

GIFT CARD  
GENERAL TERMS AND CONDITIONS OF USE

You should save or print a copy of these Gift Card terms and conditions for your records.

**General**

1. These terms and conditions govern the relationship between you and ZARA UK Limited.
2. By purchasing and/or using the gift card (the "**Card**"), this evidences your full acceptance of these terms and conditions, which have been made available to you at the time of purchase and which are also available at any Zara, Massimo Dutti, Bershka, Pull&Bear, Stradivarius and Zara Home physical stores in the UK (the "**Inditex Physical Stores**") and on their respective UK websites, and the UK websites of Oysho and Uterqüe (the "**Inditex Online Stores**"), together, being the "**Inditex UK Stores**".
3. The Card is at all times the property of the issuer of the Card, who is ZARA UK Limited, a company registered in England and Wales under company number 02245999, whose registered office is at Lumina House, 89 New Bond Street, London, England, W1S 1DA, VAT number GB 649927871 ("**ZARA**").
4. The Card is exclusively valid in the Inditex Physical Stores located in the United Kingdom, and in the Inditex Online Stores, to purchase any item being sold in any of the Inditex UK Stores.
5. The Card does not constitute electronic money for the purposes of the Electronic Money Regulations 2011 or a payment service for the purposes of the Payment Services Regulations 2017.

**Payment**

6. You can pay the initial opening balance for the Card by any of the means of payment accepted at the Inditex UK Stores where you purchase the Card.

**Validity**

7. The Card can be used as many times and for as many purchases as the cardholder chooses until the total balance of the Card has been used up.
8. After using the Card, the remaining balance on the Card available will be the difference between the balance available prior to the purchase and the relevant amount used up in that purchase. The remaining balance on the Card is shown:
  - 8.1 on the till receipt, every time a purchase is made with the Card at an Inditex Physical Store; and
  - 8.2 in the information provided upon placing an order, if the purchase is made online via an Inditex Online Store.

The remaining balance of the Card can be checked at any time at any Inditex UK Store.

9. Where the purchase price is in excess of the available balance on the Card, the difference will need to be paid through any other payment means accepted at the relevant Inditex Physical Store or Inditex Online Store, as the case may be.
10. Items purchased with the Card at any Inditex Physical Store are subject to the same general purchase terms and conditions as any other items purchased at that store. Items purchased with the Card online via an Inditex Online Store are subject to the Purchase Conditions shown on that website.
11. Any refund for items purchased with the Card which are returned will be made by crediting the price of the returned items back onto the remaining balance of the Card. However, if the Card no longer exists when the items are returned, the price of the items will be credited to a Voucher Card, which will be handed to the customer in an Inditex Physical Store, for any refund for items purchased at any Inditex Physical Store; or will be sent by e-mail, to the e-mail address of the

customer who made the purchase with the Card, for any refund for items purchased via an Inditex Online Store.

The refund methods stated above are an essential term, and as such, they are deemed to be expressly accepted upon purchasing and/or using the Card.

12. The Card is valid for three years from:
  - 12.1 the date of purchase, in respect of physical Cards purchased at any Inditex Physical Store;
  - 12.2 the date of the Shipping Confirmation email, in respect of the physical Cards purchased an Inditex Online Store; or
  - 12.3 the date of dispatch, in respect of virtual Cards.

At the expiry of this validity period, the Card cannot be renewed, or used to purchase items, or reactivated, nor can 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. A damaged, altered or cancelled Card will not be accepted as a method of payment by the Inditex UK Stores and the Inditex UK Stores will not replace any Card that is lost, stolen or damaged except in accordance with your legal rights (for example, if the Card is defective or not of satisfactory quality at the time of delivery, or in the case of a change of format of the Card).
14. If you have purchased a Virtual Card via an Inditex Online Store, the Inditex UK Stores will not be responsible for any failure or delay in delivery of the Card to its intended recipient if caused by events or circumstances beyond Inditex UK Stores' reasonable control.
15. Cards obtained through any unlawful means shall be null and void and they shall not be used to purchase items, nor will the remaining balance on the Card be refunded.
16. The Card shall not be used for the purposes of advertising or promoting items or services marketed by any third party other than Inditex UK Stores without ZARA's prior written consent.

#### **Return**

17. The balance on the Card cannot at any time be refunded, or exchanged for cash, except (i) in accordance with your legal rights, for example, in the event that the Card is defective, or not of satisfactory quality, at the time of purchase; or (ii) if the Card is unused, purchased in the United Kingdom, and returned to ZARA:
  - 17.1 within 30 days from the date of purchase, in the case of a physical Card purchased at any Inditex Physical Store;
  - 17.2 within 30 days from the date of the Shipping Confirmation email, in the case of a physical Card purchased via an Inditex Online Store; or
  - 17.3 within 30 days from the date of its dispatch, in the case of a virtual Card.

Sale of these different card formats shall be subject to their availability in the United Kingdom.

In respect of any Card purchased online, the statutory right of cancellation exists within 14 days of the date of the Shipping Confirmation e-mail. The price paid for the Card and its standard delivery costs (if any), less any amount that has been spent using the Card, will be refunded using the same means of payment used to purchase it. You must provide the e-ticket in order to enable ZARA to refund the balance of the Card. The e-ticket is attached to the Shipping Confirmation e-mail, and is also saved under your account on our website, and on the ZARA mobile app. Cards purchased in any other country or via any [www.zara.com](http://www.zara.com) website for any other country, may not be returned or refunded in the UK.

18. ZARA reserves the right to amend these terms and conditions from time to time. The Card will be subject to the terms in force at the time the Card was purchased, unless any change in the terms is required to be made by law or governmental authority, or any non-material change in the terms is due to technological changes in our systems; in which case any potential changes will also apply to cards previously purchased.