

ZARA GIFT CARD GENERAL TERMS AND CONDITIONS OF USE

1. The Gift Card (hereinafter, the Card) is the property of the issuer ZARA FRANCE S.A.R.L., capital of 59 760 880 euros registered under the N° 348 991 555 RCS of Paris, 22 rue Bergère, 75009 Paris. E-mail : info-fr@zara.com ; phone number: 01.55.78.88.88 (A toll free call depending on your mobile network) (hereinafter, ZARA). The holder of the Card being a mere depositary.
2. The Card is exclusively valid in France to purchase products being sold in any ZARA store or via www.zara.com/fr/.
3. The price of the Card can be paid by any of the means of payment accepted at the ZARA stores or at www.zara.com/fr/. Gift Cards shall not be paid by means of another Gift Card.
4. The return of any Card which has not be used yet, shall be accepted, within the following terms:
 - Physical Cards, within thirty (30) days as of the date of purchase for Cards purchased at any ZARA store, and as of the date of the shipping confirmation e-mail for Cards purchased at www.zara.com/fr/.
 - Virtual Cards, within thirty (30) days as of:
 - the date of dispatch of the Card to the intended recipient, if you have chosen us to be the ones to send it by e-mail.
 - the date of purchase of the Card, if you have chosen to share it by yourself.

The sale of the different card formats defined above (physical and virtual) are subject to their availability in France.

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 the E-ticket and, where appropriate, the payment card and the payment receipt shall be presented. The E-ticket is attached to the shipping confirmation e-mail, and is also saved under your account on www.zara.com/fr/, and on the mobile App. Return of any Card purchased abroad or at any www.zara.com/fr/ website of any other country shall not be accepted.

Remember that any outstanding balance of the Card shall not be refunded, or exchanged for cash.

5. The Card can be used as often as the holder thereof would like, until the total amount has been used up and until its validity period expired.
6. The remaining balance on the Card available shall be the difference between the remaining balance available 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

payment means accepted at ZARA stores or at www.zara.com/fr/, as the case may be.

7. 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/fr/. The remaining balance of the Card may be checked at any ZARA store or at www.zara.com/fr/.
8. Products purchased with the Card at any ZARA store shall be subject to the general purchase terms and conditions as any other products purchased at said stores. Products purchased with the Card via www.zara.com/fr/ shall be subject to the purchase terms and conditions shown on said web.
9. Where appropriate, refund for products 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 the return of the products, the price of such product shall be credited to a Voucher Card.

9.1 Voucher Card, to be handed out in a ZARA store, for any refund for products purchased at any ZARA store.

9.2 Voucher Card, to be sent by e-mail, to the e-mail address of the customer who made the purchase with the Card, for any return of products purchased via www.zara.com/fr/.

Refund methods hereunder provided are an essential term, and as such, they are deemed to be expressly accepted upon purchasing and/or using the Card.

10. The duration of validity of the Card is the following:
 - Physical Cards are valid for a 3-year period from the date of purchase for Cards purchased at any ZARA store, and from the date of the shipping confirmation e-mail for Cards purchased at www.zara.com/fr/.
 - Virtual Cards are valid for a 3-year period from:
 - the date of dispatch of the Card to the intended recipient, if you have chosen us to be the ones to send it by e-mail.
 - the date of purchase of the Card, if you have chosen to share it by yourself.

At the expiry of the validity period, the Card cannot be renewed, or used to purchase products, nor shall any unused remaining balance in the Card be claimed.

11. The Card is a non-nominative Card. Its holder shall be solely responsible for the use and custody of the Card. The Card shall not be replaced in case of

theft, loss or damage thereof. However, ZARA may replace the Card in case of change of format of the Card.

12. Where the virtual Card is purchased via www.zara.com/fr/, 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 inter alia: (i) the deficiencies 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 under any of the circumstances provided under letter (i) above; (iii) the inaccuracy of the details of the recipient of the virtual Card provided by the purchaser of the Card or (iv) the fact that the e-mail sent by ZARA is deemed to be spam or unwanted e-mail.
13. Cards originally obtained through any unlawful means shall be null and void and they shall not be used to purchase products, nor shall the price thereof be refunded.
14. The Gift Card shall not be used for the purposes of advertising or promoting products or services marketed by any third party other than the issuer of the Card, unless prior written consent is given by the latter.
15. The purchase / use of the Card entails the full acceptance of these terms and conditions, which have been made available to the purchaser of the Card at the time of the purchase in ZARA store and on www.zara.com/fr/, and which are also available at any ZARA store and at the www.zara.com/fr/ website.
16. The purchase and use conditions available on www.zara.com/fr/ website also govern the purchase and use of the Card made via this website.