

## GIFT CARD GENERAL TERMS AND CONDITIONS

1. The Gift Card (the Card) is valid to be redeemed for the purchase of products being sold in any available brick and mortar store and online on any website of the company ITX RS DOO BEOGRAD in Serbia: Zara, Pull&Bear, Massimo Dutti, Bershka, Stradivarius, Oysho and Zara Home (hereinafter, individually any of them, Store, and collectively, Stores).
2. The Card is the property of the issuer: ITX RS DOO BEOGRAD, Milutina Milankovića 9đ, GTC 41, building C, VI floor, 11070 New Belgrade, Belgrade, Serbia, identification number: 20044896, PIB: 103882837. The holder of the Card is a mere user and depositary thereof.
3. The Card can be used as often as the holder thereof would like while it is valid and until the total amount has been used up.
4. The return of any Card which has not been used yet, shall be accepted, exclusively at the Store where it was purchased, within the following terms:
  - 4.1 Physical Cards, within thirty (30) calendar days as of the date of purchase, for Cards purchased at available brick and mortar stores, and as of the shipping confirmation email, for Cards purchased online.
  - 4.2 Virtual Cards, within thirty (30) calendar days as of the date of dispatch of the Card to the intended recipient thereof.

The provisions of 4.1. and 4.2. above do not in any way limit or exclude your statutory rights to cancel your online purchase, as per terms and conditions which apply to purchases in online Stores.

Sale of the above defined different card formats shall be subject to availability in Serbia.

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

For these purposes, use is considered both using the card to purchase products and recharging it.

5. The Card is rechargeable, but any outstanding balance of the Card shall not be refunded or exchanged for cash.
6. Where appropriate, any refund of the price of the products purchased with the Card which are returned shall be made by crediting the price of the returned products back onto the remaining balance of the Card. However, if the Card no longer exists upon returning the products, the price of returned products shall be credited to a Voucher Card, whose terms and conditions of use are: Voucher cards shall be valid to purchase any product being sold in the Stores. Its outstanding balance shall not be refunded or exchanged for cash. Lost, stolen or damaged Voucher Cards shall not be replaced.

The refund method herein provided is an essential term. By purchasing and/ or using the Card, this evidences your full acceptance of such term.

7. The Card has no expiry date.
8. The Card is a bearer instrument, an identification paper. To use it the Card must be submitted or redeemed. The issuer is not liable to identify the holder and verify his or her entitlements to the Card. 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, the issuer may replace the Card in case of change of format of the Card.
9. Cards originally obtained via any unlawful means shall be null and void and they shall not be used to purchase products, nor shall the price thereof be refunded.
10. Where the virtual Card is purchased, we shall not be responsible for the non receipt or the delay in receiving such Card by its intended recipient on grounds beyond our 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) impossibility of delivery of the Card at the e-mail address provided, or (v) the fact that the e-mail sent is deemed to be spam or unwanted e-mail.
11. The Card shall not be used for the purposes of advertising or promoting products or services marketed by any third party unless prior written consent is given by the issuer.
12. The purchase and/or use of the Card entails the full acceptance of these terms and conditions, which have been made available to the customers prior to the purchase of the Card if requested, upon its purchase and which are also available at the Stores. The issuer reserves the right to amend these terms and conditions at any time.
13. Complaints can be addressed to the issuer's email address available online or business address. The issuer does not acknowledge any of the individual ADR entities as competent to resolve the consumer dispute.