

ZARA GIFT CARD
GENERAL TERMS AND CONDITIONS OF USE

1. Use of this Gift Card constitutes your acceptance of these terms and conditions.
 2. The Card is exclusively valid in Hong Kong SAR (Hong Kong) to purchase products being sold in any ZARA store or via www.zara.com.
 3. The Card may be purchased by any of the means of payment accepted at the ZARA stores or via www.zara.com. The Card shall not be paid for by means of another Gift Card. The sale of the different card formats shall be subject to their availability in Hong Kong.
 4. Once bought, the balance of the Card shall not be refunded or exchanged for cash.
 5. 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, as the case may be.
 6. The remaining balance on the Card is shown (1) on the cash register receipt every time a purchase is made with the Card, for purchases made at any ZARA store, or (2) in the information provided upon placing an order, for purchases made via www.zara.com. The remaining balance of the Card may be checked at any ZARA store or at www.zara.com.
 7. 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 any ZARA store. Products purchased with the Card via www.zara.com shall be subject to the purchase terms and conditions shown on the said website.
 8. Where appropriate, refunds for products purchased with the Card either wholly or in combination with other payment methods, which are returned shall be made by ZARA by crediting the price of the returned product back onto the remaining balance of the Card and other payment methods if applicable. 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.
 - 8.1 Voucher Card to be handed out in a ZARA store, for any refund for products purchased at any ZARA store; or
 - 8.2 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 refund of products purchased via www.zara.com.
- 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.
9. The Card is valid for three years from the date of purchase for the physical Card bought in store, from the date of the shipping confirmation e-mail for the physical Card purchased via www.zara.com or from the date of dispatch of the virtual Card by ZARA to the intended recipient thereof. At the expiry of the validity period, the Card cannot be renewed, or used to purchase goods, nor shall any unused remaining balance in the Card be claimed.

10. The Card is not issued to any purchaser and/ or authorised user by name. ZARA does not offer any replacement of the Card in case of theft, loss or damage thereof.
11. Where the virtual Card is purchased via www.zara.com, ZARA shall not be responsible for the non-receipt or the delay in receiving such Card by its intended recipient for reasons beyond ZARA's control, including but not limited to the following: (i) deficiencies or breakdowns of telecommunications lines/systems, (ii) delay in the transmission of information or data or 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; (iv) the non-delivery of the Card at the email address provided, or (v) the fact that the e-mail sent by ZARA is deemed to be spam or unwanted e-mail.
12. 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.
13. The Card shall not be used for the purposes of advertising or promoting products or services marketed by any third party other than ZARA without ZARA's prior written consent.
14. ZARA reserves the right to amend these terms and conditions at any time without notice.
15. If there is discrepancy between the English and Chinese versions of these terms and conditions, the English version shall prevail.