

# Nikken Customer Ordering Site

## Terms & Conditions for International Ordering

### Order Information

#### **What are the VAT charges?**

VAT is included in the Price lists for EU countries. All orders outside the EU will be zero rated and customs duties will be payable on import by the customer.

#### **Is the item in stock?**

All items available to order are held in stock. Should an item be temporarily out of stock, you will be notified by the Nikken Customer Services Team and given the choice to continue with your order or wait until stock is available.

#### **How can I pay for my order?**

Orders may be paid by credit card only (Visa or Mastercard). Once your payment has been accepted you will receive an order confirmation email from Nikken. Please make a note of the details of your order and keep it safe.

#### **Can I ship my order to a different address?**

You can send your order to any address within your home country. If you need to change your existing registered delivery address you will need to amend your registration details. Please complete your order with your new delivery details. Your registered address will be changed to that entered on this site.

#### **Can I ship my order to another country?**

No, we are only able to ship orders within your home country.

#### **I would like to cancel / amend my order.**

Once your order is paid, items are dispatched promptly so it is not possible to amend your order. However, should you wish to cancel your order and receive a refund, please refer to our section on returning items.

### Delivery Information

#### **How long will the order usually take to be delivered?**

Most orders can be dispatched within two working days of receiving payment. However, please allow up to 14 days for delivery. Orders shipped outside the European Union will be dispatched, but may take a little longer. Once your parcel has reached your local point of import, you will be notified and requested to pay before receiving your goods.

### **How are delivery charges calculated?**

Delivery costs will be calculated according to the value of your order and your country of delivery. Please refer to the Shipping Charges Chart for further information.

### **Where is my order?**

Please allow up to 14 days for delivery. You will receive an automated email with details of your shipment and tracking information. Please use this to track your delivery. Please allow at least 24 - 48 hours from receipt of email before tracking your order. If you still have not received your order after 14 days and cannot locate your order, please contact our Customer Services team for assistance, quoting your registered ID and order number. Whilst we make every effort to deliver goods within the quoted timescale, we shall be under no liability for any delay or failure to deliver your order within the timescale.

Please note that larger items (such as Naturest® Kenkopad®) will be delivered separately from any smaller items ordered.

Our couriers currently deliver on Monday to Friday 09.00-17.00 (excluding Bank Holidays).

## **Returns Information**

### **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 1908 202422 or by email at: [customers@nikken.co.uk](mailto:customers@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. 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 1908 202422 or by email at:

customers@nikken.co.uk.

**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 1908 202422 (local rate) or by email at: customers@nikken.co.uk.

**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 1908 202422 or by email at: customers@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.

**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 good.

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 below 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, including the costs of delivery (with the exception of the supplementary costs resulting from your choice of a type of delivery other than the least expensive type of standard delivery offered by us), 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 carry 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: Customer Services, Nikken UK Limited  
Address: Gloucester House, 399 Silbury Boulevard, Milton Keynes, United Kingdom, MK9 2AH  
E-mail: customers@nikken.co.uk

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

\_\_\_\_\_  
\_\_\_\_\_

Order Number: \_\_\_\_\_ Date of Order: \_\_\_\_\_

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_