

Welcome to the official Zara customer service page on Twitter.

Remember that comments published on this page do not represent the opinion of the company Zara, nor that of its employees or partners.

We encourage you to send us your comments and questions, which will always be reviewed by our Customer Service team. For that reason we ask that you help us keep this page free from improper content:

- Sensitive information (like passwords, PINs and CVVs of debit and credit cards, information about your health, ideology, ethnic origin, etc.). We will not request this kind of information from you via this page nor through any other means.
- Personal information (such as your e-mail address, telephone number, shipping or billing address, passwords, order number, bank details, etc.). If you have to send us this kind of information, remember to do so through a private message and only when our Customer Service team has requested it from you.
- Offensive, violent or inappropriate language.
- Violations of copyright or intellectual property rights.
- Subjects unrelated to us, the content of this page or our products.
- Discriminatory comments.
- Advertising of other companies or any form of promotion.
- Repeated comments on the same content.
- Violations of applicable legislation.
- Information related to third parties which you do not have authorisation to disclose.

All users must comply with the above. We will remove comments that do not comply with the indicated standards. Users and their participation on this page may be blocked in the event of repeated violations of the house rules. Remember that you must comply with the terms of the [Twitter Declaration of rights and responsibilities](#) and other policies applicable to [Twitter](#) users.

If you directly provide us with personal information we understand that you authorise us to include your data in our files. We will use it for the sole purpose of answering your questions and replying to your comments from our Customer Service department. You may exercise your rights of access, rectification, cancellation or opposition at any times by writing to: [funcionlopd@inditex.com](mailto:funcionlopd@inditex.com), attaching your ID, passport or other identification document.

Moreover, Zara shall not be responsible for:

- Content included by users.
- Any loss or damages incurred as a result of the presence of spam, bugs, viruses, trojans or any other files that may cause damage to mobile devices or computers due to the action of other users.
- Damage caused by using the information and contents of messages sent by users.

Therefore the user, within the legal limits, shall be solely responsible for the content to Zara and/or any other company in its group and to other users. Those who enter and use this page shall be solely responsible for the use of the information available on it.