send your communication concerning your exercise of the right of withdrawal before the withdrawal period has expired.

### Effects of withdrawal

If you withdraw from the Contract, we shall reimburse to you all payments received from you, including the costs of delivery to the original delivery place within Belgium -with the exception of the supplementary costs resulting from your choice of a type of delivery other than the least expensive type of standard delivery offered by us and after deduction of the costs of returning the products to us via the drop off method, as the case may be (please see point (iii) below)- without undue delay and in any event not later than 14 days from the day on which we are informed about your decision to withdraw from the Contract. We will carry out such reimbursement using the same means of payment as you used for the initial transaction unless if you agree expressly to another means of payment. In any event, you will not incur any fees as result of such reimbursement. Notwithstanding the foregoing, we may withhold reimbursement until we have received the goods back or you have supplied evidence of having sent back the goods, whichever is the earliest.

You shall return the goods as follows:

- For ZARA items:

- (i) by sending them, at your own costs, at the address Arvato Magazyn Centrum logistyczne Sosnowiec-Pieńki 8, 95-010 Stryków (Poland), together with a print-out of the E-ticket attached to the Shipment Confirmation.
- (ii) by handing them over at any ZARA store in Belgium. You must show the E-ticket in digital form on your mobile device or provide us with a print out of it.

This option is free of charge.

Please note that in respect of orders that were originally placed through an electronic device made available at any ZARA store in Belgium and that were paid for at the till of the store, returns can only take place this way.

- (iii) by dropping them off at a Drop Off point in Belgium using a returns paid label that we will sent you upon your request.

If you choose this method for returning the goods to us, a fixed amount shall be charged to you. Such fixed amount will be deducted from the total amount to be reimbursed to you.



For further information, please refer to the “Help” section, Exchanges and Returns, in our Platforms.

In short, unless you hand the ZARA products over in a ZARA store in Belgium, you shall bear the direct cost of returning the goods.

- For ZARA HOME items :

- (i) by sending them, at your own costs, at the address Arvato Komorniki II 62-052 Komorniki, Diamentowa 1 (Poland) together with a print-out of the E-ticket attached to the Shipment Confirmation.
- (ii) by handing them over to any ZARA or ZARA HOME store in Belgium. You can show the E-ticket in digital form on your mobile device or provide us with a print out of it.

This option is free of charge.

- (iii) by courier arranged by us but only for ZARA HOME bulky items.

This option is also free of charge.

In short, unless you hand the goods over in a ZARA or ZARA HOME store in Belgium or you send them back by using the Courier arranged by us for ZARA HOME bulky items only, you shall bear the direct cost of returning the goods.

You must return the goods without undue delay and in any event not later than 14 days from the day on which you communicate your withdrawal from this Contract to us. The deadline is met if you send back the goods before the period of 14 days has expired.

The goods shall be returned or delivered to us in a reasonable way and in accordance with a standard of care.

Please remember that you are liable for the diminished value of such products resulting from the handling other than what is necessary to establish the nature, characteristics and functioning of the goods.

### **17.2 Contractual right of cancellation (right of commercial return)**

In addition and without prejudice to the legally recognized right to cancel for consumers, mentioned in clause 17.1 above, we grant you a period of 30 days of the date of the Shipment Confirmation to return the products (except for those products mentioned in clause 17.3 below, for which the right to cancel is excluded). Return of Gift Cards is governed by the Terms and Conditions of the Gift Card.

In case you return the goods within the contractual term of the right of withdrawal, but once the statutory period has expired, you will be reimbursed, only, with the amount paid for said products.

You will be responsible for the direct costs of returning the goods when the return is not carried out via the free return options described in clause 17.1 above.

While exercising the contractual right of cancellation, products must mandatorily be returned in the same conditions in which you received them, with their original labels, packaging, instructions, and other documents, if any, accompanying them. Failing this, we reserve the right not to reimburse you.

You may exercise your right of withdrawal in accordance with the provision of clause 17.1 above, however should you inform us about your intention of cancelling the Contract after the legal term for withdrawal, you shall, in any case, hand the goods over to us within the 30 days of the date of the Shipment Confirmation.

### **17.3 Common provisions**

You shall not have the right to cancel the Contract when it is for the delivery of any of the following Products:

- i. Customised items
- ii. Music CDs/DVDs without their original wrapping.
- iii. Sealed goods which are not suitable for return due to hygiene reasons or health protection and were unsealed after delivery.

Your statutory right to cancel the Contract shall apply exclusively to the products that are returned or delivered to us in a reasonable way and in accordance to the standards of care. Please remember that you are liable for the diminished value of the products resulting from the handling other than what is necessary to establish their nature, characteristics and functioning, so take care of the products while in your possession.

While exercising the contractual right of cancellation, products must mandatorily be returned in the same conditions in which you received them, with their original labels, packaging, instructions, and other documents, if any, accompanying them. Failing this, we reserve the right not to reimburse you.

Upon cancellation, the respective products shall be returned as follows:

- (i) Returns to any ZARA store in Belgium (also ZARA HOME store for ZARA HOME items)

You can make the returns at any ZARA store in Belgium (for ZARA HOME items you can also make the returns to ZARA HOME stores), going to the store and returning the article together with the E-ticket that was attached to the Shipment Confirmation, which is also saved under your ZARA account on the Platforms. You can present the E-ticket either by showing it in digital form on your mobile device or by bringing to the store a print-out of it.

Only for ZARA products, please note that in respect of orders that were originally placed through an electronic device made available at any ZARA store in Belgium and that were paid for at the till of the store, returns can only take place in any ZARA store in Belgium and not via method (ii) below, or any other method.

When returning the products, you must present the E-ticket and, where appropriate, the card that was used to pay for the products. The amount paid for the item(s) returned will be refunded via the same means of payment used to make the purchase.

This option is free of charge.

(ii) Returns to Drop Off point in Belgium (only for ZARA items)

You can make the returns by dropping the item off at a Drop Off point in Belgium. In order to do this, please log on into your ZARA account and follow the instructions in the "RETURNS" section of the Platforms. If you have purchased products as a guest, you can request the return via a Drop Off point by using the link indicated in the email confirming your order. After having checked your order data, we will send you an email with a pre-paid postage label for you to be able to attach it to the parcel which you will then drop off at a Drop Off point in Belgium.

If you choose this method for returning the goods to us, a fixed amount shall be charged to you. Such fixed amount will be directly deducted from the total amount to be reimbursed to you.

For further information, please refer to the "Help" section, Exchanges and Returns, of our Platforms.

(iii) Return by Courier (only for ZARA HOME bulky items)

You can make the returns by using a Courier arranged by us but only for ZARA HOME bulky items. You must contact us through any of the communication methods available on the Platforms to arrange for the product to be collected at your address in Belgium. You must follow the directions on the "RETURNS" section of the Platforms.

This option is free of charge.

Please note that if you decide to return the items by any other means, we will be authorised to charge you for any costs we may incur.

After examining the article, we will inform you of whether you have the right to reimbursement of the amounts paid. Delivery costs will be reimbursed when the right of withdrawal is exercised within the statutory period and all the goods in which the relevant parcel consists of are returned. The refund will be paid as soon as possible and, in all cases, within 14 days from the date on which you notified us of your intention to cancel. Notwithstanding the foregoing, we may withhold the reimbursement until we have received the goods back, or until you have supplied evidence of having sent back the goods, whichever is the earliest. The refund - less the fixed cost for drop off returns, as the case may be - will always be paid using the same payment means you used to pay for your purchase.

You shall assume the cost and risk of returning the products to us if you have not chosen one of the free return options, as indicated above. In this case, please remember to send a print-out of the E-ticket, attached to the Shipment Confirmation, together with the returned goods.

If you have any questions, you can contact us through any of the communication methods available on the Platforms.

#### **17.4 Returns of defective products**

In the cases in which you consider that upon the delivery the product is not as stipulated in the Contract, you must contact us immediately, providing the product details and the damage sustained through any of the communication methods available on the Platforms, where we will indicate what you need to do.

You must return the product as indicated in clauses 17.1 and 17.3 above. We are entitled to ask for a proof of purchase, which could be a copy of the E-ticket attached to the Shipment confirmation.

We will carefully examine the returned product and will notify you by e-mail within a reasonable period if the product may be refunded or replaced (as appropriate). The refunding or replacement of the product shall take place as soon as possible and in all cases within 14 days from the date on which we send you an email confirming that the refund or replacement of the product is going ahead.

The amounts paid for the products returned due to any defect, when it actually exists, will be reimbursed in full, including the delivery costs related to sending the product and the costs to you for returning it to us. The refund shall be paid by the same payment means you used to pay from the purchase.

All rights recognized in current legislation shall be, in any case, safeguarded.

#### **17.5 Change of size (only for ZARA items).**

Regardless of the right of withdrawal which assists you legally and contractually, if you consider that the size of the ZARA item that you have purchased does not meet your requirements as it is wrong for you, then you may request within 30 days from the Shipment Confirmation a change of size, without having to pay an additional delivery charge for the new item being sent to you provided you return the original item. You can request the change of size via the "Returns" section of your ZARA account on the Platforms. You should select the new size of your item, and provided that (i) it is the same item, (ii) its price on the Platforms is equal to or greater than the price that you paid for the original item and (iii) only certain payment methods have been used (please refer to Clause 13 of these Conditions for further information), then you will be able to request the change in size. Please note that the option for you to change the size of your original item will only be displayed as being available when all of these conditions are met.

Once you have requested the change and selected the appropriate return method, you must return the original item in the same conditions in which you received it and with its original label, either in any ZARA store in Belgium or at the address indicated on pre-paid postage label that you will receive if you so request from us. You must return the item without any undue delay, and in any event within

a maximum period of 14 calendar days from the change request in the Platforms. None of these options for returning the item will generate additional costs for you.

If you return the item in any ZARA store in Belgium, you should present the item together with the E-ticket attached to the Shipment Confirmation in a digital form on your mobile device or bring a print-out version of it. If you return the item by dropping it off at a Drop off point in Belgium using a return pre-paid postage label that we will send you upon request, you must follow the directions on the "Returns" section of the Platforms.

After you have chosen your return method, we will send the new order with the item in the revised size within 2-3 working days from the date of the request of the change, and in any event within a maximum period of 30 days from that date. This option will not present an extra cost to you. This new order is governed by the provisions of these Conditions, including the exercise of the right of withdrawal.

Please note that if after 14 calendar days from the change request in the Platforms, you have not returned the original item, we are entitled to charge the costs corresponding to the new order placed, subject to the provisions of these Conditions.

In respect of orders of ZARA products that were originally placed through an electronic device made available at any ZARA store in Belgium and that were paid for at the till of the store, exchanges of size or color can only take place in any ZARA store in Belgium, within a period of 30 days of the date of the Shipment Confirmation. In this case, we will accept the exchange of the new item(s) within an additional period of 30 days of the date of exchange.

This clause does not apply to ZARA HOME products sold via the Platforms.

#### **17.6 Right of withdrawal and return for orders from abroad**

If you have ordered products from outside Belgium from another EU member state via the Platforms, the above clauses 17.1, 17.2, 17.3 and 17.5 apply.

At the same time, we would like to inform you that we are under no circumstances (with exception of clause 17.4 to which this clause 17.6 does not apply) obliged to pay shipping costs to destinations other than the original delivery address in Belgium nor the return costs from destinations outside Belgium.

### **18. YOUR GUARANTEES AND OUR LIABILITY**

All product descriptions, information and materials shown on the Platforms are provided "as is", with no express or implied guarantees on the same, except those legally established. In this sense, if you are contracting as a consumer, we are obliged to deliver goods that are in conformity with the Contract, being liable to you for any lack of conformity which exists at the time of delivery. It is understood that the goods are in conformity with the Contract if they: (i) comply with the description given by us and possess the qualities that we have presented in the Platforms, (ii) are fit for the purposes for which goods of the kind are normally used and (iii) show the quality and performance which are normal in goods of the same type and can which can reasonably be expected.

The products that we sell, especially artisan products, often have the characteristics of the natural materials used in manufacturing them. These characteristics, such as variations in grain, texture, knots and color, may not be considered defects or damage. On the contrary, you must count on their presence and appreciate them. We select only products of the highest quality but natural characteristics are inevitable and should be accepted as part of the individual appearance of the product.

Although we exclude all guarantees to the extent permitted by law, please keep in mind that, as a consumer, you benefit from all the statutory guarantees in favour of consumers and more specifically from the legal guarantee of conformity as defined in articles 1649bis à 1649octies of the Belgian civil code.

Unless otherwise indicated expressly in these Conditions, our liability regarding any product acquired on our Platforms shall be limited strictly to the price of purchase of said product.

Notwithstanding the above, our liability shall not be waived nor limited in the following cases:

- i. In case of death or personal harm caused by our negligence;
- ii. In case of fraud or fraudulent deceit; or
- iii. In any case in which it were illegal or illicit to exclude, limit or attempt to exclude or limit our liability.

Notwithstanding the paragraph above, and to the extent legally allowed, and unless these Conditions indicate otherwise, we shall not accept any liability for the following losses, regardless of their origin:

- i. loss of income or sales;
- ii. loss of business;
- iii. loss of profits or contracts;
- iv. loss of forecast savings;
- v. loss of data; and
- vi. loss of management time or office hours.

Due to the open nature of the Platforms and the possibility of errors in storage and transmission of digital information, we do not guarantee the accuracy and security of the information transmitted or obtained by means of the Platforms, unless otherwise indicated expressly.

The provisions in this clause shall neither affect your rights as a consumer, nor your right to cancel the Contract.

## **19. INTELLECTUAL PROPERTY**

You recognise and agree that all copyrights, registered trademarks and other intellectual property rights to the materials or contents provided as part of the Platforms belong to us at all times or to those who grant us license for their use. You may use said material only to the extent that we or the usage licensors authorise it expressly. This does not prevent you from using the Platforms to the extent necessary to copy the information on your order or Contact details.

## **20. VIRUSES, PIRACY AND OTHER COMPUTER ATTACKS**

You must not make undue use of the Platforms by intentionally introducing a virus, Trojan horse, worm, logic bombs or any other software or technologically damaging or harmful material. You shall not attempt to make unauthorised access to the Platforms, the server on which the Platforms are housed or any server, computer or database related to our Platforms. You agree not to attack the Platforms through any attack of denial of service or an attack of distributed denial of service.

Failure to comply with this clause shall be considered an infraction as defined under the applicable regulations. We will report any failure to comply with this regulation to the corresponding authorities, and we will co-operate with them to determine the identity of the attacker. Likewise, in the event of failure to comply with this clause, authorisation to use the Platforms shall be suspended immediately.

We shall not be held liable for any damage or harm resulting from a denial of service attack, virus or any other software or technologically damaging or harmful material that may affect your computer, IT equipment, data or materials as a result of using the Platforms or downloading content from the same or those to which the Platforms redirect you.

## **21. LINKS FROM OUR PLATFORMS**

If our Platforms contain links to other websites and third-party materials, said links are provided for information purposes only and we have no control whatever over the content of those websites or materials. Therefore, we shall not accept any liability for any damage or harm deriving from their use.

## **22. WRITTEN COMMUNICATION**

The applicable regulations require that some of the information or notification that we send to you be in written form. By using the Platforms, you agree that most of the communication with us will be electronic. We will contact you by e-mail – or by SMS if you are a non-registered user placing an order of ZARA products through the electronic devices made available by certain ZARA stores - or we will provide you information by posting alerts on the Platforms. For contractual purposes, you agree to use this electronic means of communication and accept that all contracts, notifications, information and other communication that we send you electronically complies with the legal requirements of providing it in writing. This condition will not affect your rights as recognised by law.

## **23. NOTIFICATIONS**

The notifications that you send us must be sent preferably through any of the communication methods available on the Platforms. Pursuant to the provisions in clause 22 above, and unless otherwise stipulated, we may send you notifications either by e-mail or ordinary mail to the electronic or postal address you provided us with when placing an order or by SMS if the order of ZARA products is placed through the electronic devices made available by certain ZARA stores and you are not a registered user.

It shall be understood that the notifications have been received and have been carried out correctly as soon as they are posted on our Platforms, 24 hours after they have been sent by e-mail, or three days after the postage date on any letter or as soon as the SMS is sent without error message. As proof that the notification has been sent it shall be sufficient to prove, in the case of a letter, that it was correctly addressed, that the correct postage was paid and that it was duly delivered to the post office or to a mail box, in the case of an SMS, that the SMS was sent to the correct mobile telephone number

provided by a non-registered user, and in the case of an email, that the notification was sent to the email address specified by the recipient.

#### **24. TRANSFER OF RIGHTS AND OBLIGATIONS**

The Contract is binding both for you and for us, as well as for our respective successors, transferees and heirs.

You may not transmit, cede, levy or in any other way transfer a Contract or any of the rights or obligations derived from the same, without having obtained our written consent in advance.

We may transmit, cede, levy, subcontract or in any other way transfer a Contract or any of the rights or obligations derived from the same, at any time during the life of the Contract. To avoid any doubt, said transmissions, cessions, levies or other transfers shall not affect the rights that, as applicable, you have as a consumer recognised by law or cancel, reduce or limit in any way the express and tacit guarantees that we may have given you.

#### **25. FORCE MAJEURE**

We will not be liable for any non-compliance or delay in compliance with any of the obligations we assume under a Contract when caused by events that are beyond our reasonable control ("Force Majeure").

Force Majeure shall include any act, event, failure to exercise, omission or accident that is beyond our reasonable control, including, among others, the following:

- i. Strike, lockout or other forms of protest which have not been announced in advance.
- ii. Civil unrest, revolt, invasion, terrorist attack or terrorist threat, war (declared or not) or threat or preparation for war.
- iii. Fire, explosion, storm, flood, earthquake, collapse, epidemic or any other natural disaster.
- iv. Inability to use trains, ships, aircraft, motorized transport or other means of transport, public or private.
- v. Inability to use public or private telecommunication systems.
- vi. Acts, decrees, legislation, regulations or restrictions of any government or public authority.
- vii. Strike, failure or accident in maritime or river transport, postal transport or any other type of transport.

It shall be understood that our obligations deriving from Contracts are suspended during the period in which Force Majeure remains in effect, and we will be given an extension of the period in which to fulfil these obligations by an amount of time equal to the time that the situation of Force Majeure lasted. We will provide all reasonable resources to end the situation of Force Majeure or to find a solution that enables us to fulfil our obligations by virtue of the Contract despite the situation of Force Majeure.

#### **26. WAIVING RIGHTS**

The lack of requirement on our part for strict compliance on your part with any of the obligations assumed by you by virtue of a Contract or of these Conditions or a lack of exercising on our part of the



rights or actions that correspond to us by virtue of this Contract or of the Conditions shall not constitute the waiving or limitation of said rights or actions, nor exonerate you from fulfilling said obligations.

The waiving on our part of a specific right or action shall not constitute the waiving of other rights or actions derived from the Contract or from the Conditions.

The waiving on our part of any of these Conditions or of the rights or actions derived from the Contract shall not take effect unless expressly stipulated that it is a waiving of rights and is formalised and notified to you in accordance with the provisions of the Notifications section above.

## **27. PARTIAL ANNULMENT**

Should any of these Conditions or any provision of a Contract be declared null and void by firm resolution from the corresponding authority, the remaining terms and conditions shall remain in effect without being affected by said declaration of annulment.

## **28. ENTIRE AGREEMENT**

These Conditions and any document referenced in the same constitute the entire agreement between you and us as regards the purpose of the same, replacing any previous pact, agreement or promise made between you and us verbally or in writing.

You and ourselves acknowledge that we have agreed to enter into the Contract without depending on any declaration or promise made by the other party or that could have been inferred from any statement or document in the negotiations entered into by the two parties prior to said Contract, except those expressly mentioned in these Conditions.

Neither you nor ourselves shall take any action regarding any untrue statement made by the other party, verbally or in writing, prior to the date of the Contract (unless said untrue statement was made fraudulently) and the only action that may be taken by the other party shall be due to breach of contract in accordance with the provisions of these Conditions.

## **29. OUR RIGHT TO MODIFY THESE CONDITIONS**

We have the right to review and modify these Conditions at any time.

You are subject to the policies and Conditions in effect at the moment in which you use the Platforms directly or via an electronic device made available at a ZARA store or place each order, except when by law or decision of governmental entities we must make changes retroactively to said policies, Terms or Privacy Statement, in which case the possible changes will also affect orders made previously by you.

## **30. APPLICABLE LEGISLATION AND JURISDICTION**

The use of the Platforms and the products purchase contracts executed through said Platforms shall be governed by Belgian legislation.

Any controversy that arises or is related to the use of the Platforms or said contracts shall be subject to the jurisdiction of the Belgian courts.

### 31. COMMENTS AND SUGGESTIONS

Your comments and suggestions are always welcome. Please send any comments and suggestions through any of the communication methods available on the Platforms

If you think that, as a consumer, your rights have been infringed, you may fill a complaint by sending an e-mail to [info-be@zara.com](mailto:info-be@zara.com) with a view to requesting an amicable settlement.

If the sale has taken place on-line through our Platforms, we inform you that, in accordance with Regulation (EC) N° 524/2013, you are also entitled to pursuing an out-of-court settlement of our dispute through the EU on-line dispute resolution platform accessible at the internet address <http://ec.europa.eu/consumers/odr>.

You may also contact:

the Consumer Mediation Service  
North Gate II, Boulevard du Roi Albert II, 8 box 1  
1000 Brussels  
tel. 02 702 52 00 / Fax 02 808 71 29  
e-mail: [contact@consumerombudsman.be](mailto:contact@consumerombudsman.be)  
website: <https://www.consumerombudsman.be/en>).

Last updated on 07/03/2025

**ANNEX**

**Model withdrawal form**

(Complete and return this form only if you wish to withdraw from the contract)

To: ZARA (E-commerce) Avda. de la Diputación, Edificio Inditex, 15143 Arteixo, A Coruña, SPAIN  
(email: [info-be@zara.com](mailto:info-be@zara.com))

I hereby give notice that I withdraw from my contract of sale of the following goods:

Ordered on/received on (\*):

Name of consumer:

Address of consumer:

Signature of consumer (only if this form is notified on paper)

Date:

(\* ) Delete as appropriate

## **TERMS AND CONDITIONS OF USE OF THE ZARA APP FEATURES**

These Terms and Conditions of Use (the "Terms") specifically govern the access to and use of the services and various features available on ZARA's App (as defined below). These Terms are in addition and without prejudice to the purchase and use conditions of [www.zara.com](http://www.zara.com).

Features available on ZARA's App include: (i) enabling you to purchase products via ZARA's App, such purchases being regarded as purchases made on the online store (the "Online Store"), and therefore subject to the purchase and use terms and conditions of [www.zara.com](http://www.zara.com), (ii) enabling you to manage receipts for purchases made on ZARA's Online Store and, (iii) enabling you to receive an electronic receipt or electronic proof of purchase, by presenting at ZARA's physical stores (the "Physical Stores") the QR code designed for this sole purpose.

Both Physical Store and Online Store are operated in Belgium under the trading name "ZARA" by INDITEX BELGIQUE S.A., registered with the Banque Carrefour des Entreprises (B.C.E.) under number 0450.661.802, with VAT number BE 0450661802 and whose registered office is located at Rue aux Laines 68-72, 1000 Brussels (Belgium) (hereinafter referred to as "ZARA"). ZARA, as appropriate, will be also referred hereinafter to as "us", "we" and "our".

### **1. GENERAL DESCRIPTION OF THE SERVICE**

#### **1.1 Purchasing products on [www.zara.com](http://www.zara.com) via ZARA's APP**

Customers can purchase products on [www.zara.com](http://www.zara.com) via ZARA's App. Therefore, purchases made using ZARA's App are regarded as purchases made on the Online Store and, as such, are subject to the purchase and use conditions of [www.zara.com](http://www.zara.com), which customers need to accept upon purchasing any product.

#### **1.2 Management of receipts for purchases made on the Online Store**

The receipts for purchases made on ZARA's Online Store will be stored on ZARA's App, more specifically in the 'My Purchases' section.

#### **1.3 Obtaining an electronic receipt**

When paying for a purchase in Physical Stores, you may request a receipt in electronic format. To do so, you must show the QR code displayed on the ZARA's App for that purpose and the receipt will automatically be sent to the ZARA's App.

From this moment on, you will be able to make exchanges or returns at Physical Stores using said receipt, under the terms and conditions which will apply at all times, according to our commercial policy, and, in any event, in compliance with current legislation.

In this instance, you will not be issued a paper receipt. Therefore, it is paramount that you understand that by using this QR code you are expressly requesting a purchase receipt or a proof of purchase in electronic form, thus opting out of receiving it in paper form. In any case, you may request a paper receipt at any time by contacting our Customer Service via any of the communication methods advertised on the ZARA's Platforms.

In any case, the governing regulation on electronic receipts or any other applicable regulation to which these Terms are bound shall always prevail.

If you choose to de-register as a user, you may request, during the de-registering process, that all the receipts stored in ZARA's App be sent to an email address that you have provided to us for that purpose.

#### **1.4 Scan receipts**

If your original receipt is in paper format, you can generate a digital version of such paper receipt by scanning the QR code that is printed on it. From then on, you can use this electronic receipt to make returns in Physical Stores under the terms and conditions which will apply at all times, in accordance with ZARA's commercial policy and, in any event, in compliance with current legislation.

### **2. AVAILABILITY OF SERVICES OFFERED VIA ZARA'SAPP**

In accordance with applicable laws, we reserve the right to amend, suspend or delete, at any time, at our sole discretion and without prior notice, be it generally or in particular for one or more users, any or all of ZARA's App features, and to modify, suspend or delete, under the same terms, the availability of all or part of the service.

### **3. LIABILITY**

Except in those cases where the exclusion of liability is legally limited, we are not liable for any damage that you may suffer from using ZARA's App in its different features. You agree to use ZARA's App exclusively for the purposes for which it is intended and therefore, to not make any improper or fraudulent use thereof, and you will be liable to ZARA and/or any third party for any damage which may arise from an improper use of ZARA's App.

You will be liable in the following cases:

- a) when, where applicable, your equipment or terminals associated with ZARA's App, SIM cards, email addresses and/or any passwords are used by a third party authorised by you without our knowledge;
- b) when errors or malfunction occur when you are using the App's different features as a result of defective hardware, software, devices or terminals or of a lack of the necessary security measures installed on the device on which you are using ZARA's App.

### **4. INTELLECTUAL PROPERTY, INDUSTRIAL PROPERTY AND OTHER RIGHTS ASSOCIATED WITH ZARA'S APP**

Any of the elements that form part or are included in ZARA's App are the property or are under the control of ZARA or third parties having authorised their use. All of the above shall be hereinafter referred to as the "Property".

Users agree not to remove, delete, alter, manipulate or in any other way amend:

- The notes, legends, signs or symbols that either ZARA or the legitimate right holders incorporate into their properties with regard to intellectual or industrial property (e.g. copyright, ©, ® and ™, etc.).

- Protection or identification technical devices that the Property may contain (e.g. watermarks, fingerprints, etc.). Users acknowledge that, under these Terms, ZARA does not assign or transfer to users any rights over their Property or over any third-party properties.

ZARA only authorises users to access and use the Properties in accordance with these Terms.

Users are not authorised to copy, distribute (including by email or on the Internet), broadcast, disseminate, amend, alter, transform, assign, or in any other way, engage in activities that entail the commercial use of the Property, whether in whole or in part, without the express written consent of the legal holder of the exploitation rights.

Access to and use of the Property will always and in all cases be for strictly personal and non-commercial purposes.

ZARA reserves all rights applying to the Property, including, but not limited to, all intellectual and industrial property rights that it holds over them.

ZARA does not grant users any licences or authorisations to use the Property other than those expressly set forth in this clause. ZARA reserves the right to terminate or amend at any time and on any grounds any licences granted under these Terms.

Notwithstanding the foregoing, ZARA may take legal action against any other use by users which:

- does not comply with the terms and conditions herein laid down;
- infringes or breaches the intellectual and industrial property rights or other equivalent rights of ZARA or of any other third-party legitimate right holder, or violates any other applicable laws.

Last updated on 07/03/2025