

ZARA GIFT CARD
GENERAL TERMS AND CONDITIONS OF USE

1. The Gift Card (hereinafter, the Card) is the property of the issuer ITX SVERIGE AB (Company Registration Number 556569-8577) with registered address at Klara Norra Kyrkogata 29, 111 22 Stockholm, Sweden, (hereinafter, "ZARA"). The holder of the Card being a mere depositary.
 2. The return of any Card which has not been used shall be accepted, within the following terms, or in accordance with Swedish law, within 14 days from receiving the Card in case earlier:
 - 2.1 Purchase of physical Cards via www.zara.com may be returned within THIRTY DAYS from the date of the Shipment Confirmation e-mail.
 - 2.2 Virtual Cards may be returned within THIRTY DAYS from the date of shipment of the virtual Card by ZARA to the intended recipient thereof.
 - 2.3 Cards purchased at any ZARA store may be returned within THIRTY DAYS from the date of purchase.
- Sale of the above defined different card formats shall be subject to availability in Sweden.
- The price paid for the Card shall be refunded using the same means of payment used to purchase it. For such refund, the original sales receipt or e-ticket and, where appropriate, the payment card and the payment receipt must be presented. The e-ticket is attached to the Shipment Confirmation e-mail; it is also saved under your account on our website, as well as through the mobile App. Return of any Card purchased abroad or at any www.zara.com website of any other country shall not be accepted.
3. The Card is exclusively valid in Sweden to purchase products offered in any ZARA store or via www.zara.com.
 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.
 5. 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.
 6. The Card can be used as often as the holder thereof would like, until the total amount has been used up.
 7. The Remaining Balance of the Gift Card refers to the difference between the available balance on the Card prior to a purchase, and the relevant amount used up in such purchase. When the price for a purchase exceeds the Remaining Balance of the Gift 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 of the Gift Card is shown respectively:
 - 8.1 On the cash register receipt every time a purchase is made with the Card at any ZARA store.
 - 8.2 In the information page upon placing an order for purchases made via www.zara.com.

9. 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 shall be subject to the Purchase and Use Conditions on said webpage.
10. Refund for returned products purchased with a Card is made by ZARA crediting the price of the returned product back onto the Remaining Balance of the Gift Card. However, where the Card no longer exists upon returning the product, the price of such product shall instead be credited through issuance of a Voucher Card as below:
 - 10.1 For refund for product purchased at any ZARA store a physical Voucher Card is handed out in the store.
 - 10.2 For return of product purchased via www.zara.com, a virtual Voucher Card is sent by e-mail, to the e-mail address of the customer who made the purchase with the Card.

Refund methods hereunder provided are essential terms, and as such, they are deemed to be expressly accepted upon purchasing and/or using the Card.
11. The Card is valid for a 3-year period calculated respectively from:
 - 11.1 the date of purchase, for physical Cards bought in a ZARA store,
 - 11.2 the date of the Shipment Confirmation e-mail for physical Cards purchased via www.zara.com, and
 - 11.3 the date of Shipment of the Card by ZARA to the intended recipient thereof for the virtual Card.
12. The Card is a bearer instrument. Its holder shall be solely responsible for the use and custody of the Card. The Card will 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.
13. ZARA shall not be responsible for failure or delay in delivering a virtual Card from www.zara.com due to circumstances beyond ZARA's control, including inter alia:
 - (i) deficiencies or breakdown of telecommunications lines/systems,
 - (ii) 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 fact that the e-mail sent by ZARA is deemed to be spam or unwanted e-mail.
14. Cards originally obtained through any unlawful means shall be null and void and will not be accepted for purchases and/or refunds.
15. The Gift 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.
16. 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 at www.zara.com.