

ZARA GIFT CARD  
GENERAL TERMS AND CONDITIONS OF USE

1. The Gift Card (hereinafter, the Card) is the property of the issuer thereof (hereinafter, ZARA), the corporate entity details of which are shown on the Card itself or on the e-mail attaching the virtual Card and the cardholder holds same as a mere depository.
2. The Card is available in the following formats:
  - 2.1 physical Card for sale at any ZARA point of sale located in the Republic of Ireland (hereinafter, ZARA stores);
  - 2.2 physical Card for sale via the [www.zara.com](http://www.zara.com) website for the Republic of Ireland (hereinafter, [www.zara.com](http://www.zara.com)).
  - 2.3 virtual Card for sale via [www.zara.com](http://www.zara.com).
3. The Card can be used to purchase any item for sale in any of the ZARA stores or via [www.zara.com](http://www.zara.com); the Card cannot be used in stores of any other country or at the [www.zara.com](http://www.zara.com) website in any other country.
4. The Card can be purchased by any means of payment accepted at the ZARA stores or at [www.zara.com](http://www.zara.com) (which depends on the place where the Card was acquired). The Card shall not be paid for by means of another Gift Card.
5. Any outstanding balance of the Card shall not be refunded, or exchanged for cash. Notwithstanding this, and as is the case with all items offered for sale at ZARA stores or via [www.zara.com](http://www.zara.com) (under the terms and conditions provided in accordance with the place of purchase) the return of any Card which has not been used shall be accepted, within the following terms:
  - 5.1 physical Cards purchased at any ZARA store may be returned within ONE MONTH of the date of purchase;
  - 5.2 physical Cards purchased via [www.zara.com](http://www.zara.com) may be returned within ONE MONTH from the date of the e-mail confirming shipment; or
  - 5.3 virtual Cards purchased via [www.zara.com](http://www.zara.com) may be returned within ONE MONTH of the date of dispatch of the virtual Card by ZARA to the intended recipient thereof.

The price paid for the Card shall be refunded using the same means of payment used to purchase it. For such refund, the original sales receipt or e-ticket (depending on whether the Card was purchased at a ZARA store or via [www.zara.com](http://www.zara.com)) and, where appropriate, the payment card and the payment receipt must be produced to ZARA. The e-ticket was attached to the email confirming shipment, and is also saved under "your account" on our website, and on the ZARA mobile app. Return of any card purchased abroad or at any [www.zara.com](http://www.zara.com) website of any other country shall not be accepted in the Republic of Ireland.
6. The Card can be used as often as the cardholder thereof would like while it is valid, and until the total amount has been used up.
7. Every time the Card is used, the remaining balance on the Card shall be calculated by reference to the difference between the balance prior to the purchase, and the relevant amount used up in such purchase. Where the purchase price is in excess of the remaining balance on the Card, the difference may be paid through any means of payment accepted at ZARA stores or at [www.zara.com](http://www.zara.com), as the case may be.
8. The remaining balance on the Card is shown on the cash register receipt every time a purchase is made with the Card, for purchases made at any ZARA store, or in the information provided

upon placing an order, for purchases made via [www.zara.com](http://www.zara.com). The remaining balance of the Card may be checked at any ZARA store or at [www.zara.com](http://www.zara.com). Unless evidence is given to the contrary, the balance of the Card from time to time remaining shall be the one determined by the cash register used at ZARA stores, or the one determined via [www.zara.com](http://www.zara.com).

9. Items purchased with the Card at any ZARA store shall be subject to the same exchange and return policy as any other items purchased at any ZARA store. Items purchased with the Card via [www.zara.com](http://www.zara.com) shall be subject to the exchange and return policy shown on [www.zara.com](http://www.zara.com).
10. Where appropriate, refunds for items purchased with the Card which are returned shall be made in the following manner:
  - 10.1 by crediting the price of the returned item(s) back onto the remaining balance of the Card, provided that such Card exists and is valid when the return is made.
  - 10.2 where the Card does not exist or where the Card is not valid for whatever reason, by a Voucher Card:
    - 10.2.1 issued by ZA Clothing Ireland Ltd., in store, for any refund of items purchased at any ZARA store, in accordance with the relevant exchange and return policy; or
    - 10.2.2 issued by FASHION RETAIL, S.A.U., sent by e-mail, to the e-mail address of the customer who made the purchase with the Card, for any refund of items purchased online via [www.zara.com](http://www.zara.com) and returned in accordance with the relevant exchange and return policy governing [www.zara.com](http://www.zara.com)

The refund methods stated above are an essential term, and as such, they are deemed to be expressly accepted upon purchasing and/or using the Card.

11. The Card is valid for a three-year period commencing on:
  - 11.1 the date of purchase, in respect of a physical Card purchased at any ZARA store;
  - 11.2 the date of the email confirming shipment, in respect of a physical Card purchased via [www.zara.com](http://www.zara.com); or
  - 11.3 the date of dispatch of a virtual Card by ZARA to the intended recipient thereof.Once expired, the Card cannot be renewed, or used to purchase goods, nor shall any unused remaining balance in the Card be claimed.
12. The Card is a bearer instrument. Its cardholder shall be solely responsible for the use and safe-keeping of the Card. The Card shall not be replaced in the case of theft, loss or damage thereof. However, ZARA may replace the Card in case of change of format of the Card.
13. Where a virtual Card is purchased via [www.zara.com](http://www.zara.com), ZARA shall not be responsible for the non receipt or the delay in receiving such Card by its intended recipient on grounds beyond ZARA's control, including, without limitation, non-receipt or delay caused by: (i) the deficiencies in or the breakdown of telecommunications lines/systems, (ii) the delay in the transmission of information or data or the loss of information or data which may occur; (iii) the inaccuracy of the details of the recipient of the virtual Card provided by the purchaser of the Card; (iv) the non delivery of the Card at the e-mail address provided, or (v) the fact that the e-mail containing the virtual Card sent by ZARA is deemed to be spam or unwanted e-mail.
14. Cards obtained by any unlawful means shall be null and void and they shall not be used to purchase items, nor be refunded.

15. The Card shall not be used for the purposes of advertising or promoting products and/or services marketed by any third party other than the issuer of the Card, unless prior written consent is given by ZARA.
16. The purchase and/or use of the Card is conditional upon the full acceptance of these terms and conditions by the cardholder, which have been made available to the customer upon purchase of the Card, and which are also available at ZARA stores and/or at [www.zara.com](http://www.zara.com).