

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) and the purchase of products on it based on the purchase contract concluded between us and you through this website (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 concluding of the relevant Contract (as defined further on) shall be those that apply and these constitute the inseparable part of the Contract.

If you have any query regarding the Conditions or the Data Protection Policies, you may contact us by using the contact form placed on this website.

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 by Inditex Slovakia, s. r. o., with registered address at Einsteinova 18, 851 01 Bratislava, with e-mail address info-sk@zara.com, with telephone number for identification purposes only +420 224 239 873, IČO 36 779 644, registered with the Commercial Register of the District Court Bratislava I, Section Sro, File No. 46042/B, with VAT Number SK 2022395078.

Supervisory authority:

Slovenská obchodná inšpekcia
Inšpektorát SOI pre Bratislavský kraj
Prievozská 322, P.O.Box 5, 820 07 Bratislava 27
Odbor technickej kontroly výrobkov a ochrany spotrebiteľa a právny odbor

Úrad verejného zdravotníctva Slovenskej republiky
Trnavská cesta 52, 826 45 Bratislava
Odbor hygieny výživy, bezpečnosti potravín a kozmetických výrobkov

3. YOUR DETAILS AND YOUR VISITS TO THIS WEBSITE

The information or personal details that you provide us shall be processed fully in accordance with the 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, complete and correspond to

reality. You bear the full responsibility for providing us with true, complete and real personal data under respective legal regulations.

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, completely 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 and fully accept the Conditions. Moreover you declare and confirm that before placing an order we sufficiently inform you about acts necessary for conclusion of the purchase contract by describing them in these Conditions located at the respective subpage of the website, the purchase contract will not be stored in electronic version and you are entitled to ask for it in writing and that the language offered for the conclusion of the purchase contract is the Slovak language.

5. SERVICE AVAILABILITY

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

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

6. FORMALISING THE CONTRACT

The information contained in these Conditions and the details contained on this website do not constitute an offer of sale, but rather an invitation to enter into a contract. There shall be no contract between you and us in relation to any product until your order has been expressly accepted by us. If your offer is not accepted and your account has already been charged, you shall be reimbursed in full.

To place an order, you must follow the online purchasing procedure and click on "Confirm payment". Beware that by placing an order you are obliged to pay for your order. After doing so, you will receive an email confirming receipt of your order (the "Order Confirmation"). This does not mean that your order has been accepted by us. Your order is an offer that you are making to us to buy one or more products. All orders are subject to our acceptance. You will be informed of our acceptance via an email in which we will confirm that the order is being sent (the "Shipment Confirmation"). The contract between the Parties to buy a product (the "Contract") is concluded only when we send you the Order Confirmation.

A summary of the details of your order will be attached to the Shipment Confirmation ("e-ticket").

7. AVAILABILITY OF PRODUCTS

All product orders are subject to availability. 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 or provide you with the option to withdraw from the Contract (cancellation of order) via an email. If you do not wish to order the substitute products and perform the withdrawal of the Contract or cancel the order, we will reimburse any amount that you may have paid within the period of 14 days as of the delivery of an email. Provided you do not withdraw from the Contract or cancel the order or accept the substitute product within the reasonable period of time we are entitled to withdraw from the Contract and to reimburse you any amount that you may have paid within the period of 14 days as of the delivery of our withdrawal from the Contract to you.

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

Notwithstanding 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 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. We are entitled to deliver the order before lapsing of time for the delivery agreed in the Contract or determined in these Conditions.

The available shipping methods, the associated amounts and any other relevant information is described in the Shopping Guide. In any case, the delivery information is always notified in the product detail page, in the shopping cart, along the purchase process and in the Order confirmation. As well, prior to the completion of the purchase process, all your order information is given.

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

As for the virtual gift card (hereinafter referred to as “eCard”), we will deliver it on the date indicated by you when placing the order.

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 within the period of 14 days as of the

cancellation. Keep in mind in any case that we do not make home deliveries on Saturdays, Sundays or state holidays, except in the case of the eCard which will be delivered on the date specified by you.

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. Please note a third person authorized by you to take over the order has to provide us with the copy of Shipment Confirmation.

The eCard will be considered delivered as set out in the Terms of Use of the gift card and, in any case, at the time of sending this to the email address specified by you.

You are entitled to dismiss the order with defects or to confirm taking order with defects over and subsequently to follow our Complaint policy incorporated in these Conditions. In case of dismissal of taking order with defect over all expenses for returning the order shall be borne by us.

If you have chosen "Deliver to store" as the delivery method we will inform you after your order if "instant delivery" is available for the items in your order. Since this service depends on inventory and other factors, it cannot be guaranteed for all orders. If we have informed you that "instant delivery" is available, your order will be ready for collection at the ZARA store of your choice earlier than the estimated delivery date stated in our Shopping Guide on our website. In this case, we will inform you of the earliest possible pick-up time as soon as your order has been prepared at the store. You can either collect the order yourself (by showing the order number and proof of your identity) or authorize another person to collect it on your behalf. In this case, the authorised person must provide the order number and proof of his/her identity.

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 cheapest 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 for reasons not attributable to us may have an additional cost which we will be entitled to fully pass on to you.

This clause does not apply to the eCard, whose delivery is governed by the provisions of the Terms of Use of the Gift Card and the provisions of clause 9 above.

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 or in case taking over of order is not performed in time the transmission on risk on the order is effective as of time when we allow you to dispose with the order and you or third party authorized by you will not take over it.

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 9 above), if that were to take place at a later time.

12. PRICE AND PAYMENT CONDITIONS

12.1 General Information

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 via email or in writing. If we are unable to contact you, the order will be considered cancelled and all amounts paid will be reimbursed to you in full within the period of 14 days as of the cancellation.

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 recognized by you as an incorrect price.

The prices on the website include VAT (with exception of gift cards / eCards / vouchers), but exclude delivery and postage charges, which are added to the total price as indicated in our Shopping Guide (see the section on Delivery Charges).

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, Visa Electron and PayPal. Also, you can pay all or part of the price of your purchase with a gift card, an eCard or a voucher issued by Inditex Slovakia, s. r. o. for the brand ZARA for Slovakia.

Please note that the option "Change of size" will only be available when the following means of payment are used: American Express, Visa and MasterCard.

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.

If your payment method is PayPal, the charge will be made when we confirm your order.

When you click "Confirm payment", you are confirming that you are aware of the fact that the order implies an obligation to pay and the credit card is yours or you are the rightful holder of gift card, the eCard 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.

You are entitled to change already selected payment method only based on our mutual agreement.

Inditex Slovakia, s. r. o. has commissioned Fashion Retail, S.A. with its corporate seat at Avda de la Diputación, Edificio Inditex, Arteixo, A Coruña (Spain), registered in the commercial register of A Coruña, vol. 3425, page 49, C-47731, 1st entry, and tax identification number A-70301981, with the processing of all payments made via this website and making refunds.

12.2 Ordering with the help of electronic devices

If you wish to place an order by using an electronic device provided by us in a store, you must follow the steps that appear on the device during the purchase process. You can change all the details of your order during that process, e.g., you can choose the payment method before completing the order. Please note that by pressing the button "Authorize payment" you agree to pay for your order.

13. BUYING GOODS AS A 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 non-registered user.

14. EXPRESS CHECKOUT

The express checkout feature (hereinafter the "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 "View 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 this website 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 have to accept the applicable Privacy Policy.

By agreeing to use Express Checkout, you authorise 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 "My Account" section of this webpage.

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.

You may change your Favorite Card linked to Express Checkout in the "My Account" section of this webpage.

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

15. 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) with exception of purchases of gift cards / eCards / vouchers.

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, VAT would be charged appropriately by us if goods are supplied to the customer who is or is required to be a taxable person for VAT purposes.

16. EXCHANGE/RETURN POLICY

16.1 Statutory right of withdrawal

Right of withdrawal

If you are contracting as a consumer (pursuant to the Article 2, Lit. b) of the Act No. 250/2007 Coll. on Protection of Consumer as amended), 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 at ZARA, under the address Inditex Slovakia, s. r. o., trading as ZARA, Einsteinova 18, 851 01 Bratislava, by sending an email to info-sk@zara.com, through section "My account" or "Returns" of the website or by writing to our contact form, of your decision to withdraw from this Contract by an unequivocal statement. You may use the model withdrawal form as set out in the Annex, but it is not obligatory. If you have bought any good as a guest you may exercise the right of withdrawal by following the link included in the Order Confirmation.

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 or if the withdrawal is sent at the last day of the withdrawal period at the latest.

Effects of withdrawal

If you decide to withdraw from this Contract, we will return to you all payments received from you, including delivery and postage charges to the original delivery place (except for any additional charges resulting from your choice of any delivery method other than the cheapest ordinary delivery method that we offer) without any undue delay, and at any rate, within 14 days of the date on which the withdrawal of this Contract has been delivered to us. We will carry out such reimbursement using the same means of payment as you used for the initial transaction, if not agreed otherwise between us. 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 them over to us at any ZARA store in Slovakia 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 of the goods beyond what is necessary to establish the nature, characteristics and functioning of the goods.

16.2 Contractual right of withdrawal

In addition to the statutory right to withdraw from the Contract for consumers, mentioned in Clause 16.1 above, we grant you a period of 30 days from the date of the Shipment Confirmation to return the products (except those mentioned in Clause 16.3 below, for which the right to cancel is excluded).

The return of the gift card/eCard 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. Delivery and postage charges will not be reimbursed.

You may exercise your contractual right of withdrawal in accordance with the provision of Clause 16.1 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 day term as from the Shipment Confirmation.

16.3 Common provisions

You are entitled to withdraw from the Contract before the commencement of passing the period for the withdrawal.

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 (items manufactured according to particular requirements of the consumer, tailor made items or items determined particularly for one consumer)
- 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.

Your right to cancel the Contract shall apply exclusively to the products that are returned in the same condition in which you received them. No reimbursement will be made if the product has been used once it has been opened beyond what is necessary to establish the nature, characteristics and functioning of the goods, for products that are not in the same condition as when they were delivered or if they have been damaged, so take care of the products while in your possession.

Please return the products, if possible, by using or including all original packaging. In any case, you must return / send the product to be returned together with the e-ticket that was attached to the Shipment Confirmation, which is also saved under your account on our website, and on the Zara mobile app.

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

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

(i) Returns at any ZARA store:

You may return any product to any ZARA store in Slovakia which has the same section as the product you wish to return belongs to. In such case, you should go to such store and present the product(s) with the e-ticket that was attached to the Shipment Confirmation, which is also saved under your account on our website, and on the ZARA mobile app. You can present the e-ticket either by showing it in digital form on your mobile phone, or by bringing to the store a print-out of the e-ticket.

(ii) Returns by Courier:

When returning the product(s) by Courier arranged by us, you should contact us through section "My account" or "Returns" of the website or by writing to our contact form to arrange for the product(s) to be collected at your home. Please return the product in its original packaging, if possible, 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 writing to our contact form.

None of the two options just mentioned require you to pay additional costs.

Please note that, following delivery of the order, if you exercise your statutory or contractual right of withdrawal and you are the one who organizes the transport of the returned products, without

that service having being offered by us, we cannot assume the risk on the return package when it refers to causes not attributable to us. In any case, nothing in this clause will affect your statutory rights.

Moreover, please remember that you will be responsible for the contents of the return package when you use any of the return options offered by us. In the event that there is an error in the content of the return package not attributable to us, we will be entitled to pass on you the corresponding costs if it is possible to manage the return of the package to your attention.

After examining the article, we will inform you of whether you have the right to reimbursement of the amounts paid. Delivery and postage 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 on our contact form or by phone, dialing at 0800110754.

16.4 Change of size

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 statutory and contractual rights of withdrawal, which will continue to exist. 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 won't be charged for the price) and (iii) only certain means of payment have been used (please see Clause 12 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, either in any ZARA store in Slovakia which have the same section to which the item you wish to change belongs to, 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 (with exception of failed return of the original item regulated in the last paragraph) additional costs for you.

If you return the item in any ZARA store in Slovakia, which have the same section to which the item you wish to change belongs to, you should present as well as the item, the e-ticket that was attached to the Shipment Confirmation, which is also saved under your Account on our website and on the Zara app; you can present the e-ticket either by showing it in digital form, or by bringing to the store a print of the e-ticket (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, please return it, if possible, 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 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’.

16.5 Right of withdrawal and return for orders from abroad

If you have ordered products from outside Slovakia from another EU member state via this website, the above clauses apply with the restrictions that the collection by a courier commissioned by us can only be made from the original delivery address within Slovakia. At the same time we would like to inform you that we are under no circumstances (with exception of cases of statutory warranty law to which this provision doesn’t apply) obliged to reimburse shipping costs to places other than the original delivery address and/or the return costs from places outside Slovakia.

17. Complaint policy

We shall be liable for defects that the order has at the moment when it was taken over by us. In case of used order, we shall not be liable for defects arisen due to the use or wear. In case of order sold for a lower price, we shall not be liable for the defect due to that the lower price was agreed on.

If your complaint is lodged in time the procedure and our rights according to the Articles 622 and 623 of the Civil Code are as follows:

If the defect can be removed, you shall have the right to a free, timely and due removing of the defect. We must remove the defect without undue delay.

You may demand exchange of the order instead of removing the defect; if the defect concerns only a component of the order, you may demand an exchange of the component, if no disproportionate costs arise for us in comparison to the price of the order or the importance of the order.

We may always exchange the defective order for a faultless one instead of removing the defect if such does not cause you serious difficulties.

If the defect cannot be removed and prevents a proper use of the order as a faultless order, you have the right to an exchange of the order or to withdraw from the Contract. The same rights shall belong to you if the defects can be removed but you cannot use the order properly due to a repeated occurrence of the defect after the repair or due to a larger number of defects.

In case of other irremovable defects, you shall be entitled to an adequate discount from the price of the order.

We instructed you by your rights arising from the Articles 622 and 623 of the Civil Code stated above by placing these Conditions at respective subpage of the website and you had the option to acquaint with before sending the order.

We are liable for the defects of the order under the Slovak law and you are obliged to lodge the complaint to us.

The valid Complaint policy is applicable for complaint procedure incorporated in these Conditions. You have been duly acquainted with the Complaint policy, with conditions and method of the complaint of the order in compliance with the Article 18, Sec. 1 of the Act No. 250/2007 Coll. on Protection of Consumer as amended before conclusion of the Contract by placing these Conditions at respective subpage of the website and you had the option to acquaint with before sending the order.

The Complaint policy applies solely to the order bought by you through this website.

If the order has defect you can lodge the complaint at the complaint department at any ZARA shop Slovakia or giving it to the courier that we send to your home along with the notification on complaint, for instance that is placed on our website. We recommend you to insure the order. The notification on complaint must include the description of the defect and declaration which right described in the Articles 622 and 623 of the Civil Code and above you exercise.

The complaint procedure shall commence as of the day the notification on complaint and the order with defect is delivered to us.

We shall provide you with the Confirmation on complaint via email or in writing including the date of the complaint, the type of the order, complained defects of the order, when and where the order was purchased and repeatedly instruct you on your rights arising from Articles 622 and 623 of the Civil Code above placed in these Conditions. We are obliged to provide you with the Confirmation on complaint immediately, if you send us the notification on complaint via email. If the immediate delivery of the Confirmation is not possible we shall deliver it to you without undue delay, at latest along with the Evidence on outcome of the complaint.

You are entitled to decide which rights pursuant to Articles 622 and 623 of the Civil Code above you exercise and simultaneously deliver us the information about your decision without undue delay. Based on your decision we are obliged to determine the method of the outcome of the complaint according to the Article 2, Lit. m) of the Act No. 250/2007 Coll. on Protection of Consumer as amended immediately, in more complicated matters within the period of 3 days as of the commencement of the complaint procedure, in reasoned cases within the period of 30 days as of the commencement of the complaint procedure. After determination of the method of the outcome of the complaint we process the complaint immediately, in reasoned cases we are entitled to process the complaint later on. Nevertheless, the outcome of the complaint must not last more than 30 days as of lodging of the complaint.

After expiration of the period for the settlement of the complaint you are entitled to withdraw from the Contract or exchange of the order with new order.

If you lodge your complaint within the period of 12 months as of the conclusion of the Contract we are entitled to outcome of the complaint by its dismissal solely on the basis of the statement of the expert

or authorized person set forth in the law. Regardless of the outcome of the expert's assessment all expenses are borne by us. We are obliged to hand over the copy of the expert's assessment within the period of 14 days after the outcome of the complaint.

If you lodge your complaint after the period of 12 months as of the conclusion of the Contract and we dismissed it we are obliged to determine the person in the Evidence on the outcome of the complaint to whom you are entitled to send the order for the expert's assessment. Regardless of the outcome of the expert's assessment all expenses are borne by us. If our liability for the defect of the order is proved by expert's assessment you are entitled to lodge your complaint again. In the course of expert's assessment the warranty period is not lasting. We are obliged to reimburse you with all expensed related to the expert's assessment within the period of 14 days as of the repeated lodging of the complaint. Repeatedly lodged complaint is not possible to dismiss again.

We are not liable for defects of the order caused by yourself or if you have been expressly warned by us that the order has defects or you should know about defects of the order taking into account circumstances of the Contract. Moreover, we are not liable for defects if apparent defect of the order that could be founded by you while examination of the order after the delivery and not notified us under the Complaint policy or if you do not lodge your complaint until the expiration of the warranty period or if the defect was caused by mechanical damage by you or third person.

We are obliged to settle the complaint and close the complaint procedure by one of the following methods:

- (i) Handing repaired order over;
- (ii) Exchange of the order;
- (iii) Reimbursement of the purchase price;
- (iv) Reimbursement of adequate sale from the purchase price;
- (v) Written request for taking the fulfillment over;
- (vi) Reasoned dismissal of the complaint.

We are obliged to provide you with the written Evidence on the settlement of the complaint within the period of 30 days as of lodging of the complaint at latest in person or by courier. You will be informed about the outcome of the complaint via email or phone without undue delay as of the closure of the complaint procedure.

The warranty period is 24 months as of the delivery of the order, if not stated otherwise for particular cases.

The warranty period is prolonged for the period during which you did not use the order because of warranty repair of the order.

In case of exchange of the order we shall provide you with the evidence stipulating the information on the exchange of the order and prospective further complaints shall be lodged based on the Contract and such evidence. In case of the exchange of the order new warranty period commences to last for the new order.

The outcome of the complaint solely applies to defects indicated in the notification on complaint and in the Confirmation.

Please beware that the Complaint procedure only applies if you act as a consumer.

We are obliged to provide you with the warranty letter if you require or if its issuance is required due to the character of the order. The warranty letter must include the identification of the seller, the content, scope and conditions of the warranty.

18. INTELLECTUAL PROPERTY

You recognise 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, in compliance with its purpose and good manners.

19. 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 unauthorised 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. You are not entitled to use the website for sending of spam or chain message and to create false messages in order to false the identity of other customers.

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 direct or indirect damage or harm or loss of profit 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.

20. 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.

21. 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 with the 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, invoices, 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.

22. NOTIFICATIONS

The notifications that you send us must be sent preferably through our contact form. Pursuant to the provisions in Clause 21 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.

23. 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 recognised by law or cancel, reduce or limit in any way the express and tacit warranties that we may have given you and shall not reduce the recoverability of the receivable you may have.

24. 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.

25. 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.

26. 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.

27. 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.

28. OUR RIGHT TO MODIFY THESE CONDITIONS

We have the right to review and modify these Conditions at any time. Any modification of Conditions must not violate or limit your right arising from the Contract performed before entering of such modifications into validity. Modifications shall become effective as of the day of their publication on

website. If you do not agree with amended Conditions you are entitled to cancel your Account, otherwise we assume you agree.

You are subject to the policies and Conditions in effect at the moment in which you use this website or place each order.

29. APPLICABLE LEGISLATION AND JURISDICTION

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

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 Slovakian courts.

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

The relationships not stipulated in these Conditions are governed by the respective provisions of legal regulations valid and effective in the territory of the Slovak Republic.

30. COMMENTS AND SUGGESTIONS

Your comments and suggestions are always welcome. Please send any comments and suggestions through our contact form.

Moreover, there are official claim forms available to consumers and users. Those can be requested by sending an email to info-sk@zara.com, through the contact form or by phone, dialing at 0800110754 (toll free call depending on your mobile network).

If you as a buyer consider your rights have been breached or you are not satisfied with the method of the settlement of the complaint, firstly you can address your complaints with the request for the redress to us via the email address info-sk@zara.com in order to seek an out-of-court settlement.

If we reject your request or do not response within the period of 30 days as of sending you are entitled to submit the motion for the commencement of the alternative dispute resolution according to the Article 12 of the Act No. 391/2015 Coll. on Alternative Consumer's Dispute Resolution as amended. The respective subject to solve the dispute is Slovak Trade Inspection, with the registered seat at Prievozská 32, 827 99 Bratislava 27 (<http://www.soi.sk>) or any other authorized subject registered with the list of the subject of the alternative dispute resolutions held by the Ministry of Economy of the Slovak Republic (<http://www.mhsr.sk>). You can also use the platform for the online dispute resolution accessible through the Internet address <http://ec.europa.eu/consumers/odr/>

Last updated on 1 February 2021

ANNEX

Model withdrawal form

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

Address: To Inditex Slovakia, s. r. o., trading as ZARA, Einsteinova 18, 851 01 Bratislava,
and email address info-sk@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:

Bank account Number for returning the payment:

Signature of consumer (only for paper forms):

Date:

(*) Delete as appropriate