

## GIFT CARD

### GENERAL TERMS AND CONDITIONS

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1. The Gift Card (the Card) is valid to purchase products being sold in any brick and mortar store and online on any website of the Inditex Group in Canada: Zara, Zara Home and Massimo Dutti Stores (hereinafter, individually any of them, Store, and collectively, "Stores").
2. The Card is the property of the issuer ITX Canada Ltd, GST 895218121, and registered office at 1200 McGill College Suite 1550 Montréal, Québec H3B 4G7. The holder of the Card is a mere user and depositary thereof.
3. The return of any Card which has not been used yet, shall be accepted, only at the Store where it was purchased, within the following terms:
  - 3.1. Physical Cards, within thirty (30) calendar days as of the date of purchase, for Cards purchased at available brick and mortar stores, and as of the shipping confirmation email, for Cards purchased online.
  - 3.2. Virtual Cards, within thirty (30) calendar days as of the date of issuance of the Card to the intended recipient thereof.

The price paid for such Card shall be refunded using the same means of payment used to purchase it. For such refund, the original till receipt or e-ticket and, where appropriate, the payment card and the payment receipt must be produced. Return of any Card purchased abroad or at any website of any country other shall not be accepted.

4. Any outstanding balance on the Card shall not be refunded or exchanged for cash unless required by applicable law. Cards cannot be purchased using another Card.
5. 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 purchase any product being sold in the Stores. Its outstanding balance Card shall not be refunded or exchanged for cash, unless required by applicable law. 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.

6. The Card purchased at our Stores as defined above does not expire and does not carry any administrative fees.
7. The Card is a bearer instrument. Its holder shall be solely responsible for the use and custody of the Card. Treat the Card like cash. 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.

8. The Card can be used as often as the holder would like, until the outstanding balance of the Card reaches zero. The Card cannot be used towards the repurchase or exchange of previously purchased items or services.
9. Where the purchase price of items or services is in excess of the outstanding balance on the Card, the difference may be paid through any payment means accepted at the Stores for purchases being made at such Store. The outstanding balance of the Card may be checked at any Stores.
10. 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.
11. 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.
12. Where the Card is purchased online or virtually, we shall not be responsible for the non-receipt or the delay in receiving such Card by its intended recipient on grounds beyond our control, including inter alia: (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 under any of the circumstances provided under letter (i) above; (iii) the inaccuracy of the details of the recipient of the virtual Card provided by the purchaser of the Card; (iv) impossibility of delivery of the Card at the e-mail address provided, or (v) the fact that the e-mail sent is deemed to be spam or unwanted e-mail.
13. 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 upon the purchase of the Card and which are also available at the Stores. The issuer may modify these terms and conditions without notice.

## VOUCHER CARD

### CARD

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#### FACE OF THE PHYSICAL/ VIRTUAL VOUCHER CARD.

The Voucher Card is valid to purchase products being sold in any brick and mortar store and online on any website in Canada: Zara, Zara Home and Massimo Dutti. Any outstanding balance of the Card shall not be refunded or exchanged for cash, except as required by law. The Voucher Card does not expire. Stolen, lost or damaged cards will not be replaced. The outstanding balance of the Card may be checked at any Stores.

Property of the issuer: ITX Canada Ltd, GST 895218121.

#### CASH REGISTER RECEIPT HANDED OUT WITH THE PHYSICAL CARD UPON RETURN OF GOOD (IN STORE).

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Please keep this receipt as proof of the delivery of the Voucher Card (the Card) and of its initial balance.

The Voucher Card is valid in Canada to purchase in any store and online of: Zara, Zara Home and Massimo Dutti. The balance of the Card cannot be refunded or exchanged for cash, except as required by law.

The Voucher Card is a bearer instrument. Its holder shall be solely responsible for the use and custody of the Card. Stolen, lost or damaged Voucher Cards will not be replaced. However, the issuer may replace the Card in case of change of format of the Card.

The outstanding balance of the Voucher Card may be checked at any Stores. The use of the Voucher Card entails the full acceptance of these terms and conditions.

#### CASH REGISTER RECEIPT FOR PURCHASES MADE THROUGH THE VOUCHER CARD (IN STORE)

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Balance of the Voucher Card: [ ]

Amount of purchase: [ ]

Remaining Balance of the Voucher Card: [ ]

#### Text we will use during the first year from the launch

\*\*\*\*\* NEW \*\*\*\*\*

The Voucher Card is valid in Canada to purchase in any store and online of: Zara, Zara Home and Massimo Dutti belonging to the Inditex Group (by themselves and collectively “the Store”).

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The balance of the Voucher Card shall not be refunded or exchanged for cash, except as required by law. The Voucher Card does not expire.

The Card is a bearer instrument. Its holder shall be solely responsible for the use and custody of the Card. Stolen, lost or damaged Cards will not be replaced.

The use of the Card entails the full acceptance of these terms and conditions.

Property of the issuer: ITX Canada Ltd, GST 895218121.

#### Text we will use one year after the launch

The Voucher Card (the Card) is valid to purchase in any store and online of: Zara, Zara Home and Massimo Dutti belonging to the Inditex Group (by themselves and collectively “the Store”). The balance of the Card cannot be refunded or exchanged for cash, except as required by law. The Voucher Card does not expire.

The Voucher Card is a bearer instrument. Its holder shall be solely responsible for the use and custody of the Card. Stolen, lost or damaged Cards will not be replaced.

The use of the Card entails the full acceptance of these terms and conditions.