

ZARA GIFT CARD  
GENERAL TERMS AND CONDITIONS OF USE

1. The Gift Card (hereinafter, the Card) is the property of the issuer “Retail Group Kazakhstan” LLP (hereinafter, ZARA). The Buyer/ User/ Submitter of the Card being a mere depositary.
2. The Card is exclusively valid in the Republic of Kazakhstan to purchase products being sold in any ZARA store or via [www.zara.com](http://www.zara.com).
3. The price of the Card can be paid by any of the means of payment accepted at the ZARA stores or via [www.zara.com](http://www.zara.com).
4. The return of any Card shall be accepted within the following terms:
  - 4.1 Cards purchased at any ZARA store may be returned during its validity. The refund will be done in cash by presenting the Card at any ZARA store.
  - 4.2 Virtual Cards purchased via [www.zara.com](http://www.zara.com) which have not been used yet may be returned within 30 days as of the date of dispatch of the Card by ZARA to the intended recipient thereof. The price paid for the Card shall be refunded using the same means of payment used to purchase it. After these 30 days or if the Card is partially used, the outstanding balance could be refunded in cash by presenting the card at any ZARA store. Upon expiry of the Card, it cannot be renewed, or used to purchase any products, nor shall any remaining unused balance thereof be claimed.

Return of any Card purchased abroad shall not be accepted.

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, or in the information provided upon placing an order, for purchases made via [www.zara.com](http://www.zara.com). The remaining balance of the Card may be checked at any ZARA store or at [www.zara.com](http://www.zara.com). 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](http://www.zara.com), as the case may be.
7. Products purchased with the Card at any ZARA store 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](http://www.zara.com) 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 ZARA 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 ZARA as follows:
  - (i) to be handed out in the store, for any refund for products purchased at any ZARA store, 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](http://www.zara.com).

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 is valid for 3 years from the date of purchase and the virtual Card bought via [www.zara.com](http://www.zara.com) is valid from the date of dispatch by ZARA 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.
10. Client confirms information that Card is not named, not connected with name of the Client and it is a bearer instrument. ZARA do not check the names of the Card bearer and 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, ZARA may replace the Card in case of change of format of the Card.
11. Where the virtual Card is purchased via [www.zara.com](http://www.zara.com), ZARA shall not be responsible for the non receipt or the delay in receiving such Card by its intended recipient on grounds beyond ZARA's control, including inter alia: (i) the deficiencies or the breakdown of telecommunications lines/systems, (ii) the delay in the transmission of information or data or the loss of information or data which may occur under any of the circumstances provided under letter (i) above; (iii) the inaccuracy of the details of the recipient of the virtual Card provided by the purchaser of the Card; (iv) the non delivery of the Card at the e-mail address provided, or (v) the fact that the e-mail sent by ZARA is deemed to be spam or unwanted e-mail.
12. Cards originally obtained through any unlawful means 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 this latter.
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 upon purchase of the Card, and which are also available at any ZARA store and at [www.zara.com](http://www.zara.com).