

Terms for the Promotion: ZEN Pro Plan Trial Period and Discount ("Terms")

1. The promotion described in these Terms ("Promotion") is organized and conducted exclusively by UAB ZEN.COM and is available only to individuals eligible to open a ZEN account ("Customer"). To participate in the Promotion, the Customer must have or open an individual payment account with UAB ZEN.COM ("ZEN.COM Account") and subscribe to the ZEN PRO plan during the Promotion Period.
2. The Promotion begins on 22.10.2025 and ends 7 days after ZEN.COM issues a notification to the Customer in accordance with these Terms ("Promotion Period").
3. During this period, the Customer will receive 30 consecutive calendar days of free access to the ZEN PRO plan ("Trial Period"). The Trial Period is fixed at 30 days, regardless of the length of the calendar month. After the 30-day trial period, and until the end of the Promotion Period, the Customer will benefit from a discounted monthly fee for the ZEN PRO plan ("Discount"). Please note that the Trial Period is fixed at 30 days, regardless of the length of the month.
4. The discounted fee is PLN 9.99 for Customers domiciled in Poland and EUR 6.90 for all other eligible Customers.
5. The Promotion is temporary and may be cancelled by ZEN.COM at any time. However, cancellation will not affect the Customer's right to the Discount already granted before the cancellation. Participation in the Promotion is optional, and the Customer may withdraw from the Promotion or the Discount at any time. ZEN.COM will inform Customers of the Promotion's cancellation 7 days before the end of the Promotion Period. The Customer remains subject to [Individual User Terms](#) and other relevant [ZEN.COM terms](#), including those related to ZEN.COM cards and these Promotion Terms.
6. Participation in the Promotion is automatic for Customers who select the ZEN PRO plan and ZEN PRO card when opening a ZEN.COM Account or when changing their current plan to ZEN PRO. The Customer may opt out of the Promotion or Discount at any time by contacting ZEN.COM. Eligible Customers who open a new ZEN.COM Account during the Promotion Period will automatically receive the 30-day Trial Period starting from the date the Account is created. Eligible Customers who already have an active ZEN.COM Account before the start of the Promotion Period will begin receiving the Discount from the first billing cycle in which they switch to the ZEN PRO plan.
7. The Discount remains valid until the end of the Promotion Period. The Customer will lose the Discount if they switch from the ZEN PRO plan to another subscription plan, change or cancel their ZEN PRO card, or fail to pay the subscription fees despite reminders from ZEN.COM. The Discount will not be applied if, at the time of switching to the ZEN PRO plan, the Customer has outstanding payments due to ZEN.COM. In the event of a documented breach of anti-money laundering or counter-terrorist financing regulations, ZEN.COM may suspend the Customer's right to the Discount.
8. If the Discount is subject to taxation and ZEN.COM is required to collect and remit tax to the relevant authority, the Customer shall reimburse ZEN.COM for the applicable tax amount upon request.
9. The Customer consents to receiving any related notifications, including court summons, via the email address provided, and agrees not to withdraw this consent.
10. Customers may submit complaints by email to hello@zen.com or via the chat function in the ZEN.COM App. ZEN.COM will respond within the time limits prescribed by law.
11. The Promotion is organized by UAB ZEN.COM, company code 304749651, registered at Lvivo g. 25-104, LT-09320, Vilnius, Lithuania, an electronic money institution licensed by the Bank of Lithuania (License No. 35, issued on 24 May 2018).
12. ZEN.COM is the data controller. Personal data will be processed for the purposes of conducting the Promotion, fulfilling legal obligations, and pursuing ZEN.COM's legitimate interests. Customers have all rights under the GDPR, including the rights to access, rectify, delete, restrict, object, transfer data, lodge a complaint, and withdraw consent. Detailed information is available in our [Privacy Policy](#).