

ZARA GIFT CARD GENERAL TERMS AND CONDITIONS OF USE

1. The Gift Card (the Card) is the property of the issuer, ZARA Retail South Africa (PTY) LTD (ZARA).
2. The Card, which may be a physical card or a virtual card, is valid exclusively at ZARA to purchase products being sold in any ZARA store or via www.zara.com, only in the Republic of South Africa.
3. The price to purchase the Card can be paid by any of the means of payment accepted at the ZARA stores or via www.zara.com.
4. The return of any Card which has been purchased, but has not yet been used, may be accepted by ZARA only on the following terms:
 - 4.1 Cards purchased at any ZARA store may be returned within 30 days of the date of purchase.
 - 4.2 Physical Cards purchased via www.zara.com may be returned within 30 days of the date of the shipping confirmation e-mail being sent by ZARA.
 - 4.3 Virtual Cards purchased via www.zara.com may be returned within 30 days of the date on which the virtual Card was sent by ZARA to the intended recipient.

The sale of these different Card formats is subject to their availability in South Africa.

The price paid for the Card will be refunded using the same means of payment used to purchase it. For the refund, the sales receipt or e-ticket and, where appropriate, any payment card and the payment receipt must be presented. Returns of any Card purchased outside the Republic of South Africa will not be accepted at ZARA. For these purposes, "use" is considered to include using the Card to purchase products, recharging the Card, and using the Card for the purpose of receiving a refund for returned products.

5. The Card can be used as often as the holder of the Card would like, and can be recharged at any time, until the balance on the Card has been redeemed in full. Any remaining balance on the Card, at any time, will not be refunded or exchanged for cash. Once the full value of the Card is redeemed, the Card cannot be renewed, used to receive any refunds for returned products, or used to purchase any products.
6. 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 on the Card is also shown when a refund for a purchase is reimbursed onto the Card. The remaining balance of the Card

may be checked at any ZARA store or at www.zara.com. No interest will accrue on any remaining balance on the Card. 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.

7. Products purchased with the Card at any ZARA store are subject to the general purchase terms and conditions for any other products purchased at ZARA stores. Products purchased with the Card via www.zara.com are subject to the purchase terms and conditions available on the website.
8. Refunds for products purchased with the Card which are returned (in accordance with ZARA's exchange and return policy) will be made by ZARA by crediting the purchase price of the returned products to the Card, or where the Card no longer exists upon the return of the products, by crediting the purchase price of the returned products to a Voucher Card issued by ZARA (i) to be handed out in the relevant ZARA store, for any refund for products purchased at any ZARA store, or (ii) to be sent by e-mail to the address of the customer who made the purchase with the Card, for any refund for products purchased via www.zara.com.

Refund methods are an essential term and are deemed to be expressly accepted upon a customer purchasing products and/or using the Card.

9. The Card shall expire on the date on which the balance of the Card is redeemed in full. Once the full value of the Card is redeemed, the Card cannot be renewed or used to purchase any products.
10. The Card is treated as cash. The holder of the Card is solely responsible for the use and custody of the Card. The Card, and any remaining balance on the Card, will not be replaced by ZARA if the Card is stolen, lost or damaged. However, ZARA may replace the Card if ZARA decides to change the format of the Card.
11. Where the virtual Card is purchased via www.zara.com, ZARA will not be responsible for the Card not being received, or any delay in receiving the Card, by its intended recipient on grounds beyond ZARA's control, including amongst others: (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 as a result of (i) above; (iii) any inaccurate or incorrect details provided by the purchaser of the Card for the recipient of the virtual Card; (iv) the non-delivery of the Card at the e-mail address provided by the purchaser of the Card, or (v) the fact that any e-mail sent by ZARA is deemed by the intended recipient's mailbox to be spam or unwanted e-mail.
12. Cards obtained through any unlawful means will be null and void and must not be used to purchase products from, nor will the purchase price be refunded, by ZARA.
13. The Card must not be used for the purposes of advertising or promoting products or services marketed by any third party other than ZARA, unless prior written consent is given by ZARA.

14. The purchase and/or use of the Card signifies the full acceptance by the purchaser, user and/or holder of the Card of these terms and conditions, which have been made available to the customer upon purchase of the Card, and which are also available at any ZARA store and at www.zara.com.