

ZARA GIFT CARD
GENERAL TERMS AND CONDITIONS OF USE

1. The Gift Card (hereinafter, the Card) is the property of ZARA CIS (Tax Identification Number 7707099460) (hereinafter, ZARA), the holder of the Card being a mere depositary.
2. The Card is available in the following formats:
 - 2.1 Physical card for sale at any ZARA's points of sale located in Russia (ZARA stores).
 - 2.2 Physical card for sale via the www.zara.com website for Russia (www.zara.com).
 - 2.3 Virtual card for sale at www.zara.com.
3. The Card can be used to purchase any item for sale in any of the ZARA stores or via www.zara.com. The Card cannot be used in stores of any other country or at the www.zara.com website in any other country.
4. The price of the Card can be paid by any of the means of payment accepted at the ZARA stores or at www.zara.com, depending on the place where the Card was acquired. In www.zara.com, the mean of payment "Cash on delivery" cannot be chosen if there is a Gift Card in the shopping basket. Cards shall not be paid by means of another gift card.
5. Once purchased, Cards shall not be returned to ZARA.
6. The Card can be used as often as the holder thereof would like, until the earlier of the total amount has been used up or the validity term mentioned herein has elapsed.
7. The remaining balance on the Card from time to time available shall be the difference between the remaining balance available prior to a purchase, and the relevant amount used up in such purchase. 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, as the case may be.
8. 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. The remaining balance of the Card may be checked at any ZARA store or at www.zara.com. Unless evidence is given to the contrary, the balance of the card from time to time remaining shall be the one determined by the cash register used at ZARA's points of sale, or the one determined upon hitting www.zara.com.
9. Any outstanding balance of the Card shall not be refunded, or exchanged for cash.
10. Products purchased with the Card at any ZARA store shall be subject to the same exchange and return policy as any other products purchased at said stores. Meanwhile, products purchased with the Card via www.zara.com shall be subject to the exchange and return policy shown on said web.
11. Where appropriate, refund for products purchased with the Card which are returned shall be made in the following manner:
 - 11.1 By increasing the remaining balance of the Card, provided that, however, such Card shall exist when the return is made.
 - 11.2 When the Card no longer exists upon return of the products on whatever grounds:
 - 11.2.1 For any refund for products purchased at any ZARA store, in cash.

11.2.2 For any return of products purchased via www.zara.com, in a new gift card with 3 years of validity, to be sent by e-mail, to the e-mail address of the customer who made the purchase with the Card

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.

12. The Card shall be valid for a three-year period from the date of purchase, regarding the physical Card or from the date of date of dispatch of the virtual Card by ZARA to the intended recipient thereof. At the expiry of the validity period, the Card cannot be renewed, or used to purchase goods, nor shall any unused remaining balance in the Card be claimed.
13. 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. However, ZARA may replace the Card in case of change of format of the Card.
14. Where the virtual Card is purchased via www.zara.com, ZARA shall not be responsible for any failure or delay in delivery of the Card to its intended recipient if caused by events or circumstances beyond ZARA's reasonable 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.
15. Cards 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.
16. Cards shall not be used for the purposes of advertising or promoting products or services marketed by any third party other than the issuer of Cards, unless prior written consent is given by this latter.
17. The purchase and/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 ZARA stores and/or at www.zara.com.
18. By participating in this program, you accept these terms and conditions and acknowledge that you are the customer and retain all statutory rights provided by Russian law.