

Plan Migration Voucher Promotion

Terms and Conditions

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1. General

- 1.2. The Plan Migration Voucher Promotion (the **Promotion**) is organised by **UAB ZEN.COM**, Konstitucijos pr. 18B, LT-09308, Vilnius, Lithuania, legal entity code 304749651 ("ZEN.COM").
- 1.3. The Promotion is available to eligible individual customers who make qualifying card purchases and move from an existing subscription plan to an eligible updated subscription plan.
- 1.4. The Promotion runs from 20.10.2026 to 02.11.2026.
- 1.5. These Terms apply in addition to the applicable ZEN.COM terms governing your use of ZEN.COM services. If there is a conflict, these Terms prevail only to the extent necessary to apply the specific Promotion. They do not exclude, limit or override mandatory rights or protections under applicable law or the applicable regulated terms.

2. Definitions

- 2.1. In these Terms:
 - 2.1.1. Account means your personal ZEN.COM account.
 - 2.1.2. Eligible Card means an active physical or virtual ZEN.COM Mastercard issued to you. ZEN.COM Visa cards are excluded.
 - 2.1.3. Qualifying Purchase means an eligible point-of-sale or e-commerce purchase made using an Eligible Card during the Promotion, as described in section 4.
 - 2.1.4. Qualifying Plan means one of the updated paid plans: Better, Best or ZEN. The updated free plan, Good, does not qualify for a reward.
 - 2.1.5. Voucher Unit means one merchant voucher with the value stated for your country in Annex 1.
 - 2.1.6. Checkpoint means a verification date under section 6.
 - 2.1.7. Business Day means a day other than a Saturday, Sunday or public holiday in your country of tax residence.

3. Eligibility and participation

- 3.1. You may participate if you meet all of these conditions:
 - 3.1.1. you are an individual customer of ZEN.COM and at least 18 years old;
 - 3.1.2. you are tax-resident in a participating country listed in Annex 1;
 - 3.1.3. you hold an active Eligible Card;
 - 3.1.4. you received the Promotion invitation directly from ZEN.COM by email;
 - 3.1.5. you meet the qualifying-spend threshold for your country during the Promotion; and
 - 3.1.6. you hold a Qualifying Plan on the final day of the Promotion.
- 3.2. Your previous plan means the plan you held immediately before moving to an updated plan. The reward is determined by your previous plan and the Qualifying Plan you hold on the final day of the Promotion.
- 3.3. If you meet the eligibility conditions, participation is automatic. You may opt out at any time by informing ZEN.COM at hello@zen.com or through in-app chat. Opting out ends your participation and any entitlement to installments not yet earned. It does not change your subscription or other ZEN.COM services.
- 3.4. Each person may participate once and receive one reward allocation, regardless of the number of Accounts, cards or email addresses they have.

4. Promotion period and qualifying purchases

- 4.1. Only purchases made during the 14-day Promotion period count. You may make qualifying purchases while still on your previous plan.
- 4.2. The spend threshold is the fixed amount stated for your country in Annex 1. Purchases in any currency count. A purchase in another currency is converted using the standard Mastercard/ZEN.COM exchange rate applied on its settlement date.
- 4.3. A purchase does not count as a Qualifying Purchase if it is refunded, reimbursed, cancelled, reversed, declined, charged back, disputed as unauthorised, or identified as fraudulent or abusive. ZEN.COM may recalculate your qualifying spend and, to the extent permitted by law, refuse, withhold or reverse any related reward or voucher. This does not affect your rights concerning the underlying card transaction.
- 4.4. The following do not count as qualifying purchases:
 - 4.4.1. balance transfers, cheques, remittances or money transfers;
 - 4.4.2. top-ups or transfers to another payment service provider, bank or electronic money institution;
 - 4.4.3. digital or virtual wallet top-ups, including Revolut and SkyCash;

- 4.4.4. purchases or top-ups of gift cards, e-vouchers or prepaid cards;
- 4.4.5. cryptocurrency, financial instrument, foreign exchange or securities transactions;
- 4.4.6. gambling, betting, lottery or casino transactions;
- 4.4.7. wholesale alcohol purchases, insurance premiums, taxes, fines or public levies;
- 4.4.8. fees, interest, late-payment charges, cash advances or ATM withdrawals; and
- 4.4.9. transactions with merchant category codes (MCCs) 4829, 5715, 6010, 6011, 6012, 6050, 6051, 6211, 6533, 6536, 6537, 6538, 6540, 7511, 7995 or 9311.

5. Reward

- 5.1. Your reward is determined by your previous plan and the Qualifying Plan you hold on the final day of the Promotion. A later upgrade does not increase your reward.
- 5.2. The reward entitlement is:
 - 5.2.1. Previous Free plan: Better — 1 Voucher Unit; Best — 2 Voucher Units; ZEN — 4 Voucher Units.
 - 5.2.2. Previous Gold plan: Better — 2 Voucher Units; Best — 3 Voucher Units; ZEN — 4 Voucher Units.
 - 5.2.3. Previous Pro plan (priced in PLN): Better — 1 Voucher Unit; Best — 2 Voucher Units; ZEN — 4 Voucher Units.
 - 5.2.4. Previous Pro plan (priced in EUR): Better — no reward; Best — 2 Voucher Units; ZEN — 4 Voucher Units.
 - 5.2.5. Previous Platinum plan: Better or Best — no reward; ZEN — 4 Voucher Units.
 - 5.2.6. Good plan: no reward.
- 5.3. One Voucher Unit is one voucher at the value stated for your country in Annex 1. The maximum reward is four Voucher Units per participant. A voucher is not a cash payment from ZEN.COM.

6. Checkpoints and voucher delivery

- 6.1. ZEN.COM verifies eligibility at these Checkpoints:
 - 6.1.1. Checkpoint 1 – 2 November 2026: when the Promotion ends — verification of qualifying spend and the Qualifying Plan held on the final day;
 - 6.1.2. Checkpoint 2 – 2 December 2026: one calendar month after Checkpoint 1 — verification that your Account remains open and you remain on the qualifying plan held at Checkpoint 1, or a higher plan;
 - 6.1.3. Checkpoint 3 – 2 January 2027: two calendar months after Checkpoint 1 — the same account and plan verification.

- 6.2. ZEN.COM will send each due installment within 21 Business Days after the relevant Checkpoint. Installments are distributed as follows:
 - 6.2.1. 1 Voucher Unit total: 1 at Checkpoint 1;
 - 6.2.2. 2 Voucher Units total: 1 at Checkpoint 1 and 1 at Checkpoint 2;
 - 6.2.3. 3 Voucher Units total: 1 at each Checkpoint;
 - 6.2.4. 4 Voucher Units total: 1 at Checkpoint 1, 1 at Checkpoint 2 and 2 at Checkpoint 3.
- 6.3. You must have an open Account and remain on the Qualifying Plan held at Checkpoint 1, or a higher plan, to receive each later installment. If you close your Account or downgrade below that plan before a later Checkpoint, you forfeit the remaining installments.

7. Voucher pool

- 7.1. The prize pool is limited. Rewards are allocated on a first-come, first-served basis when participants qualify at Checkpoint 1. ZEN.COM deducts the participant's full entitlement from the pool when it is allocated. If the pool cannot cover a participant's full entitlement, no reward is allocated to that participant.
- 7.2. Local-currency voucher values are converted to euros for pool accounting at the euro reference rates published by the European Central Bank on 20 October 2026. These rates do not change the voucher's stated local value.
- 7.3. ZEN.COM may increase the pool and will inform participants by email. ZEN.COM will notify participants by email when the pool is exhausted.

8. Voucher selection and issuer terms

- 8.1. For each due installment, ZEN.COM will email you a link to a landing page where you can select a voucher from the available brands for your country. If an installment includes two Voucher Units, the landing page will allow you to select a voucher for each unit.
- 8.2. Each link is valid for **90 calendar days** from the date it is sent. If you do not select a voucher before the link expires, that installment is permanently forfeited. No default brand will be assigned.
- 8.3. If a selected brand is unavailable, ZEN.COM may issue a voucher of equal value from another brand available in your country.
- 8.4. Each voucher is subject to the issuing merchant's redemption rules, validity period and other terms. The issuer's terms will be linked in Annex 1 and made available before you select a voucher.
- 8.5. Questions or problems with redeeming a voucher (for example, if a voucher code is not accepted) should first be directed to the issuing merchant, under its terms linked

in Annex 1. If the merchant does not resolve the issue, you may contact ZEN.COM as described in section 12.

9. Other offers; changes to the Promotion

- 9.1. The Promotion may be combined with introductory or discounted subscription pricing for the updated plans. It cannot be combined with a referral or cashback promotion where that promotion's terms prohibit the combination.
- 9.2. ZEN.COM may suspend, change or end the Promotion for a valid reason, including a legal or regulatory change, a scheme or provider requirement, a security or fraud concern, a serious technical or operational issue, correction of an obvious error, or prevention of customer harm or a regulatory breach.
- 9.3. A change will not adversely affect a reward earned before it takes effect. An installment is earned only when you satisfy the eligibility checks at the applicable Checkpoint, subject to sections 4.3 and 6.3.
- 9.4. ZEN.COM may refuse, withhold or reverse a reward in cases of fraud, misuse, refund, chargeback, cancellation, error or breach of applicable terms.

10. Taxes

- 10.1. You are responsible for checking and complying with any tax obligations that may apply to receiving or using a voucher. ZEN.COM will meet any tax obligations placed on it by law. For participants in Poland, ZEN.COM intends to treat the Promotion as a *sprzedaż premiowa* (sales-premium promotion). Any tax exemption depends on the statutory conditions being met and is not guaranteed for every participant.

11. Personal data

- 11.1. ZEN.COM processes personal data in accordance with the applicable ZEN.COM [Privacy Policy](#). If the Promotion involves additional personal data processing, ZEN.COM will provide the information required by applicable data protection laws.

12. Questions and complaints

- 12.1. You may send questions or complaints about the Promotion to hello@zen.com or through in-app chat.
- 12.2. ZEN.COM will respond to a Promotion complaint within 14 calendar days of receiving it, subject to any different mandatory statutory deadline that applies.
- 12.3. For voucher redemption issues, please first contact the issuing merchant as described in 8.5.
- 12.4. Nothing in these Terms limits any mandatory complaint, dispute-resolution or regulatory escalation rights.

13. Governing law and final provisions

- 13.1. These Terms are governed by the law of the Republic of Lithuania. This does not deprive you of mandatory consumer protections available under the law of your habitual residence where those protections apply.
- 13.2. If any provision of these Terms is unenforceable, the remaining provisions continue to apply to the extent permitted by law.
- 13.3. The merchants listed in Annex 1 do not sponsor or administer the Promotion unless they expressly state otherwise. The merchant's voucher terms govern redemption of its voucher.



Annex 1 — Countries, thresholds and vouchers

For each participating country, the table below sets out the spend threshold, the value of one Voucher Unit, the maximum reward and the available voucher brands. Each voucher is subject to the issuer's terms linked below.

- Poland (PL): threshold PLN 2,000; PLN 50 per Voucher Unit; maximum PLN 200. Allegro — <https://allegro.pl/regulaminy/regulamin-kart-podarunkowych-allegro-finance-wwBVkbGMLHD>; Zalando — <https://www.zalando.pl/karta-upominkowa-regulamin>.
- Romania (RO): threshold RON 2,500; RON 50 per Voucher Unit; maximum RON 200. Ozone.ro — <https://www.ozone.ro/> [terms provided with the voucher]; eMag — <https://www.emag.ro/help/cardul-cadou/>.
- Czech Republic (CZ): threshold CZK 12,500; CZK 500 per Voucher Unit; maximum CZK 2,000. Zalando — <https://www.zalando.cz/podminky-darkovekarty>; Adidas — https://www.adidas.cz/terms-conditions-gift_card.
- Hungary (HU): threshold HUF 200,000; HUF 10,000 per Voucher Unit; maximum HUF 40,000. eMag — <https://www.emag.hu/help/vasarlasi-utalvany/>; Zalando — <https://www.zalando.hu/terms-giftcards>.
- Italy (IT): threshold EUR 500; EUR 25 per Voucher Unit; maximum EUR 100. Amazon.it — <https://www.amazon.it/buoni-regalo-termini-condizioni>; Zalando — <https://www.zalando.it/cgv-buoniregalo>.
- France (FR): threshold EUR 500; EUR 25 per Voucher Unit; maximum EUR 100. Amazon.fr — <https://www.amazon.fr/gp/help/customer/display.html?nodeId=548558>; Zalando — <https://www.zalando.fr/conditions-cartes-cadeaux/>.
- Netherlands (NL): threshold EUR 500; EUR 25 per Voucher Unit; maximum EUR 100. Bol.com — <https://www.bol.com/nl/nl/tc/cadeaukaartvoorwaarden/>; Zalando — <https://www.zalando.nl/voorwaarden-cadeaubon>.
- Bulgaria (BG): threshold EUR 500; EUR 25 per Voucher Unit; maximum EUR 100. Ardes — <https://ardes.bg/polezna-informaciya/usloviya-za-polzvane-na-vaucheri-izdadeni-ot-ardes-bg>; Decathlon — https://www.decathlon.gifts/bg_BG/website/buyer.
- Portugal (PT): threshold EUR 500; EUR 25 per Voucher Unit; maximum EUR 100. Amazon.es — https://www.amazon.es/-/en/gp/help/customer/display.html?language=pt_PT&nodeId=GNG9PXYZUMQT72QK; Zalando — <https://www.zalando.pt/terms-giftcards>.
- Germany (DE): threshold EUR 500; EUR 20 per Voucher Unit; maximum EUR 80. Amazon.de — <https://www.amazon.de/-/en/gp/help/customer/display.html?nodeId=GNG9PXYZUMQT72QK>; Zalando — <https://www.zalando.de/agb-geschenkgutscheine>.
- Spain (ES): threshold EUR 500; EUR 20 per Voucher Unit; maximum EUR 80. Amazon.es — <https://www.amazon.es/-/en/gp/help/customer/display.html?nodeId=GNG9PXYZUMQT72QK>; Zalando — <https://www.zalando.es/tyc-tarjetasregalo/>.
- Lithuania (LT): threshold EUR 500; EUR 20 per Voucher Unit; maximum EUR 80. Zalando — <https://www.zalando.lt/terms-giftcards/>; Maxima — <https://www.maxima.lt/paslaugos/maxima-dovanu-korteles>.

- Slovakia (SK): threshold EUR 500; EUR 20 per Voucher Unit; maximum EUR 80. Alza.sk — <https://www.alza.sk/alza-poukazy-podmienky-pouzitia>; Zalando — <https://www.zalando.sk/terms-giftcards>.