

ZARA GIFT CARD
GENERAL TERMS AND CONDITIONS OF USE

1. The Gift Card (hereinafter, the Card) is the property of the issuer ITX Hrvatska d.o.o. Avenija Dubrovnik 16, Zagreb, Croatia, OIB: 48857810659, selling goods under the trade name ZARA (hereinafter, ITX). The holder of the Card being a mere depositary.
2. The Card is exclusively valid in Croatia to be redeemed for purchase products being sold in any ZARA store or via www.zara.com/hr in the respective amount of the Card.
3. The price of the Card can be paid by any of the means of payment accepted at the ZARA stores in Croatia or via www.zara.com/hr.
4. In addition to your legal right to cancel the purchase contract, as stated in the General Terms and Conditions of purchase of www.zara.com/hr, the return of any Card which has not been used yet shall be accepted within the following terms:
 - 4.1 Cards purchased at any ZARA store in Croatia may be returned within 30 days as of the date of purchase.
 - 4.2 Physical Cards purchased via www.zara.com/hr may be returned within 30 days as of the date of the shipping confirmation e-mail.
 - 4.3 Virtual Cards purchased via www.zara.com/hr may be returned within 30 days as of the date of dispatch of the virtual Card by ITX to the intended recipient thereof.

Sale of these different card formats shall be subject to their availability in Croatia.

The price paid for the Card shall be refunded using the same means of payment used to purchase it. For such refund, the sales receipt or e-ticket and, where appropriate, the payment card and the payment receipt must be presented. Return of any Card purchased abroad or at any www.zara.com website of any country other than Croatia shall not be accepted.

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.
6. 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 in Croatia, or in the information provided upon placing an order, for purchases made via www.zara.com/hr. The remaining balance of the Card may be checked at any

ZARA store in Croatia or at www.zara.com/hr. 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/hr, as the case may be.

7. Products purchased with the Card at any ZARA store in Croatia 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/hr shall be subject to the purchase terms and conditions shown on said website.
8. Where appropriate, refund for products purchased with the Card which are returned shall be made by ITX by crediting the price of the returned product back onto the remaining balance of the Card or where the Card no longer exists upon the return of the products, by crediting the price of such product to a Voucher Card issued by ITX (i) to be handed out in the store for any refund for products purchased at any ZARA store in Croatia, or (ii) to be sent by e-mail to the address of the customer who made the purchase with the Card, for any return of products purchased via www.zara.com/hr.

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 purchased at any ZARA store in Croatia is valid for three years from the date of purchase, the physical Card bought via www.zara.com/hr is valid for three years from the date of the shipping confirmation e-mail thereof and the virtual Card is valid from the date of dispatch by ITX to the intended recipient thereof. 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, and you shall also have no other claims in this respect.
10. The Card is a bearer instrument – identification paper. 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, ITX may replace the Card in case of change of format of the Card.
11. Where the virtual Card is purchased via www.zara.com/hr, ITX will not be liable in the event that the user does not receive such card or if the delivery is delayed, due to reasons attributable to the buyer of the virtual Card (e.g. incorrect information provided by the buyer when purchasing the virtual card).
12. Cards originally obtained through any unlawful means, including forged Cards, 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 the issuer of the Card, unless prior written consent is given by the issuer.

14. The purchase/ or use of the Card entails the full acceptance of these terms and conditions, which have been made available to the customer prior purchase of the Card, and which are also available at any ZARA store and at www.zara.com/hr. ITX reserves the right to amend these terms and conditions at any time.

CARD

FACE OF THE PHYSICAL AND VIRTUAL CARDS

Property of the issuer: ITX Hrvatska d.o.o., Avenija Dubrovnik 16, Zagreb, Croatia, OIB: 48857810659.

This Gift Card a bearer instrument – identification paper is exclusively valid in Croatia to be redeemed for purchase products in the respective amount of the Card in any ZARA store or via www.zara.com/hr for three years from the date of purchase or shipment (in accordance with the place of purchase). The purchase/ use of this Gift Card entails acceptance of the terms and conditions made available to the customer prior to and prior its purchase, and which are also available at any ZARA store and at www.zara.com/hr.

CASH REGISTER TICKET HANDED TO THE PURCHASER OF THE CARD

Keep this ticket as proof of the purchase of the Gift Card (the Card) and of its initial balance. The Card is exclusively valid in Croatia to be redeemed for purchase products being sold in any ZARA store or at www.zara.com/hr for three years from the date of purchase. Upon expiry of the Card, it cannot be renewed, or used to purchase any products, nor shall any remaining unused balance thereof be claimed. The balance of the Card cannot be refunded or exchanged for cash.

The Card is a bearer instrument. 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.

The purchase/ use of the Card entails the full acceptance of the terms and conditions, made available to the customer prior purchase of the Card and which are also available at ZARA stores in Croatia, and at www.zara.com/hr.

CASH REGISTER TICKET FOR PURCHASES MADE THROUGH THE CARD AT PHYSICAL STORES

Balance of the Gift Card: []

Amount of purchase: []

Remaining Balance of the Gift Card: []

Expiry date of the Gift Card:

The Gift Card (the Card) is exclusively valid in Croatia to be redeemed for purchase products being sold in any ZARA store or at www.zara.com/hr until the expiry date of the Card showed in this ticket above. Upon expiry of the Card, it cannot be renewed, or used to purchase any products, nor shall any remaining unused balance thereof be claimed. The balance of the Card cannot be refunded or exchanged for cash.

The Card is a bearer instrument – identification paper. 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.

The purchase/ use of the Card entails the full acceptance of the terms and conditions, made available to the customer prior purchase of the Card and which are also available at ZARA stores in Croatia and at www.zara.com/hr.

Please check the remaining balance of your Gift Card prior to leaving the store.