

# UNIQLO EUROPE LTD. RETURNS POLICY

You can get in touch with us by visiting our [Contact us](#) page by clicking here. We will respond within the next working day – Monday to Friday, 9AM – 6PM GMT. Please be aware that all our e-mails are conducted in English, French and German.

Nothing in this returns policy affects your statutory rights. Your rights under this returns policy are in addition to your cancellation rights under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013.

## RETURNS

You can, within 28 (TWENTY EIGHT) calendar days of receiving a Product ordered from UNIQLO.com ("Site") ("Product"), return any Product that you are not completely happy with.

Once you decide to return any Product you must not use it and must take good care of it while it remains in your possession. The Product must be returned to us undamaged, unsoiled, unwashed, unaltered or not worn (other than to try the Product(s) on and in the same state that it was sold to you. Please note that where possible, any labels or tags must remain intact and the Product(s) should be returned in or with its original packaging.

## RETURNING PRODUCTS TO A STORE

If you wish, you can return a Product to a physical UNIQLO store located in the UK. However, please note that you cannot return a Product to a UNIQLO store if you are cancelling your contract within the 14 days cooling off period as described below.

You must take your Products to one of our UK UNIQLO stores within 28 days of receiving the Products, with the Tax Invoice enclosed in your parcel as your receipt. Find your nearest UNIQLO store by [clicking here](#).

The Tax Invoice must be presented and you will be asked for the reason for the return and whether you would like an exchange or refund. You will also have to present the original purchase card to receive a refund.

You will not be charged a fee for exchanging or returning a Product at a store.

Returning Products by post (Please note: This is only applicable to online purchases)

- Complete the returns note and enclose it with your Product(s).
- Ensure the Product(s) is in a securely wrapped parcel. Complete and place the returns address label provided on the parcel.
- The returns address is: UNIQLO / Arvato, Plot 10A Faraday Avenue, Hams Hall Distribution Park, Birmingham, B46 1AL, United Kingdom.
- Take the parcel (with the enclosed returns note) to a Post Office or courier. Ask the Post Office or courier for your proof of posting certificate. The clerk will stamp the proof of postage on dispatch and you should retain this until you receive your refund. Regrettably we can only provide a refund for a lost return once we have been provided with a proof of postage certificate.
- Please remember to complete the returns note with your returned Products.

It is your responsibility to keep all return receipts, making a shipment by registered mail or by any other means necessary to enable a precise proof of the sending date.

#### WHEN DO I GET REFUND ONCE I HAVE RETURNED AN ITEM?

Please note we will refund you in 14 (FOURTEEN) calendar days from the date on which we receive the returned the Product(s) to the specified address (please see above). Any refunds made by us will be made to the method of payment provided when you placed your order and will be subject to UNIQLO right to withhold amounts for Products which are found damaged on return. You will be refunded the amount you paid for the Product(s) returned excluding any delivery charges (if appropriate). In other words, we will refund you the cost of the Products but not the delivery charges.

#### PROMOTION AND DISCOUNT CODES

If you decide to return an order that has been purchased with a discount code applied, the amount refunded will be subject to the minimum spend of the discount code. This means that if the items returned bring the remaining total below the minimum spend of the discount code then the discounted amount will be deducted from the refund. For example, a £10 discount (with a minimum threshold spend of £60 – excluding the delivery charge) will be removed if the returned Product(s) returned brings the total order value below £60.

Returning an order with a free postage discount (which has not been provided as a code) will not affect the refund value.

#### CANCELLATION RIGHTS

You have a right to cancel your contract at any time within 14 (FOURTEEN) calendar days; beginning on the day after you received the Product(s) without giving a reason. In this case, you will receive a full refund of the price paid for the Product in accordance with our Returns Policy.

The cancellation period will expire after 14 (FOURTEEN) calendar days from the day on which you or a third party (of your consent) acquires physical possession of the Product(s).

To exercise your rights to cancel a contract, you may use the cancellation form available here, but it is not obligatory. You can also inform us electronically by visiting our Contact us page and completing the web form (please choose the topic RETURNS – I wish to cancel my contract). If you use this option, we will provide an acknowledgement of receipt of such a cancellation on a durable medium (e.g. by email) without delay.

You can also inform us at UNIQLO EUROPE LTD, 6th Floor, 1 Kingsway, London WC2B 6AN of your decision to cancel this contract by a clear statement (e.g. a letter sent by post or email) within 14 (FOURTEEN) calendar days from when you are in receipt of your order.

To meet the cancellation deadline, it is sufficient for you to send your communication and proof of postage concerning your exercise of the right to cancel before the cancellation period has expired.

#### EFFECTS OF CANCELLATION

If you cancel this contract, we will reimburse to you all payments received from you, including the costs of delivery (except for the supplementary costs arising if you chose a type of delivery other than the least expensive type of standard delivery offered by us).

We will make a deduction from the reimbursement for loss in value of any Product(s) supplied, if the loss is the result of unnecessary handling by you.

We will make the reimbursement without undue delay, and not later than:

- 14 (FOURTEEN) days after the day we receive back from you any Product(s) supplied; or
- (if earlier) 14 (FOURTEEN) days after the day you provide evidence that you have returned the Product(s); or
- If there were no Product(s) supplied, 14 (FOURTEEN) days after the day on which we are informed about your decision to cancel the contract.

We will make the reimbursement using the same means of payment as you used for the initial

transaction, unless you have expressly agreed otherwise; in any event, you will not incur fees as a result of the reimbursement.

We may withhold reimbursement until we have received the Product(s) back or you have supplied evidence of having sent back the Product(s), whichever is the earliest.

You shall send back the Product(s) or hand them over to us at UNIQLO / Arvato, Plot 10A Faraday Avenue, Hams Hall Distribution Park, Birmingham, B46 1AL, United Kingdom, without undue delay and in any event not later than 14 (FOURTEEN) days from the day on which you communicate your cancellation from this contract to us.

The deadline is met if you send back the Products before the period of 14 (FOURTEEN) days have expired.

It is not possible to return Products to our stores if you wish to cancel your contract.

You will have to bear the direct cost of returning the Product(s).

You have a legal obligation to take reasonable care of the Product(s) while it is in your possession. If you fail to comply with this obligation, we may have a right of action against you for compensation. You are only liable for any diminished value of the Product(s) resulting from the handling other than what is necessary to establish the nature, characteristics and functioning of the Product(s).

In the interests of hygiene, you will not have any right to cancel a contract for the supply of any of the following:

- Products which are not in their original packaging unless they are faulty (this is for hygiene reasons):
- Underwear (men and women)
- Swimwear (men and women)
- Pierced jewellery

In addition to above, you may not cancel a contract for Products which by their nature cannot be returned or are liable to deteriorate or expire rapidly, unless the Product is faulty.

## DEFECTIVE PRODUCTS

If you are unhappy with any of your purchases and feel it may be defective due to a manufacturing fault, please do get in contact with us through our [Contact us](#) from (select topic: PRODUCT RECEIVED – my item is faulty). Please do provide as much information as possible concerning the Product and the order.

If you are a consumer and return a defective Product to us (which must be by post) we will examine the returned Product and will notify you of your refund via e mail within a reasonable period of time. We will process the refund due to you as soon as possible and, in any case within 30 (THIRTY) calendar days of the day we confirmed to you via email that you were entitled to a refund for the defective Product. Products returned by you because of a defect will be refunded in full, including a refund of the delivery charges for sending the item to you and the cost incurred by you in returning the item to us.

© UNIQLO EUROPE LTD. 2017

Registered in England & Wales Number 4845064

VAT Number - 820605757

Last updated – February 2017