

GIFT CARD

GENERAL TERMS AND CONDITIONS OF USE

1. The Gift Card (the "Card") is property of its issuer ZARA MEXICO S.A. DE C.V., and its holder is merely a depositary of the same.
2. The Card is valid only in the Republic of Mexico for the purchase of any item on sale in the stores of the brands Zara, Pull&Bear, Massimo Dutti, Bershka, Stradivarius, Oysho, Zara Home and Lefties (jointly the "Inditex Group Stores in Mexico") or on the websites of each store, respectively: www.zara.com/mx/, www.pullandbear.com/mx/, www.massimodutti.com/mx/, www.bershka.com/mx/, www.stradivarius.com/mx/, www.oysho.com/mx/, www.zarahome.com/mx/, www.lefties.com/mx/ (jointly the "Websites of the Stores"). Invoices for items purchased with the Card will be issued to the person using the Card at the time of purchase.
3. The Card can be paid through any of the means of payment accepted in the Inditex Group Stores in Mexico or on the Websites of the Stores.
4. The return of the Card that has not been used will be accepted only at the respective brand of the Inditex Group Store or Web Site where it was purchased, within the following time periods and in any case within the legally established time period:
 - 4.1. The Card purchased at an Inditex Group Store in Mexico may be returned within a maximum period of 30 calendar days as of the date of purchase.
 - 4.2. The physical Card purchased at the Websites of the Stores may be returned within a maximum period of 30 calendar days as of the date of the e-mail confirming the shipment.
 - 4.3. The virtual Card purchased on the Stores Websites may be returned within 30 calendar days as of the date the virtual Card is sent to the recipient of the virtual Card.

For these purposes, use is considered both the use of the Card to purchase items, as well as its recharge.

The sale of the different Card formats is subject to the availability of each of them in Mexico.

The amount paid for the Card will be returned in the same way in which it was paid. For this purpose, it is essential to present the original purchase ticket or e-ticket and, if applicable, the payment card and the receipt of the transaction. No refunds will be accepted for cards purchased in another country.

5. The Card is rechargeable, but its balance cannot be refunded or exchanged for cash.
6. The Card can be used as many times as desired until the total amount for which it was issued is exhausted.
7. The available balance will appear each time a purchase is made with the Card on the ticket, in the case of a purchase at one of the Inditex Group Stores in Mexico or in the information provided when placing an order, in the case of a purchase at the Websites of the Stores. The available balance on the Card may be consulted at the

Inditex Group Stores in Mexico and on the Websites of the Stores. If the purchase exceeds the available balance on the Card, the difference may be paid through any other payment means accepted at Inditex Group Stores in Mexico or on the Websites of the Stores, as the case may be.

8. Items purchased with the Card at Inditex Group Stores in Mexico are subject to the same return and exchange policy as any other item purchased at such stores. Items purchased with the Card at the Websites of the Stores are subject to the exchange and return policy of each Website.
9. If applicable, refunds for items purchased with the Card that are returned will be made as follows:
 - 9.1. By an increase of the available balance on the Card, provided that such Card exists at the time of the return.
 - 9.2. By means of a Voucher Card, when at the time of the refund, the Card does not exist for any reason and whose conditions of use are as follows: valid for purchases at the Inditex Group Stores and at the Websites of the Stores in Mexico. Your balance cannot be refunded or redeemed for cash. The card will not be replaced in case of theft or loss.

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

10. The Card is valid for an indefinite period of time.
11. The Card is a bearer instrument. Its holder shall be solely responsible for the use and custody of the Card. The Card shall not be replaced in case of theft, loss, misplacement, or damage, although the issuer reserves the right to replace the Card in case of a change of the format of the Card.
12. In case of purchasing the virtual Card, the Store Websites shall not be liable for non-receipt or delay in receiving the Card by its recipient on grounds beyond its control, including, without limitation, (i) deficiencies or collapse of telecommunications lines or systems, (ii) delay in the transmission of information or data or loss of information or data which may occur under any of the circumstances mentioned in (i), (iii) inaccuracy of the virtual Card recipient information provided by the purchaser of the virtual Card, (iv) impossibility of delivering the Card to the e-mail account provided, or (v) consideration of the e-mail sent by us as spam or junk mail.
13. Cards obtained through any unlawful means shall be null and void and they shall not be used to purchase items and will not be refunded.
14. The 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 this Card unless prior written consent is given by the issuer.
15. The purchase and/or use of the Card evidences the full acceptance of these general terms and conditions, which have been made available at the time of purchase of the Card on the Websites of the Stores.