

ZARA GIFT CARD GENERAL TERMS AND CONDITIONS OF USE

The purchase or use of the Card entails the acceptance of these terms and conditions, which have been made available to the customer upon purchase of the Card, and which are also available at any ZARA Store and at www.zara.com. The issuer may modify these terms and conditions without notice.

1. The Gift Card (hereinafter, the "Card") is the property of the issuer ZARA CANADA, INC. (hereinafter, "ZARA"). The initial value of the Card or any cash balance thereon belongs to the holder of the Card.
2. The Card can be used only in Canada to purchase any item or service being sold in any ZARA Store or at www.zara.com. The outstanding balance on the Card is not redeemable for cash, except where required by law and, in such event, only at a ZARA Store.
3. The Card can be purchased (i) at any ZARA Store by using any of the means of payment accepted at ZARA Stores or (ii) online at www.zara.com by using any of the means of payment accepted at www.zara.com. Cards cannot be purchased using another Card.
4. The Card can be used as often as the holder would like, until the outstanding balance of the Card reaches zero. The Card cannot be used towards the repurchase or exchange of previously purchased items or services.
5. Where the purchase price of items or services is in excess of the outstanding balance on the Card, the difference may be paid through any payment means accepted at ZARA Stores for purchases being made at such stores or, for online purchases, through any payment means accepted at www.zara.com.
6. The outstanding balance on the Card is shown on the cash register receipt every time a purchase is made with the Card, for purchases made at ZARA Stores, or with the information provided upon placing an online order, for purchases made at www.zara.com. The outstanding balance of the Card may be checked at any ZARA Store or at www.zara.com.
7. Items or services purchased with the Card at: (i) any ZARA Store shall be subject to the same exchange and return policy as is applicable to items or services purchased at such stores using other methods of payment, which policy is available at any ZARA Store; (ii) www.zara.com shall be subject to the purchase terms and conditions including return policy as is applicable to items or services purchased from www.zara.com, which policy is available at www.zara.com.
8. Where appropriate, refunds for items or services purchased with the Card which are returned shall be made by ZARA by crediting the price of the returned product back onto the remaining balance of the Card. However, where the Card no longer exists upon return of the products, the price of such product shall be credited to a Voucher Card unless otherwise required by law.

9. The return of any Card which has not be used yet may be returned of the full refund (excluding shipping and handling in respect of physical Cards purchased at www.zara.com) in the following terms:

9.1 Cards purchased at any ZARA store may be returned within thirty (30) as of the date of purchase.

9.2 Physical Cards purchased via www.zara.com may be returned within thirty (30) as of the date of the shipping confirmation e-mail.

9.3 Virtual Cards purchased via www.zara.com may be returned within thirty (30) as of the date of dispatch of the virtual Card by ZARA to the intended recipient thereof.

Sale of these different card formats shall be subject to availability in Canada.

The amount of the reimbursement shall be refunded or credited using the method of payment originally used for the purchase of the Card. The original sales receipt or e-ticket and, where applicable, any credit or debit card used to purchase the Card, may need to be presented. The e-ticket is attached to the shipping confirmation e-mail, and is also saved under your account on www.zara.com, and on the mobile App. Returns of physical Cards purchased at a ZARA Store may be made to any ZARA Store. Returns of Cards purchased at www.zara.com may be made in one of the following ways: (i) to any ZARA Store that sells Cards, or (ii) by cancelling the Card by following the instructions provided at www.zara.com.

10. The Card should be treated like cash. The issuer is not responsible for loss, theft or unauthorized use of the Card. Cards fraudulently obtained or used will not be honoured and will be cancelled.

11. Where a virtual Card is purchased at www.zara.com, the issuer shall not be responsible for the non-receipt or the delay in receiving such Card by its intended recipient for reasons beyond the issuer's control.

12. The Card shall not be used for the purpose of advertising or promoting products or services marketed by any third party, unless prior written consent from the issuer is obtained.