

GIFT CARD GENERAL TERMS AND CONDITIONS OF USE

1. The Gift Card (the Card) is valid to be redeemed for the purchase of products being sold in any available brick and mortar store and online on any website of the company ITX S d.o.o. in Slovenia: Zara, Pull&Bear, Massimo Dutti, Bershka, Stradivarius, Oysho and Zara Home (hereinafter, individually any of them, Store, and collectively, Stores).
2. The Card is the property of the issuer: ITX S d.o.o., VAT N° SI 14720078, registry N° 2273136000, registered office at Ameriška ulica 8, 1000 Ljubljana. The holder of the Card is a mere user and depositary thereof.
3. The Card can be used as often as the holder thereof would like while it is valid and until the total amount has been used up.
4. The return of any Card which has not been used yet, shall be accepted, exclusively at the Store where it was purchased within thirty (30) calendar days as of the date of purchase. The price paid for such Card shall be refunded using the same means of payment used for to purchase it. For such refund, the original till receipt or e-ticket and, where appropriate, the payment card and the payment receipt shall be produced. Returns of any Card purchased abroad or at any website of any country other than Slovenia shall not be accepted.
5. Any outstanding balance on the Card shall not be refunded or exchanged for cash.
6. Where appropriate, any refund of the price of the products purchased with the Card which are returned shall be made by crediting the price of the returned products back onto the remaining balance of the Card. However, if the Card no longer exists upon returning the products, the price of the returned products shall be credited to a Voucher Card, whose terms and conditions of use are: Voucher cards shall be valid to be redeemed for the purchase of any product being sold in the Stores for a 5-years period from its date of delivery. Its outstanding balance Card shall not be refunded or exchanged for cash. Lost, stolen or damaged Voucher Cards shall not be replaced.

The refund method herein provided is an essential term. By purchasing and/ or using the Card, this evidences your full acceptance of such term.
7. The Card purchased at any available brick and mortar Stores is valid for 5 years from the date of purchase. At the expiry of the validity period, the Card cannot be renewed, or used to purchase products, nor shall any unused remaining balance in the Card be claimed.
8. The Card is a bearer instrument, an identification paper ("*izkazni papir*"). To use it the Card must be submitted or redeemed. The issuer is not obliged and liable to identify the holders and their entitlements to the Card. 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 or damage thereof. However, the issuer may replace the Card in case of change of format of the Card.

9. Cards originally obtained via any unlawful means shall be null and void and they shall not be used to purchase products, nor shall the price thereof be refunded.
10. The Card shall not be used for the purposes of advertising or promoting products or services marketed by any third party unless prior written consent is given by the issuer.
11. The purchase and/ or use of the Card entails the full acceptance of these terms and conditions, which have been made available to the customers prior to the purchase of the Card if requested, upon its purchase and which are also available at the Stores. The issuer reserves the right to amend these terms and conditions at any time.
12. Complaints can be addressed to the issuer's email address available online or business address. The issuer does not acknowledge any of the individual ADR entities as competent to resolve the consumer dispute.