

R E T U R N S I N F O R M A T I O N

The item is not what I ordered

If you discover we have sent you an incorrect item, we will exchange it for the right one. Before returning the item, please contact our Customer Services team by phone on +44 (0)1908 202422 or by email at: UKsupport@nikken.co.uk to receive a returns number and address, or - where available - a pre-paid returns label.

Please then return the item to our warehouse, writing your returns number on the outside of the parcel. In case you accept the replacement, we will refund your postage if a pre-paid label was not available, and send you the correct item free of additional delivery charges. However, please note that if you exercise your right of withdrawal when you have received the correct item we will not pay for the costs of sending the products back.

In the event of Nikken UK Limited sending you a replacement for a damaged, defective or incorrect item, you must return the original item to us within 30 days of our email confirming the issue of the replacement item. Provided you return this to us within the 30 days you will have nothing more to pay. If you do not return the original item within the 30-day period, we reserve the right to charge an amount equal to the price of the replacement item to the payment card you used for the order. Please note that all sizes and measurements are approximate but we do try to make sure that they are as accurate as possible.

Sometimes the product specifications from the manufacturer may change, in which case we will do our best to offer you a substitute of the same or better quality at the same price. If you are not happy with the replacement, you can return it to us within the nine working day period, in accordance with our Returns policy.

An item is missing from my order

Please check the parcel(s) carefully as some smaller items may have fallen to the bottom of the box. Please also check your delivery note. This should indicate if any parcels are still to be delivered. Please note that larger items will be delivered separately from any smaller items ordered. Should you have received all deliveries, but the item is still missing, please contact our Customer Services team by phone on: +44 (0)1908 202422 or by email at UKsupport@nikken.co.uk.

Changed your mind? - Right of Withdrawal

You have the right to withdraw from this contract within 14 days without giving any reason. The withdrawal period will expire after 14 days from the day on which you acquire, or a third party other than the carrier and indicated by you acquires, physical possession of the last goods.

To exercise the right of withdrawal, you must inform us of your decision to withdraw from this contract by an unequivocal statement (e.g. a letter sent by post or e-mail). You may use the attached model withdrawal form, but it is not obligatory.

To meet the withdrawal deadline, it is sufficient for you to send your communication concerning your exercise of the right of withdrawal before the withdrawal period has expired.

Effects of Withdrawal

If you withdraw from this contract, we shall reimburse to you all payments received from you, without undue delay and in any event not later than 14 days from the day on which we are informed about your decision to withdraw from this contract. We will carry out such 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 any fees as a result of such reimbursement.

You shall send back the goods or hand them over to us without undue delay and in any event not later than 14 days from the day on which you communicate your withdrawal from this contract to us. The deadline is met if you send back the goods before the period of 14 days has expired.

You will have to bear the direct cost of returning the goods. You are only liable for any diminished value of the goods resulting from the handling other than what is necessary to establish the nature, characteristics and functioning of the goods.

Complete and return this form only if you wish to withdraw from the contract

To: Nikken UK Ltd
Address: Gloucester House, 399 Silbury Boulevard, Milton Keynes, MK9 2AH
E-mail: UKsupport@nikken.co.uk

I / We hereby give notice that I / We withdraw from my / our contract of sale of the following goods:

Ordered on:

Order Number:

Name:

Address:

Signature:

Date:

To return any item for a refund, please first contact our Customer Services team by phone on: +44 (0)1908 202422, or by email at UKsupport@nikken.co.uk, quoting your registered ID and order number to obtain a returns number and address. Please then return the item to our warehouse, writing your returns number on the outside of the parcel. Any cost in returning them will fall upon you, the consumer. Please allow 14 days from the day we receive the goods back for any refunds to be processed.

Please note: There is no facility to return goods which have been purchased online from Nikken UK Limited to any Consultant.

I have a faulty item I need to return

We want you to be completely satisfied with your purchase. If any item you receive proves to be defective or damaged during the shipping process, we will happily replace it or refund the item. Before returning any faulty items, please contact our Customer Services team by phone on: +44 (0)1908 202422 or by email at: UKsupport@nikken.co.uk, to obtain a returns number and the returns address or - where available - a pre-paid returns label. Please return the item to our warehouse, writing your returns number on the outside of the parcel. We will refund your postage and send you a replacement for that item, free of charge. In the event of Nikken UK Limited sending you a replacement for a damaged, defective or incorrect item, you must return the original item to us within 30 days of our email confirming the issue of the replacement item. Provided you return this to us within the 30 days you will have nothing more to pay. If you do not return the original item within the 30 day period, we reserve the right to charge an amount equal to the price of the replacement item to the payment card you used for the order.

Please note: There is no facility to return goods which have been purchased online from Nikken UK Limited to any Consultant

The following products are not eligible for exchange or refund (unless faulty or not as described), if they have been opened and / or their protective packaging removed, due to hygiene reasons:

- Naturest KenkoPad
- KenkoDream Quilt
- Naturest Pillow
- Kenko Sleep Mask
- Wellness Home Pack - Sleep
- Skincare Products

Can I exchange an item for something else?

Product exchanges will be limited to alternative size requests for the same product. If you need to exchange an item on this basis, please contact our Customer Services team by phone on: +44 (0)1908 202422 (local rate) or by email at UKsupport@nikken.co.uk