

REVOCATION POLICY

Right of revocation

If you conclude a contract as a consumer, you have the right to withdraw from it without giving reasons during the statutory revocation period.

The withdrawal period is 14 days from the day on which you or a third party named by you who is not the carrier has taken possession of the goods or, in the case of several items in separately delivered packages, 14 days from the day on which you or a third party named by you who is not the carrier has taken possession of the last package.

To exercise your right of withdrawal, you must inform us of your decision to withdraw from the contract by means of a clear declaration (e.g. by letter sent by post, telephone or email) in one of the following methods. You can also use our [Sample-Cancellation Form](#) , but this is not mandatory.

i. By post:

for ZARA items:

Kommanditgesellschaft ZARA Deutschland B.V. & Co.
Mönckebergstr. 11
20095 Hamburg Germany

for ZARA HOME items:

ITX Deutschland B.V. & Co. KGMönckebergstr. 11
20095 Hamburg
Germany

ii. By email:

for ZARA items: info-de@zara.com) for
ZARA HOME items:
info@zarahome.com

iii. By phone: for ZARA items: 0800 589 1603 for ZARA HOME items: 0800 0001157

iv. Via web form: [Web form](#)

The right of withdrawal does not apply to:

- i. Contracts for the supply of goods that are not prefabricated and for the manufacture of which a personalised selection or specification by the consumer is decisive or which are clearly tailored to the consumer's personal needs.

- ii. contracts for the delivery of sound and or video recordings or computer software in a sealed package, if the seal has been removed after delivery,
- iii. Contracts for the delivery of sealed goods that are not suitable for return for reasons of health protection or hygiene if their seal has been removed after delivery.

Consequences of withdrawal

If you withdraw from this contract, we will refund all payments received from you, including the shipping costs to the original place of delivery (with the exception of additional costs resulting from the fact that you have chosen a delivery method other than the standard delivery offered by us), without undue delay and, in any case, no later than 14 days from the day on which we received the notification of your withdrawal from this contract. For this refund, we will use the same form of payment that you used for the original transaction. Under no circumstances will we charge you any costs for this refund. Notwithstanding the foregoing, we may refuse to refund you until we have received the goods back or until you have provided proof that you have returned the goods, whichever is earlier.

You must return or hand over the goods to us immediately and, in any case, no later than 14 days from the day on which you inform us of your withdrawal from the contract. The deadline is met if you send off the goods before the 14-day deadline expires.

You bear the direct costs of returning the goods.

You can the following options:

- i. Returns to collection points:

You can request to make a return to a collection point in Germany (handover to the postal services or at a packing station). After the request has been checked, you will receive a confirmation email with a QR code and the prepaid return slip to print out and attach to the parcel. The cost of the return is € 1.95 per package and will be deducted immediately from the amount to be refunded to you before the refund. To request a prepaid return please proceed as follows:

Please log in and follow the steps indicated in "my account > returns". If you do not have a Zara.com customer account, please use the link you received in the order confirmation and dispatch confirmation emails.

ii. Returning by your own:

You can also return goods at your own expense to the following address:

for ZARA items:

ZARA
Spedimex Sp. z.o.o.
Sosnowiec 15A
95-010 Stryków k/Łodzi
POLAND

for ZARA HOME items:

ZARA HOME
ARVATO
Panattoni Park V Ul. Składowa 3,
62-064 Plewiska
POLAND

If you choose to return the items to us "cash on delivery", please note that we are entitled to charge you for any costs incurred.

If you decide to return the goods to us at your own expense or by "cash on delivery", we would kindly request that you enclose a printout of the e-ticket attached to the dispatch confirmation email received for the respective item(s) and which is also saved under the "my account" section on our website or in the ZARA app.

Please note that if you make use of the contractual right of return and organise the transportation of the items yourself, i.e. you do not use the return alternatives returns in collection points or returns to the branch, you bear the return risk yourself..

iii. Return by courier (only for ZARA HOME bulky goods):

If you wish to return the items via our engaged courier, you will need to contact us via our web form or by telephone on 0800 0001157. We will offer to have the items collected from your home free-of-charge by a courier. To do this, follow the instructions that you will find under "MY ACCOUNT > RETURNS" on our website.

We will check the returned items and inform you of your right to a credit for the amounts paid. The credit will be issued as soon as possible and, in any case, within 14 days from the date on which we receive notification of your cancellation. Notwithstanding the foregoing, we may refuse to refund you until we have received the goods back or until you have provided proof that you have returned

the goods, whichever is earlier. Refunds are always made using the same means of payment that you used to make the purchase.

You only have to pay for any loss in value of the goods if this loss in value is due to handling of the goods that is not necessary for checking the condition, properties and functioning of the goods.

The return of goods is free of charge for you if you use the following option:

iv. Returns to the branch:

You can return items to any ZARA store in Germany, provided the store has the same product section as that of the item you wish to return.

In such a case, we ask you to come to the store with the item to be returned and the e-ticket that was attached to the dispatch confirmation received for the respective item, which is also saved under the "my account" section on our website or in the Zara app. You can show the e-ticket either in digital form on your mobile phone or in printed form.

END OF THE REVOCATION POLICY