

INDITEX

Company details:

ITX Croatia Limited Liability Company

Short company name: ITX Croatia Ltd.

- Avenija Dubrovnik 16, Zagreb, Hrvatska
- 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: EUR 8,295,170.00, 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 i HR2823400091510515735

Information about the Consumer Complaints and the Consumer Dispute Resolution:

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.

We hereby inform you that you are entitled to request an extrajudicial dispute settlement as a consumer, and in accordance with the Alternative Consumer Dispute Resolution Act (NN 121/16, 32/19) through one of the following bodies for alternative dispute resolution of consumer disputes:

1. Mediation Centre at the Croatian Mediation Association, Zagreb, Kneza Mislava 12, info@mirenje.hr;
2. Profi Test d.o.o., Mediation Centre „Medijator“, Bjelovar, Petra Hektorovića 2, medijator@medijator.com.hr;
3. Mediation Centre at the Croatian Chamber of Economy, Zagreb, Rooseveltov trg 2, mirenje@hgk.hr.

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.