

ITX Croatia Ltd.

Information about company:

ITX Croatia Ltd.

Avenija Dubrovnik 16, Zagreb, Croatia.

- with e-mail address info-hr@zara.com,

- registered in the Court registry of the Commercial Court in Zagreb, registration number (MBS) 080601466, personal identification number (OIB): 48857810659.

- Amount of company's founding capital: 62.500.000,00 kuna, paid in full

- Board members: Carlos Mato Lopez, Fernando Rey Figueiras and Alvaro Canete Diaz.

- The company name and the registered seat of the legal entity that keeps the accounts and the numbers of these accounts: Zagrebačka banka d.d., Trg bana Josipa Jelačića 10, 10 000 Zagreb - HR1323600001101952825 and HR7823600001500125306, Privredna banka Zagreb d.d., Radnička cesta 50, 10000 Zagreb, HR1623400091110515693 and HR2823400091510515735.

Information about the Online Dispute Resolution platform:

If you as a buyer consider your rights have been breached, you can address your complaints to us via the email address info-hr@zara.com in order to seek an out-of-court settlement.

In this regard, if the purchase from us was concluded online through our website, we, in line with EU Regulation No. 524/2013, hereby inform you that you are entitled to seek to settle the consumer dispute with us out-of court, through the platform for the online dispute resolution accessible through the Internet address <http://ec.europa.eu/consumers/odr/>, and in line with Law on alternative resolution of consumer disputes (Official Gazette 121/16, 32/19) through one of the following Alternative consumer dispute resolution entities:

1. The Mediation Centre at the Croatian Chamber of Economy, Zagreb, Rooseveltov trg 2, web address: <http://www.hgk.hr/centar-za-mirenje/o-mirenju>;

2. The Court of Honour at the Croatian Chamber of Economy, Zagreb, Rooseveltov trg 2, web address: <http://www.hgk.hr/sud-casti-pri-hgk/o-sudu-casti>.