

## GENERAL TERMS AND CONDITIONS OF PURCHASE AND USE

### 1. INTRODUCTION

This document (together with the documents mentioned herein) establishes the general terms and conditions that govern the use of this website ([www.zara.com/hr](http://www.zara.com/hr)) and the purchase of products on it (hereinafter referred to as the "Conditions").

We urge you to read the Conditions, our Cookies Policy and our Privacy Policy (hereinafter, jointly, the "Data Protection Policies") carefully before using this website. When using this website or placing an order on it, you are bound by these Conditions and our Data Protection Policies. If you don't agree with the Conditions and with the Data Protection Policies, do not use this website.

These Conditions may be modified. It is your responsibility to read them periodically, as the Conditions at the time of using the website or concluding of the relevant Contract (as defined further on) shall be those that apply.

If you have any query regarding the Conditions or the Data Protection Policies, you may contact us via email at: [info-hr@zara.com](mailto:info-hr@zara.com) or via contacts of Customer Service.

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

### 2. OUR DETAILS

Sale of goods through this website is carried out under the name ZARA and ZARA HOME by ITX Hrvatska d.o.o., Croatian company with registered address at Avenija Dubrovnik 16, Zagreb, Croatia, with e-mail address [info-hr@zara.com](mailto:info-hr@zara.com), telephone number: (01) 6396-111; registered in the Court Registry of the Commercial Court in Zagreb, registration number MBS: 080601466, personal identification number (OIB): 48857810659. Amount of company's founding capital: 8.295.170,00 EUR paid in full. Board members: Carlos Mato Lopez, Fernando Rey Figueiras and Mariusz Leszczyński. The company name and the registered seat of the legal entity that keeps the accounts and the numbers of these accounts: Privredna banka Zagreb d.d., Radnička cesta 50, 10000 Zagreb, HR1623400091110515693 and HR2823400091510515735.

### 3. YOUR DETAILS AND YOUR VISITS TO THIS WEBSITE

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

### 4. USE OF OUR WEBSITE

When you use this website and place orders through it, you agree to:

- i. Use this website to make enquiries and legally valid 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 authorized to cancel it and inform the competent authorities.

- iii. Provide us with your email address, postal address and/or other contact details truthfully and exactly. You also agree that we may use this information to contact you in the context of your order 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 this website, you state that you are over the age of 18 and are legally eligible to enter into binding contracts.

## **5. SERVICE AVAILABILITY**

Delivery service for the articles offered on this website is available in Croatia only.

If you wish to order products from another EU member state outside of Croatia via this website you are of course welcome to do so; however, the ordered products can only be delivered to a ZARA shop or a delivery address within Croatia.

## **6. FORMALISING THE CONTRACT**

To place an order, you must follow the online purchasing procedure and click on "Authorise payment". After doing so, you will receive an email confirming the content of your order (the "Order Confirmation"). You will be informed via email that the order is being accepted and sent (the "Delivery Confirmation"). An electronic ticket with your order details shall be attached to the Delivery Confirmation (the "E-ticket").

## **7. AVAILABILITY OF PRODUCTS**

All product orders are subject to availability. If problems should arise in supplying the products or if items are out of stock, we will refund the paid amount.

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

We reserve the right to remove any product from this website 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. 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 this website, or for removing or modifying any material or content from the website or not processing an order once we have sent the Order Confirmation.

## **9. DELIVERY**

Subject to Clause 7 above regarding product availability and except for extraordinary circumstances, we will endeavor to send the order consisting of the product(s) listed in each "Shipping Confirmation" e-mail prior to the date indicated in the "Shipping Confirmation" e-mail 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.

With regard to virtual gift cards, we will send them on the date indicated when placing the order.

Nonetheless, there may be delays for reasons such as 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. Keep in mind in any case that we do not make home deliveries on Saturdays, Sundays or bank holidays.

For the purpose of these Conditions, the "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 delivery address indicated by you.

The virtual gift card will be understood to have been delivered as established in the Terms and Conditions for Use of the Gift Card, and in any case, on the date it was sent to the email address indicated.

## **10. 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 organize 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 charges (except for any additional charges resulting from your choice of any delivery method other than the ordinary delivery method that we offer) without any undue delay, and at any rate, within 14 days of the date on which this Contract has 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 to you.

This clause will not be applicable to the virtual gift card, the delivery of which will be governed by the Terms and Conditions for Use of the Gift Card and the provisions of Clause 9 above.

## **10A. INSTANT DELIVERY**

If you have ordered ZARA items only, and chosen the delivery at store option, we may subsequently notify you that our "Instant Delivery" service is available for the items in your order. As this is subject to stock availability

and other factors, it cannot be chosen by you when you place your order. If we have notified you that “Instant Delivery” is available, your order will be available to be picked up by you from that store before the estimated delivery dates that are stated in the Buying Guide section of our website.

Once your “Instant Delivery” order has been prepared, we will contact you to let you know that it is ready to be picked up. You can pick up the order either in person (by showing the QR code on your E-ticket) or you can appoint someone else to pick up the order on your behalf. In this case, the appointed person must show the QR code on your E-ticket.

The terms of this Clause (together with the rest of these Terms) will apply to you if you make a purchase via the “Instant Delivery” service and will be subject to any other applicable regulations.

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

The products shall be under your responsibility from the moment of delivery to you as outlined in Clause 9 above.

You will take ownership of the products when we receive full payment of all amounts due, including delivery charges, or at the moment of delivery (as defined in Clause 10 above), if that were to take place at a later time.

## **12. PRICE AND PAYMENT**

The price of the products will be as stipulated at all times on our website, except in the case of an obvious error. Although we make every effort to ensure that the prices featured on the website 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 Shipping Confirmation) if the error in the price is obvious and unmistakable and could have reasonably been recognized by you as an incorrect price.

The prices on the website include VAT, but exclude delivery charges, which are added to the total price as indicated in our Shopping Guide (see the section on Delivery Charges). Please notice that Only full price items in the value specified at [www.zara.com/hr](http://www.zara.com/hr) shall qualify for the free shipping option.

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.

Once you have selected all articles that you wish to buy, they will be added to your basket. The next step will be to process the order and make the payment. To that end, you must follow the steps of the purchase process, indicating 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 Shopping Guide. Also, if you are a registered user, a record of all the orders placed by you is available in "My Account" area.

You may use, as payment method, the following cards: Visa, Mastercard, American Express, IN, Diners and with PayPal and Apple Pay. In addition, you can pay for all or part of your purchase with a gift card or a voucher from issued by ITX Croatia Ltd.

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, C47731, 1st entry, and tax identification number A-70301981, will collect and make refunds on behalf of ITX Croatia Ltd. in relation to all payments made through this online platform.

To minimize the risk of non-authorized access, your credit card details will be encrypted. Once we receive your order, we request 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.

When you click "Authorize payment", you are confirming that the credit card is yours or you are the rightful holder of gift card or the voucher.

Credit cards are subject to verification and authorization by the card issuing entity. If the entity does not authorize the payment, we shall not be liable for any delay or failure to deliver and we will be unable to conclude any Contract with you.

Although we will not charge any extra fees or surcharges, this is an international transaction and your bank may charge you with extra fees at the rate of the bank. For such reason, in case the debited/refunded amounts on your credit card are different to the price displayed at the checkout/the confirmed amount to be refunded, please contact your home bank to receive further information about the bank costs related to such transaction.

If you subsequently wish to exchange your order due to "Change of size", this option will only be available for ZARA items. Please note that the option 'Change of size' will only be available when the following means of payment are used Visa, Mastercard, American Express, Diners, Visa Electron.

#### **Ordering and payment through electronic devices in store:**

Only for ZARA products, if you are placing your order through one of the electronic devices available for this purpose at certain stores, you must follow the steps of the purchase process that appear on the device, completing or verifying the information requested in each step. Throughout the purchase process, before payment, you can modify the details of your order. You will choose your payment method, and whether or not you require a gift receipt (if one is available), before you place your order. Please note that a binding order is placed at the time that you press the relevant "Authorize Payment" button on the device screen, and you are required to pay for your order once it has been placed.

Payment can be made by Visa, Mastercard, American Express, IN, Diners, and the above provisions regarding authorisation of your card will apply. 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.

Please observe that gift cards cannot be used as a payment method when placing an order through electronic devices in the stores. You may also be given the option to pay for your order at the till, in which case, your payment can be made by any of the means of payment available in those stores.

### **13. BUYING GOODS AS GUEST**

The functionality of buying goods as a guest is also available on the website. 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 continuing as a nonregistered user.

#### **13A. EXPRESS CHECKOUT**

The express checkout feature (hereafter "Express Checkout") makes it easier for you to make purchases on this website as you do not have to enter shipping, billing and payment information for each purchase. Express Checkout is available in the "Shopping Bag" 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 this website by clicking the "Save my card details" option. This will result in the following card details 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 Conditions and the Privacy and Cookies Policy.

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 "Favorite Card", and will be charged for Express Checkout purchases by default. However, you may change your Favorite Card in the My Account section of this webpage.

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

### **14. VALUE ADDED TAX**

Pursuant to the prevailing rules and regulations in force, all purchases done through the website are subject to Value Added Tax (VAT).

In this regard and pursuant to Chapter I of Title V of 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 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.

## 15. EXCHANGE/RETURN POLICY

### 15.1 Statutory right of withdrawal

#### Right of withdrawal

If you are contracting as a consumer, you have the right to withdraw from the Contract, 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 indicated by you acquires, physical possession of the last good ordered in one order.

To exercise the right of withdrawal, you may notify us by sending an email to [info-hr@zara.com](mailto:info-hr@zara.com); on the "My Account" or "Returns" section of this website of your decision to withdraw from this contract by an unequivocal statement (example: a letter sent by post or email). 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 decide to withdraw from this Contract, we will return to you all payments received from you, including delivery charges (except for any additional charges resulting from your choice of delivery other than the least expensive type of standard delivery we offer, less the fixed return costs if applicable (please see Article "Common Provision" below)) without any undue delay, and at any rate, within 14 days of the date on which this Contract has been terminated. You shall bear only the costs of returning the goods as stated in section 15.3 of this website. We will carry out such reimbursement using the same means of payment as you used for the initial transaction. In any event, you will not incur any charges 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 send back or deliver the goods or hand ZARA items over to us at any ZARA store in Croatia and ZARA HOME items purchased through this website by handing them over to any ZARA or ZARA HOME store in Croatia, 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.

You are only liable for any diminished value of the goods resulting from handling other than what is necessary to establish the nature, characteristics and functioning of the goods.

## 15.2 Contractual right of withdrawal

In addition to the statutory right to cancel for consumers, mentioned in Clause 15.1 above, unless other special conditions are specified, in which case these last shall prevail over the provisions of these Conditions of Purchase and Use, we grant you a period of 30 days from Shipping Confirmation e-mail (Clause 6.) to return the products (except those mentioned in Clause 15.3 below, for which the right to cancel is excluded).

The return of the gift card is also governed by the Terms of Use of the Gift Card.

In case you return the goods within the contractual term of the right of withdrawal after the statutory period has expired, you will only be reimbursed with the amount paid for said products less the fixed return costs if applicable (please see Article "Common Provision" below). Delivery charges will not be reimbursed.

You may exercise your contractual right of withdrawal in accordance with the provision of Clause 15.1 above. However, should you inform us about your intention of withdrawing from the Contract after the legal term for withdrawal, you shall, in any case, hand the goods over to us within the 30 days term as from the Delivery Confirmation.

The buyer has legal rights to free legal remedies in case of lack of conformity of the products, and which legal remedies are not affected by the commercial guarantee.

## 15.3 Common provisions

You shall not have the right to withdraw from 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 and where unsealed after delivery.

If the Customer returns the product with no original packaging and/or with minor damages to it and/or with signs of the product's usage, all while invoking the Article on unilateral distance contract termination, the Seller shall be obliged to make a complete refund of the paid sums within 14 days period. If, notwithstanding packaging and regular use required for trying the product, the Customer returns the product with major damages, or in a condition which makes it impossible for the Seller to sell the product as it was returned (unfit for sale), the Seller shall not be liable to make any return to the Customer.

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

### (i) *Returns at any ZARA store:*

You may return any ZARA or ZARA HOME item purchased through this website at any ZARA store in to Croatia. In such case, you should go to the store and present the product with the E-ticket that was attached to the Delivery Confirmation, which is also saved under your account on our website and on the mobile app. You can present the E-ticket either by showing it in digital form on your mobile device or by bringing to the shop a print-out of it. Please note that ZARA HOME products purchased through this website can also be returned to any ZARA HOME stores in Croatia, following the same procedure as provided in this section. You shall bear only your direct costs of returning the goods, i.e. bus tickets, gasoline costs etc.



Return of items ordered through electronic devices in store, paid for at the till: Please note that in respect of orders that were originally placed through an electronic device in a ZARA store in Croatia and that were paid for at the till of that store, returns can only take place in any ZARA store in Croatia, and not via any other method.

(ii) *Returns by Courier:*

For ZARA items:

When returning the product(s) by Courier arranged by us, you should contact us by sending us an e-mail on [info-hr@zara.com](mailto:info-hr@zara.com); via the "My Account" or "Returns" section on this website arrange for the product to be collected at the original delivery place. You should send the product in its original packaging and follow the directions on the "RETURNS" section of this website. If you have bought any goods as a guest, you may request returns by Courier by sending us an email to [info-hr@zara.com](mailto:info-hr@zara.com). You shall bear the costs of using this option in amount listed in "RETURNS" section of this website. The respective amount will be set off against the amount that we are obliged to reimburse you as effect of your withdrawal.

For ZARA HOME items:

In limited cases as mentioned in the INFO > HELP > RETURNS section of our website, you may return the products, in which case we will send a courier to pick up your package at the address of your choice. You shall bear the costs of using this option in the amount listed in "RETURNS" section of ZARA HOME website: [www.zarahome.com/hr](http://www.zarahome.com/hr). The respective amount will be set off against the amount that we are obliged to reimburse you as an effect of your withdrawal.

(iii) *Returns to collection points:*

You can request from us a pre-paid postage label for you to be able to attach to the parcel and drop your parcel off at your local office of Croatian Post or drop-off stations. In order to do this, you should access the "My Account > Orders and returns" section of the website, and follow the steps provided. You must send the item in the same package that you received it, and follow the directions on the "Returns" section of this website. You shall bear costs of using this option in the amount listed in the "RETURNS" section of the ZARA website. The respective amount will be set off against the amount that we are obliged to reimburse you as the effect of your withdrawal.

Please note the returns of ZARA HOME products purchased through this website to collection point could be made following the same procedure as provided in this section. In this case shall bear the costs of using this option in the amount listed in "RETURNS" section of ZARA HOME website: [www.zarahome.com/hr](http://www.zarahome.com/hr). The respective amount will be set off against the amount that we are obliged to reimburse you as the effect of your withdrawal.

After examining the article, we will inform you of whether you have the right to reimbursement of the amounts paid. Delivery charges will be reimbursed when the right of withdrawal is exercised within the statutory period and all relevant goods 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 reimbursement until we have received the goods back or you have supplied evidence of having sent

back the goods, whichever is the earliest. The refund will always be paid using the same payment means you used to pay for your purchase.

You shall assume the cost and risks of returning the products to us, as indicated above.

If you have any questions, you can contact us via contacts of Customer Service, by sending us an email at [info-hr@zara.com](mailto:info-hr@zara.com).

#### **15.4 Returns of defective products**

If you think that at the moment of delivery the product is not as stipulated in the Contract, you must contact us immediately by sending us an email to [info-hr@zara.com](mailto:info-hr@zara.com); via "My Account" or "Returns" sections on web; writing on our contact form, providing the product details and the damage sustained.

You must return the product at any ZARA store in Croatia with the E-ticket that was attached to the Delivery Confirmation, which you can present by showing it in digital form on your mobile device or by bringing to the shop a print-out of it, or giving it to the courier that we send to the original delivery place.

We will carefully examine the returned product and will notify you by email within a reasonable period if the product may be exchanged or whether you have a right for a refund (as appropriate). The refunding or replacement of the article 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. If a defect or damage is confirmed on the returned products, we will give you a complete refund including the charges you have accrued of delivery and return. We shall bear costs to the extent provided by the applicable law and we retain our right to decline payment of costs which evidently have not been necessary or required for exercising of the consumer rights. The refund will always be paid using the same payment means you used to pay for your purchase.

The buyer has legal rights to free legal remedies in case of lack of conformity of the products, and which legal remedies are not affected by the commercial guarantee.

#### **15.5 Change of size (only for ZARA items)**

If you decide that the item that you have purchased is in the wrong size for you, then you may be able to request a change in its size, without having to pay an additional delivery charge for the new item being sent to you provided you return the original item. This is regardless of your right of withdrawal, which will continue to exist legally and contractually. You can request the change of size via the "Orders and Returns" section of "My account" on this website. You should select the new size of your item, and provided that (i) it is the same item, (ii) its price on the website is equal to or greater than the price that you paid for the original item (but please note, in this case only, you will not be charged for the price) and (iii) only certain means of payment have been used (please see Clause 12 of these Terms and 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. This option is not available for ZARA HOME products sold via this website.

Once you have requested the change and selected the appropriate return method, you must return the original item, either in any ZARA store in Croatia or via a courier that we will send to your home. 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 website. Neither of the two options for returning the item will generate additional costs for you.

If you return the item in any ZARA store in Croatia, you should present with the item along with the ticket that was included with the delivery of the item. If you return the item by courier arranged by us, you should return it in the same package that you received it, and follow the directions on the "Orders and Returns" section of this website.

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 the Terms and Conditions, including the exercise of the right of withdrawal.

Please note that if after 14 calendar days from the change request in the website, 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 the Terms and Conditions.

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

If you have ordered products from outside Croatia from another EU member state via this website the above clauses 15.1, 15.2, 15.3 and 15.5 apply with the restrictions that the collection by a courier commissioned by us can only be made from the original delivery address within Croatia.

At the same time, we would like to inform you that we are under no circumstances (with exception of clause 15.4 to which this clause 15.6 does not apply) obliged to pay shipping costs to destinations other than the original delivery address nor the return costs from destinations outside Croatia. You should bear those costs by yourself.

### **16. LIABILITY AND WAIVING LIABILITY**

Unless otherwise indicated expressly in these Conditions, our liability regarding any product acquired on our website 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 was 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. operating loss; iii. loss of profits or contracts; iv. loss of forecast savings; v. loss of data; and vi. loss of business or management time.

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

All product descriptions, information and materials shown on this website are provided "as is", with no express or implied warranties on the same, except those legally established. In this sense, if you are contracting as a consumer or user, 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 this website; (ii) are fit for the purposes for which goods of this kind are normally used; (iii) show the quality and performance which are normal in goods of the same type and which can reasonably be expected. To the extent permitted by law, we exclude all warranties, except those that may not be excluded legitimately.

## **17. INTELLECTUAL PROPERTY**

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

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

You must not make undue use of this website by intentionally introducing viruses, Trojans, worms, logic bombs or any other software or technologically damaging or harmful material. You shall not attempt to make unauthorized access to this website, the server on which the site is hosted or any server, computer or database related to our website. You undertake not to attack this website 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, authorization to use this website 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 this website or downloading content from the same or those to which this site redirects you.

## **19. LINKS FROM OUR WEBSITE**

If our website contains 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. Accordingly, we shall not accept any liability for any damage or harm deriving from their use.

## **20. WRITTEN COMMUNICATION**

The applicable regulations require that some of the information or notifications that we send to you be in written form. By using this website, you agree that most of the communication with us will be electronic. We will contact you by email or we will provide you information by posting alerts on this website. 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 statutory rights.

## 21. NOTIFICATIONS

The notifications that you send us must be sent preferably to email at [info-hr@zara.com](mailto:info-hr@zara.com). Pursuant to the provisions in Clause 20 above and unless otherwise stipulated, we may send you notifications either by email or to the postal address you provided us when placing an order.

It is understood that notifications will be received and acted upon as soon as they are posted on our website, 24 hours after they have been sent by email or three days after the postage date on any letter. 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 email, that the notification was sent to the email address specified by the recipient.

## 22. TRANSFER OF RIGHTS AND OBLIGATIONS

The Contract is binding for both Parties, 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 recognized by law or cancel, reduce or limit in any way the express and tacit warranties that we may have given you.

## 23. EVENTS BEYOND OUR CONTROL

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.
- 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.

## **24. 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 formalized and notified to you in accordance with the provisions of the Notifications section above.

## **25. 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.

## **26. ENTIRE CONTRACT**

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

The Parties 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 Party 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). 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.

## **27. 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 this website or place each order, except when by law or decision of governmental entities we must make changes retroactively to said policies, Conditions or Privacy Policy. In this case the possible changes will also affect orders made previously by you.

## 28. APPLICABLE LEGISLATION AND JURISDICTION

The use of our website and the product purchase contracts through said website shall be governed by the legislation applicable in Croatia.

Any controversy that arises or is related to the use of the website or said contracts shall be subject to the non-exclusive jurisdiction of the competent courts in Croatia.

If you are entering into the contract as a consumer, nothing in this Clause shall affect the statutory rights you have, as recognized in any applicable legislation in this area.

## 29. COMMENTS AND SUGGESTIONS

If you as a buyer consider your rights have been breached, in accordance with Art. 10 of the Consumer Protection Act you can address your complaints to us via post at our address: ITX Hrvatska d.o.o., Avenija Dubrovnik 16, 10000 Zagreb, or via email to [info-hr@zara.com](mailto:info-hr@zara.com).

Your comments and suggestions are always welcome. Please send any comments and suggestions via email to [info-hr@zara.com](mailto:info-hr@zara.com) or customer service contacts.

Moreover, there are official claim forms available to consumers and users. Those can be requested by sending us email to [info-hr@zara.com](mailto:info-hr@zara.com).

If the purchase from us was concluded online through our website, we hereby inform you that you are entitled to request an extrajudicial dispute settlement as a consumer, and in accordance with the Alternative Consumer Dispute Resolution Act (NN 121/16, 32/19) through one of the following bodies for alternative dispute resolution of consumer disputes:

1. Mediation Centre at the Croatian Mediation Association, Zagreb, Kneza Mislava 12, [info@mirenje.hr](mailto:info@mirenje.hr);
2. Profi Test d.o.o., Mediation Centre „Medijator“, Bjelovar, Petra Hektorovića 2, [medijator@medijator.com.hr](mailto:medijator@medijator.com.hr);
3. Mediation Centre at the Croatian Chamber of Economy, Zagreb, Rooseveltov trg 2, [mirenje@hgk.hr](mailto:mirenje@hgk.hr).

*Last updated: 3rd October 2025.*

## ANNEX

Model withdrawal form

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

Address: ITX Croatia Ltd., Avenija Dubrovnik 16, Zagreb, Croatia, operating under the trading name of ZARA; email address [info-hr@zara.com](mailto:info-hr@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 for paper forms)

Date

(\*) Delete as appropriate



## TERMS AND CONDITIONS OF USE OF '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 Conditions of [www.zara.com/hr](http://www.zara.com/hr).

Features available on the App include: (i) the option to purchase goods via ZARA's App, this being deemed to be a purchase made on the Online Store, and therefore subject to the Purchase Conditions of [www.zara.com/hr](http://www.zara.com/hr); (ii) the option to manage receipts for purchases made on ZARA's online stores (the "Online Store") and, (iii) the option to receive the electronic receipt or electronic proof of purchase, by showing at ZARA's Physical Stores the designated exclusive QR for such purposes. Both ZARA Physical Store and Online Stores are operated in Croatia by the company ITX HRVATSKA d.o.o. having its registered office at Zagreb, Avenija Dubrovnik 16, e-mail: [info-hr@zara.com](mailto:info-hr@zara.com), number of registration in the Court Register of Commercial Court in Zagreb 080601466 and PIN Number 48857810659.

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

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

Customers can purchase goods on [www.zara.com/hr](http://www.zara.com/hr) via ZARA's App. Therefore, purchases made using the App are deemed to be purchases made on the Online Store and as such, are subject to the Purchase Conditions of [www.zara.com/hr](http://www.zara.com/hr), which you need to accept upon purchasing any good.

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

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

#### **1.3 Obtaining an electronic receipt for the purchase made in a physical store**

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

An invoice for the purchase made in a physical store and issued in electronic form contains the elements of the invoice made in a physical store issued on paper.

The invoice for the purchase made in the physical store will contain two QR codes - one QR which is a mandatory component of the invoice under the Cash Fiscalization Act and another QR code which contains information about your purchase and which is used to return the purchased goods, and in order to generate a digital version of the receipt in the App ("e-confirmation").

From this moment on, you may make exchanges or returns at Physical Stores using said receipt, under the applicable Terms and Conditions, according to the commercial policy of ZARA, and, in any event, in accordance 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 expressly request the e-receipt or the proof of purchase in electronic form, thus opting

out of receiving it in paper form. In any case, you may always request the paper receipt by contacting our Customer Service, via any of the means of communication advertised on the ZARA website.

In any case, the governing regulation on e-receipts or any other regulation applicable, and those to which these Terms and Conditions 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 the App be sent by email to an email address provided.

#### **1.4 Scan receipts**

If your original receipt is in paper format, you can generate a digital version of the same receipt by scanning the e-confirmation QR code that is found printed on the receipt. From then on, you can use this electronic receipt with the e-confirmation to make returns in Physical Stores, although please note that any returns will always be in accordance with the relevant terms and conditions, ZARA's commercial policies, and all relevant legislation.

### **2. AVAILABILITY OF SERVICES OFFERED VIA THE APP**

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 the Company 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 the 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 the App.

### **4. INTELLECTUAL PROPERTY, INDUSTRIAL PROPERTY AND OTHER RIGHTS ASSOCIATED WITH THE APP**

Any of the elements that form part or are included in the App are the property or are under the control of the Company 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 the Company or the legal right holders incorporate into their property 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, the Company does not assign or transfer any rights over their Property or over any third-party properties.

The Company 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), transmit, communicate, 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.

The Company reserves all rights over the Property that it owns including, but not limited to, all intellectual and industrial property rights that it holds over the Property.

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

Notwithstanding the foregoing, the Company 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 the Company or of any other third-party legal right holder, or violates any other applicable laws.