

ZARA GIFT CARD
GENERAL TERMS AND CONDITIONS OF USE

1. The Gift Card (hereinafter, the "Card") is the property of the issuer thereof, the identity of which is shown on the physical Card itself or in the e-mail whereby the virtual Card is sent. The initial value of the Card or any cash balance thereon belongs to the holder of the Card.
2. The Card is available in the following formats:
 - 2.1 Physical Card for sale at any ZARA physical point of sale located in Canada (hereinafter, "ZARA Stores").
 - 2.2 Physical Card for sale at ZARA's Canadian website via www.zara.com (hereinafter, "zara.com").
 - 2.3 Virtual Card for sale at zara.com.
3. The Card can be used to purchase any item or service for sale in any ZARA Store or at zara.com. The Card cannot be used at ZARA stores in a country other than Canada or for purchases at a ZARA website other than the website for Canada. The outstanding balance on the Card is not redeemable for cash, except where required by law and, in such event, only at a ZARA Store.
4. The Card can be purchased (i) at any ZARA Store by using any of the means of payment accepted at ZARA Stores or (ii) online at zara.com by using any of the means of payment accepted at zara.com. Cards cannot be purchased using another Card.
5. The Card can be used as often as the holder would like, until the outstanding balance of the Card reaches zero. The Card cannot be used towards the repurchase or exchange of previously purchased items or services.
6. Where the purchase price of items or services is in excess of the outstanding balance on the Card, the difference may be paid through any payment means accepted at ZARA Stores for purchases being made at such stores or, for online purchases, through any payment means accepted at zara.com.
7. The outstanding balance on the Card is shown on the cash register receipt every time a purchase is made with the Card, for purchases made at ZARA Stores, or with the information provided upon placing an online order, for purchases made at zara.com. The outstanding balance of the Card may be checked at any ZARA Store or at zara.com.
8. Items or services purchased with the Card at: (i) any ZARA Store shall be subject to the same exchange and return policy as is applicable to items or services purchased at such stores using other methods of payment, which policy is available at any ZARA Store; (ii) zara.com shall be subject to the same exchange and return policy as is applicable to items or services purchased from zara.com, which policy is available at zara.com.
9. Where appropriate, refunds for items or services purchased with the Card which are returned shall be made in the following manner:
 - 9.1 by increasing the remaining balance of the Card, provided that, however, the Card exists when the return is made; or
 - 9.2 by issuance of a refund in the form of a credit note, the terms and conditions of which are provided to customers when issuing the credit note.
10. Any physical Card which has been purchased at a ZARA Store or at zara.com and which has not been used may be returned for a full refund (excluding shipping and handling in

respect of physical Cards purchased at zara.com) within thirty (30) days of the date of purchase. Any virtual Card purchased at zara.com which has not been used may be returned for a full refund within thirty (30) days of the date on which it was delivered to the email address indicated on the order form in respect thereof. The amount of the reimbursement shall be refunded or credited using the method of payment originally used for the purchase of the Card. The original sales receipt or return document (depending on whether the Card was purchased at a ZARA Store or at zara.com) and, where applicable, any credit or debit card used to purchase the Card, may need to be produced. Returns of physical Cards purchased at a ZARA Store may be made to any ZARA Store. Returns of Cards purchased at zara.com may be made in one of the following ways: (i) to any ZARA Store that sells Cards, or (ii) by cancelling the Card by following the instructions provided at zara.com.

11. The Card should be treated like cash. The issuer is not responsible for loss, theft or unauthorized use of the Card. Cards fraudulently obtained or used will not be honoured and will be cancelled.
12. Where a virtual Card is purchased at zara.com, the issuer shall not be responsible for the non-receipt or the delay in receiving such Card by its intended recipient for reasons beyond the issuer's control.
13. The Card shall not be used for the purpose of advertising or promoting products or services marketed by any third party, unless prior written consent from the issuer is obtained.
14. The purchase or use of the Card entails the acceptance of these terms and conditions, which have been made available to the customer upon purchase of the Card, and which are also available at any ZARA Store and at zara.com. The issuer may modify these terms and conditions without notice.