

Cancellation right

If you are contracting as a consumer, you have the right to cancel the Contract, within 14 days, without giving any reason and without any fines (except for Contracts for those products mentioned in clause 17.3 of General Terms and Conditions, for which the right to cancel is excluded).

You may return the purchased goods free of charge by Ünsped Paket Servisi San. ve Ticaret A.Ş (“UPS”) .

The cancellation period will expire after 14 days from the day on which you, or a third party nominated by you (other than the carrier), takes physical possession of the products, or in case of multiple products in one order delivered separately, after 14 days from the day on which you, or a third party nominated by you (other than the carrier), takes physical possession of the last product.

To exercise this cancellation right, you must notify Zara, of your decision to cancel the Contract with a written notice or via fixed data register to Zara that you wish to use right of cancellation. You may notify Zara by sending an email to contact.tr@zara.com or by sending a written notification to the address of Nispetiye Mahallesi, Aytar Caddesi, Başlık Sokak, MM Plaza No:3 Kat :4, 34340 Levent/ Beşiktaş/ Istanbul, Turkey. You may use the model cancellation form as set out in the Annex to the General Terms and Conditions stated on our website, although it is not obligatory.

To meet the cancellation deadline, it is sufficient for you to send your communication concerning your exercise of this cancellation right before the cancellation period has expired.

In case of exercising the cancellation right, returns can be made to any Zara Store or via courier as per 17.3 of General Terms and Conditions within ten (10) days from the date of declaration regarding the cancellation right.

If you have any questions, you can contact us on the contact form on our website or by calling 08002111002 (land phone calls; toll free) or 4445952 (mobile calls; rates depend on your mobile operator) or sending an e-mail to the address contact.tr@zara.com.

Reimbursement will be without undue delay and in any event not later than 14 days from the day we have received the notification regarding the use of withdrawal right.

Regardless of the selected return method chosen by the customer, in case returns by courier are not made through the courier selected by Zara, additional costs which Zara, will incur shall not be considered within the amount that will be refunded to the client.

Please note that, following delivery of the order, if you exercise the legal or contractual right of withdrawal and you are the one as a customer who does not use any return options (except the courier firm stated by the company) provided by Zara and organises the transport of the returned goods by sending via the courier firm that the customer chooses, Zara will not be responsible these kind of returns by no means and you'll completely assume the risk and harm on the return package when it refers to causes not attributable to Zara.

Also, please be informed that you will be responsible for the contents of the return package when you use any of the return options offered by Zara.

In the event that there is an error in the content of the return package not attributable to Zara, we will be entitled to manage the return of the package to your attention and pass on you the corresponding costs.

In any case, nothing in this clause will affect your statutory rights

Effects of cancellation

If you cancel the Contract, save as otherwise set out in Clause 17.3 of General Terms and Conditions we will reimburse to you all payments received from you, including the costs of delivery (except for the additional costs of delivery where you have chosen a type of delivery other than the least expensive type of standard delivery offered by us).

We will make the reimbursement using the same means of payment as you used for the initial transaction; in any event, you will not incur any fees as a result of such reimbursement.

You shall hand back the products to us at any Zara store in Turkey or by Courier arranged by Zara without undue delay and in any event not later than 10 days from the day on which you communicate regarding the use of withdrawal right. The deadline is met if you send back or return the products before this 10 day period has expired.

You are only liable for any diminished value of the products resulting from the handling other than what is necessary to establish the nature, characteristics and functioning of the products.

Unable to use of cancellation right

You shall not have the right to cancel the Contract when it is for the delivery of any of the following products:

1. Customized items.
2. Sealed audio, video or computer software products that have been unsealed after delivery.
3. Sealed products that are not suitable for return due to hygiene reasons that have been unsealed after delivery.

Upon delivery, you may handle the products to establish their nature, characteristics and functioning. Acceptable handling of the products is that which would reasonably be allowed in a shop. If your handling goes beyond what is acceptable and the products are damaged or diminished in value, we may deduct from the amount we reimburse to you, or you may be liable to us for, an amount equal to the diminished value of the products.

Please return the products using or including all their original packaging, instructions, and other documents, if any, accompanying the products. In any case, you must send the product to be returned together with the invoice which you will have received when the product was delivered or the relevant document required by e-invoice/e-archive legislation.

You will find a summary on exercising this cancellation right when you receive the order.

You may return any product at any Zara store in the country where your product was delivered which has the same section to which the goods you wish to return belong to. In such case, you should go to such store and present with the good, the invoice included with the delivery of the product or the relevant document required by e-invoice/e-archive legislation.

RETURNS

a) Returns at any Zara store

You may return any product at any Zara store in the country where your product was delivered which has the same section to which the goods you wish to return belong to. In such case, you should go to such store and present with the good, the invoice included with the delivery of the product.

b) Returns by Courier

When returning the product(s) by Courier arranged by us, you should contact us through our web form to arrange for the product to be collected. You should send the product in the same package received by following the directions on the “RETURNS” section of our website. If you have bought any goods as a guest, you may request returns by Courier by phone, dealing 08002111002 (land phone calls; toll free) or 4445952 (mobile calls; rates depend on your mobile operator)

Neither of the above options will entail any additional cost to you.

Where you would not wish to use neither of the free return methods available, you will be responsible for the return costs. Please bear in mind that if you wish to return the goods to us freight collect we may charge you any costs incurred in such return.

After examining the products, we will inform you of whether you have the right to reimbursement of the amounts paid. Delivery costs will be reimbursed when the cancellation right is exercised within the statutory period and all the goods in which the relevant parcel consists of are returned. The refund will be paid as soon as possible and, in all cases, within 14 days from the date on which you notified us of your intention to cancel. The refund will always be paid using the same payment means you used to pay for your purchase.

You are responsible for risk of returning the products to us, as indicated above.