



Company details:

ITX Croatia Limited Liability Company

ITX Croatia Ltd., ITX Hrvatska d.o.o.

- 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: 8.295.170,00 EUR, paid in full

- Board members: Carlos Mato Lopez, Fernando Rey Figueiras and Mariusz Leszczyński

- The company name and the registered seat of the legal entity that keeps the accounts and the numbers of these accounts: Privredna banka Zagreb d.d., Radnička cesta 50, 10000 Zagreb - HR1623400091110515693 and HR2823400091510515735.

Information about the Consumer Complaints and Online Dispute Resolution platform:

If you as a buyer consider your rights have been breached, in accordance with Art. 10 of the Consumer Protection Act you can address your complaints to us via post at our address: ITX Hrvatska d.o.o., Avenija Dubrovnik 16, 10000 Zagreb, or via email to info-hr@zara.com.

Your comments and suggestions are always welcome. Please send any comments and suggestions through our Customer service contacts.

Moreover, there are official claim forms available to consumers and users. Those can be requested by sending an email to info-hr@zara.com.

If the purchase from us was carried out online using our Platforms (our website or App), in accordance with EU Regulation No. 524/2013, we hereby inform you that you are entitled to request an extrajudicial dispute settlement as a consumer through the website <http://ec.europa.eu/consumers/odr/>.