ZARA GIFT CARD
GENERAL TERMS AND CONDITIONS OF USE

1. These General Terms and Conditions (these “Terms”) set forth the matters to be complied with by the Customer and the Issuer when the holder (the “Customer”) of a gift card (the “Card”) issued by ITX Korea Co., Ltd. (the “Issuer”) uses the Card.

2. The Card is exclusively valid in Korea to purchase only the products sold on www.zara.com/kr or ZARA mobile application (the “Platform”), irrespective of whatever application, digital medium, device or means is used to access such Platform.

3. The balance of the Card that has already been used may be refunded only in the following cases:
   - The balance may be refunded through the customer center of Coop Marketing Co., Ltd., the seller of the Card, if (i) 80% or more of the Card with its face value of KRW 10,000 or less is used and (ii) 60% or more of the Card with its face value of more than KRW 10,000 is used, unless the Card has not expired.
   - If the Card has expired but within 5 years from the date of issuance, 90% (or 95% for Cards with a face value of more than KRW 50,000) of the balance of the Card may be refunded. Any additional refund methods, if permitted, will be subject to separately notified terms. Balance refunds can be made through the customer center of Coop Marketing Co., Ltd., the seller of the Card.
   - If the Card is expired and 5 years have passed from the date of issuance, the Customer may not request a refund of the balance.

   If the Customer requests a refund of the product after purchasing it with the Card, the price of the product will be charged back to the Card used. The balance of the Card will not be refunded until the refund of the product is charged to the Card.

4. The Card may be used without a limit on the number of times until the balance is exhausted.

5. The Customer can check the balance of the Card on the Platform. If the purchase price exceeds the Card balance, the Customer may pay such excess amount through any means of payment accepted on the Platform.

6. Purchase of products with the Card on the Platform are subject to the purchase terms and conditions set forth on such Platform.

7. If the product purchased with the Card is returned before the expiration of the Card, the Issuer will refund the price of the product by recharging the Card. If the Card has been expired, the refund will be made by wire transfer in accordance with these Terms. The method of refund set forth in these Terms is an important matter hereof, and the Customer must agree to this method of refund when purchasing or using the Card.

8. The Card is valid for 366 days from the date of issuance. The validity period of the Card already in use may be extended by applying to the customer center of Coop

Marketing Co., Ltd., the seller of the Card. For Cards that have not been used, the Customer can apply for an extension of the validity period through the original place of purchase (e.g. Kakao Talk Gift etc.). The validity period is extended in three (3) months increments. For Cards that have not been used, the Issuer notifies the Customer, either directly or through another party, at least three times—including a notice 30 days prior to the expiration date—regarding the approaching expiration, the possibility and method of extending the validity period, and the conditions for a balance refund after expiration.

9. Cards acquired through illegal means are invalid, and purchasing products using such Cards or receiving a refund for the balance is not permitted.

10. The Issuer provides a payment guarantee under the Act on the Consumer Protection in Electronic Commerce for any damage suffered by the Customer due to suspension or restriction of the use of the Card under these Terms.

11. These Terms posted on the Platform apply when the Customer uses the Card, and the Customer should use the Card only if he/she has read and agreed to these Terms.

12. If you have any questions about the use of the Card, please contact us using the contact information provided on the Platform.

Supplementary Provisions

1. These Terms and Conditions shall take effect on June 1, 2026.