General Terms and Conditions for the Use of Gift Card Skroutz

Effective from: 25/09/2026

1. **Availability and purchase**
The Gift Card Skroutz is available for sale exclusively through the website www.skroutz.mt, which is legally owned by the company named "ΣΚΡΟΥΤΖ ΑΝΏΝΥΜΗ ΕΤΑΙΡΕΊΑ ΥΠΗΡΕΣΊΕΣ ΔΙΑΔΙΚΤΎΟΥ" (hereinafter referred to as **"Company"**). It can be purchased using (a) a credit, debit, or prepaid card, (b) Revolut Pay, (c) bank transfer through IRIS, or (d) the "Skroutz Wallet" digital/electronic wallet, provided through EveryPay, the Payment Institution cooperating with the Company.

2. **Data required for purchase**
To purchase the Gift Card Skroutz, the sender must complete a special form available on the official website of the Company, in which the sender enters the personal details (full name and email address) of the recipient of the Gift Card Skroutz.

3. **Issuance and delivery**
The Gift Card Skroutz is issued as a unique code, consisting of a combination of 8 digits and characters, which will be sent via email to the recipient of the Gift Card Skroutz, based on the information entered by the sender in the Gift Card form Skroutz. In this regard, the sender declares that the provision of this data to the Company is done lawfully within the scope of their personal activity and acknowledges that they bear exclusive responsibility in the event that the recipient raises any claim or the Competent Authority imposes any fine on the Company for the provision of these personal data by the sender to the Company.

4. **Scope of use**
The Gift Card Skroutz is valid only for the purchase of products available through the website www.skroutz.mt, and can be redeemed when placing electronic orders for products exclusively available through the "Skroutz Basket" service.

5. **Terms of use**
A prerequisite for the purchase and use of the Gift Card Skroutz is the prior registration and creation of an account by the sender and/or the recipient (in case the recipient is a different person from the sender) and the subsequent acceptance of the terms of use of the "Skroutz Basket" service, as presented at www.skroutz.mt/ecommerce/terms.

6. **Non-nominal nature**
The Gift Card Skroutz is not nominal and incorporates a promise to provide to its recipient.

7. **Value and limitations**
Each Gift Card Skroutz is issued in euros, with the minimum available purchase amount being €20 and the maximum €500. The Gift Card Skroutz cannot be exchanged for money, divided into smaller amounts, or partially refunded, except in the specific cases described in clauses 9, 19, and 20.

8. **Validity period**
Each Gift Card Skroutz is valid for twelve (12) months from the date of receipt via email by the recipient. Upon expiration, the Gift Card Skroutz is automatically canceled and cannot be renewed or used by the recipient.

9. **Use of Gift Card**
If the value of the Skroutz Gift Card is greater than the total value of the online order, a new Skroutz Gift Card is issued for the monetary difference, with the same expiry date as the original Gift Card. In no case is the unused amount refunded in cash. If the value of the online order exceeds the value of the Skroutz Gift Card, the remaining amount can be paid using one of the accepted payment methods listed below.

10. **Personal use**
The recipient may use the Gift Card Skroutz only for personal, non-commercial, or business purposes, and

any resale of the Skroutz Gift Card by its recipient is strictly prohibited.

11. **Order payment method**
Each Gift Card Skroutz can be used to place an electronic order, which may be paid entirely with the Gift Card Skroutz or in combination with one of the following payment methods: (a) a credit, debit, or prepaid card, (b) the payment services provided by Google Pay and Apple Pay, (c) the payment services provided by Klarna, (d) Revolut Pay, (e) bank transfer through IRIS, (f) the "Skroutz Wallet" digital/electronic wallet, provided through EveryPay, the Payment Institution cooperating with the Company.

12. **Cumulative use**
The application of more than one Gift Card Skroutz per electronic order is not permitted.

13. **Purchase restriction**
The Gift Card Skroutz cannot be used to purchase another Gift Card Skroutz.

14. **Tax aspects**
Given that the purchase of the Gift Card Skroutz does not involve the delivery-sale of products but the purchase of a right in favor of a third party which is incorporated in the Skroutz Gift Card, no tax document is issued, in accordance with the applicable legislation. The corresponding tax document is issued when a sale of products is made using the Gift Card Skroutz for the value of the products sold.

15. **Responsibility for safekeeping**
The recipient of the Gift Card Skroutz is solely responsible for the use and safekeeping of the Gift Card, as in case of loss, theft, or unauthorized use by a third party, it is neither replaced nor canceled.

16. **Company's right to restrict use**
The Company has no obligation to carry out any identity check and assumes no responsibility towards the recipient for any loss, theft, illegal use by an unauthorized person, or generally illegal behavior by any third party. The Company reserves the right to refuse, cancel, or suspend the use of the Gift Card Skroutz in cases where this is deemed necessary, such as, indicatively, in cases where there is suspicion of fraud or unauthorized use, or generally in violation of the terms regarding the use of the Gift Card Skroutz.

17. **Right of withdrawal**
The Gift Card Skroutz may be canceled within fourteen (14) calendar days from the date of purchase and dispatch to the designated recipient, provided it has not been used at the time the cancellation request is submitted. In this case, its use is canceled and the recipient has no right to use it. The sender's withdrawal must be communicated to our Company by any of the available contact methods. The amount paid for the purchase of the Gift Card Skroutz will be refunded by the same payment method used for its purchase. The refund time varies depending on the provider and the payment method used to purchase the Gift Card Skroutz.

18. **Returns paid entirely with Gift Card**
In any case of return of an electronic order made exclusively with the use of a Gift Card Skroutz, according to the terms of use of the "Skroutz Basket" service, the Company undertakes to issue a new Gift Card Skroutz of equal value to the monetary value of the returned product and to send it to the email address specified when placing the electronic order.

19. **Returns (mixed payments) — full return**
In any case of total return of an electronic order made using multiple payment methods (including the use of a Gift Card Skroutz), the Company undertakes to refund the monetary amount to the recipient through the original payment method used for the part of the transaction paid outside the Gift Card and to issue a new Gift Card Skroutz of equal value to the initial amount of the Gift Card used, which will be sent to the email address specified when placing the electronic order.

20. **Partial returns (mixed payments)**

In case of partial return of an item from an electronic order made using multiple payment methods (including the use of a Gift Card Skroutz), the Company undertakes to refund the monetary amount to the recipient through the original payment method used for the part of the transaction paid and, if there is a balance, the Company will issue a new Gift Card Skroutz of equal value to the monetary amount to be refunded.

21. **Acceptance of terms**
The purchase and use of the Gift Card Skroutz implies full acceptance of these terms and conditions.

22. **Modification of terms**
These terms may be amended at any time in accordance with the Company's current commercial policy and applicable legislation, by updating the Company's official website and/or in any other appropriate way.