

**TERMS OF USE OF THE SITE AND GENERAL TERMS AND CONDITIONS OF SALE  
APPLICABLE IN FRANCE**

**Last Updated: 19<sup>th</sup> June 2026**

Welcome to UNIQLO.com/fr (the "**Site**").

The Site is operated by UNIQLO EUROPE LTD is a foreign company registered in England and Wales (Company number: 04845064), having its registered office at 103-113 Regent Street, London, United Kingdom, W1B 4HL (VAT No.: 820605757)

(hereinafter "**UNIQLO**")

UNIQLO is owned by the Japanese Fast Retailing Group (the "**Group**").

Our customer service can be reached:

- By phone: 01.84.67.14.05 from Monday to Friday from 10 a.m. to 5:30 p.m.
- By instant assistance (chat) from Monday to Friday from 10 a.m. to 9 p.m. and Saturday and Sunday from 11 a.m. to 6 p.m. by visiting our [FAQs](#)
- By email: [contactusfr@uniqlo.eu](mailto:contactusfr@uniqlo.eu) or via the "[Contact us](#)" page

UNIQLO is also registered under the unique identification numbers of the French Environment and Energy Management Agency:

- FR213515\_11VKKN for the responsibility of producers in the textile sector (ReFashion), and
- FR213515\_01FKUF for the responsibility of packaging producers (Citéo).

**I. PREAMBLE**

UNIQLO's access to and sale of the products featured on the Site are governed by these Terms and Conditions (the "**Terms and Conditions**"). These Terms and Conditions set forth the rights and obligations of any user (hereinafter, "you", "your", the "Customer") and UNIQLO ("we", "us", "our", the "Seller").

Please read and expressly accept these Terms and Conditions carefully before using the Site or ordering any Products (hereinafter the "**Product(s)**") on our Site.

The purchase of Products on our Website is exclusively reserved for orders from end consumers, natural persons of legal age, non-merchants (acting exclusively for their personal needs and not directly related to a commercial activity), who have full legal capacity to enter into the obligations set out in these General Terms and Conditions.

Therefore, you declare that you are acting as a consumer and do not intend to resell the Products for any commercial purpose, in the commercial channels of first-party sales.

We recommend that you print and keep a copy of these Terms and Conditions applicable to your order for future reference if necessary.

This document can be printed and/or saved using the usual functionality of your Internet browser: (usually "File" -> "Save As"). You can download this document in PDF format [and archive it by clicking here](#). To be able to open the PDF file, you need the free Adobe Reader program (downloadable from [www.adobe.com/fr](http://www.adobe.com/fr)) or a similar program that supports PDF format.

Please note that the use of this Site and our business relationship are also governed by a number of other policies that we invite you to read carefully before placing an order, namely:

- Privacy and Cookie Policy [[link to be inserted](#)],
- Return Policy [[link to insert](#)], detailing the conditions governing the cancellation of orders and the return of Products purchased on [uniqlo.com/fr](http://uniqlo.com/fr).

## **II. UPDATES TO TERMS AND CONDITIONS**

Your rights under the Terms and Conditions will be governed by the latest version of these Terms and Conditions in force as published on this page of this Site and accepted by you at the time of your order.

We reserve the right to make any changes to these Terms and Conditions that we deem necessary and useful. Any changes or updates to the Terms and Conditions on the Site and the date of update appearing therein will be modified to indicate the date of the last modification. This new version will only apply to orders placed after its publication.

## **III. ACCOUNTS AND CREDENTIALS**

If you wish to create a Customer account, you will need to choose a username and password when you register.

However, you can also make your purchases using the "confirm my order as a guest" function which does not require the creation of a customer account.

You guarantee the accuracy of the information provided for the purposes of your purchases and you undertake to take all necessary measures to ensure its confidentiality.

Your usernames and passwords on the Site are strictly personal and confidential and their use is presumed to be made in your name.

UNIQLO is not responsible for any fraudulent use of your account by any third party.

You may be liable for all actions taken under your credentials, except in the event of a failure of the Site attributable to UNIQLO or UNIQLO's failure to ensure the security or confidentiality of your personal data.

#### **IV. ACCESSING THE SITE AND MANAGING YOUR ACCOUNT**

We reserve the right to block your account in the event of a serious breach by you of the provisions of these Terms and Conditions or serious suspicion of fraud from your customer account, or in the event of violations of applicable laws in this area.

Before taking such action, and where reasonably possible, we will inform you of the reasons for the contemplated measure and give you the opportunity to provide your observations or supporting information. We will take your explanations into account before making a final decision, unless immediate action is necessary to prevent ongoing fraud, security risks, or significant operational or financial harm.

Any measures taken will be proportionate to the seriousness and frequency of the conduct identified and based on objective criteria.

Nothing in this clause shall limit or affect your statutory rights as a consumer, including your right of withdrawal, in accordance with applicable law.

You can delete your account at any time by visiting your account and selecting the "delete my Uniqlo account" section or by contacting customer service [\[link\]](#). The deletion of your account, for any reason whatsoever, implies the loss of all data, information and access to the services offered on our Site.

#### **V. ORDER**

You will be guided through the entire order process through a series of simple instructions posted on our Site.

The process to follow is as follows:

- You can select the Products you wish to order by clicking on "add to cart"
- At any time, you can check the contents of your shopping cart by clicking on the said icon or on "view cart" in order to identify, if necessary, any errors made in the entry of the Products, delete a Product initially selected, modify the quantities or add a Product

- When you click on "checkout" to validate your cart, you can log in to your account, or create one or use the guest option, then you will have to choose the delivery method:
  - Pick-up at a store within 14 days ("Click and collect"):

You will receive an email letting you know that your Products can be picked up in-store within a maximum of 14 calendar days. Any order not collected in store after the expiry of the 14 calendar day period will be cancelled and refunded within one week of cancellation.
  - Delivery to your home or to a collection point:

When your Product is shipped from our warehouse, an email confirming the shipment and the progress of the delivery will be sent to you.
- You also have the option of picking up your Products in store on the same day ("Pickup Today"):

This service, visible on the Product page, allows you to collect your order in store within an indicative period of two (2) hours following the validation of the order by email confirming the availability of the Product. This time frame is provided for informational purposes only and applies exclusively during the opening hours of the selected store. It is also subject to the availability of the Products. This period does not constitute a contractual guarantee.

The "Pickup Today" service is only available in selected stores. If the selected store is out of stock, the service will not be available. For more information, please click on this [\[LINK\]](#).
- You will be invited to read our Terms and Conditions, our return policy and our privacy policy.
- To complete your purchase, your acceptance will be required by ticking the box "I confirm that I have read and agree to the UNIQLO Terms and Conditions" and you will be prompted to choose your payment method before clicking "Place Order" to proceed with the payment of your purchase.
- Payment can be made by payment or credit card: (MasterCard®, Visa®, American Express®, Apple Pay, Google Pay and PayPal).
- If you have a discount coupon, it will need to be entered during the order confirmation process to be valid.
- In some cases, your bank may request a pre-authorization at the time of the order, but the card will be debited at the earliest when the order is shipped to the selected address or store. In any case, the amount debited will correspond to the Product(s) actually shipped, which may be increased by the lump sum of contribution to the delivery costs according to the delivery methods chosen.
- You have the option to cancel your order within 30 minutes of placing it online by clicking on "Cancel Order".

## **VI. PRODUCT INFORMATION**

### **(i) Product Features:**

The Products offered for sale by UNIQLO on the Site are the subject of a descriptive sheet detailing the essential characteristics of each Product, in particular the unit price, the sizes and colors available, the composition, the geographical traceability of the major manufacturing steps, as well as its particular characteristics, and containing one or more photographs of the Product. You are invited to refer to this description sheet in order to determine whether the characteristics of the Product correspond to those you are looking for, the choice and purchase of a Product being placed under your responsibility.

The Products are described and presented on the Site as accurately as possible. UNIQLO has taken all reasonable precautions to ensure that the color and pattern of the Products photographed on the Site are true to the original Products, but there may be minimal differences.

The descriptions of the Products for sale on the Site are therefore given for information purposes only. The colors that are displayed on the Site will depend on many factors, including the display settings of your computer, so we cannot assure you that the colors displayed on your screen will accurately reflect the colors of the Products you receive and UNIQLO cannot be held responsible for any minor differences.

Similarly, the sizes indicated on the Site are given for information purposes only.

### **(ii) PRODUCT AVAILABILITY**

The Products are marketed within the limit of available stocks. UNIQLO regularly updates information about the availability of Products on the Site, but there may be a delay between the stock status and the update of the stock on the Site and an ordered Product is no longer available. If the ordered Product is no longer in stock at the time the order is processed, UNIQLO will notify you, without delay, of the cancellation of the order due to unavailable stock.

If you have already paid for the Products, we will refund you in full, as soon as possible, with the understanding that this refund will be made no later than 14 days from the date of cancellation of your order.

## **VII. INVOICING**

An invoice in electronic format will be made available to you on our Site in your account; or electronically by clicking on the PDF document in your order shipping confirmation email if you do not have an account.

If you lose an invoice, you should contact our customer service via our [Contact Us page](#).

We invite you to keep your invoice for your records and as a reference to our contract.

Purchases made via the Site are subject to value added tax (VAT) at the rate legally in force on the day of sale.

As purchases made on our Site are deemed to be made on a consumer basis, we are unable to accommodate requests to amend invoices already issued or to reissue them as VAT invoices for businesses purposes.

## **VIII. PRICE**

UNIQLO has taken all reasonable precautions to ensure that the prices displayed on the Site are accurate. However, material errors may occur from time to time.

In the event of an obvious pricing error, UNIQLO reserves the right not to accept your order.

If we discover a manifest pricing error before the Products are dispatched, we may either notify you as soon as possible or decide to refuse your order. In the first case, we will offer you the option to reconfirm your order at the corrected price or cancel your order. If we decide to refuse your order, we will refund or re-credit any amounts charged to your credit card or charge card.

All prices of the Products are displayed in Euros, including VAT at the rate applicable in the country of delivery at the time of the order, unless expressly stipulated otherwise, and do not include additional delivery costs. Delivery costs may be charged and will be clearly displayed during the checkout process.

The total delivery costs will be detailed and identified on the payment screen and on your invoice including VAT.

If you have a coupon or promotion, it is your responsibility to check whether it is applicable online and/or in-store and to ensure that you indicate this in the appropriate section during the checkout process. Only one coupon can be used per order. It will not be possible to indicate a coupon or receive a discount offer once you have confirmed your order. The terms and conditions of such coupons or promotions can be seen on the relevant Product page.

## **IX. REFUSAL TO PROCESS AN ORDER**

We reserve the right not to proceed with the order placed for the following reasons:

- In the event of order(s) exceeding, by their content, quantity or frequency, the needs of an average consumer individual and more generally in the event of requests of an abnormal and/or fraudulent nature;
- It is impossible to obtain payment authorization from the bank;
- A manifest material error in pricing or description, or in the Product information or certain promotional terms has been identified;
- In the event of an order that does not comply with our Terms and Conditions;
- The selected delivery address or collection location is outside France, which is the delivery territory of this Site;
- And in the event of a legitimate reason as provided for in paragraph 1 of Article L 121-11 of the Consumer Code.

If there are any problems with your order, we will contact you as soon as possible.

#### **X. INTERNATIONAL PRICING**

Credit and/or charge card issuers or banks will set the exchange rate applicable to your purchase and may charge a processing or handling fee in connection with this payment, which you will be required to pay.

#### **XI. DELIVERY**

Subject to the provisions relating to the availability of the Products, and except in exceptional circumstances, we will endeavour to deliver the Product(s) to you within the time frame set out in your order.

- You have the option to select multiple addresses for delivery, including an address that is different from your billing address in France. Please note that UNIQLO will not make any deliveries to a PO Box and there are restrictions on the delivery locations served by UNIQLO for Products ordered on the Site Orders placed on this Site may only be delivered to and/or collected from an address located in France. We do not offer cross-border shipping to addresses outside France. Should you wish your order to be delivered in another country, please order from another UNIQLO website offering delivery and/or collection services in such country. Please note that we currently offer delivery and/or collection services only in certain European countries. [A full list of the countries is available [here](#)].
- Products that are subject to alterations at your request may result in longer delivery times and you will be informed of the delivery date accordingly.
- However, delays may occur due to unforeseen circumstances or for reasons such as the place of delivery. If we are unable to meet the indicative time given when choosing the delivery method for any reason, and in any case within a maximum period of 30 days

from the date of order confirmation, we will inform you and offer you either to continue the purchase process with a new delivery date, or cancel your order and refund you the full amount you paid.

- UNIQLO cannot be held liable in particular for a subsequent change of address of the Customer that has not been notified to it in good time or for an error in the Customer's contact details provided by the latter at the time of the order.
- For the purposes of these Terms and Conditions, the "delivery" will be deemed to have been made, or the order will be deemed to have been "delivered", at the time you or a third party designated by you is in physical possession of the Products, which will take the form of the delivery of your order to the selected delivery address, upon presentation of a QR Code or PIN code sent to the email address you have indicated and an identity document.
- All risk in the Products you order (including the risk of loss and/or damage to the Products) will pass to you at the time of "delivery".

## **XII. RECEIPT OF THE ORDER**

Upon receipt of the order, we invite you to check the conformity of the Products received in execution of your order. Any anomaly concerning the delivery (in particular: missing or damaged Products, damaged packages) must be notified immediately and at the latest within 48 hours, to the customer service in order to allow us to carry out an investigation with the carrier and/or to exercise recourse against the carrier within the time limits provided for by law, if necessary.

You will need to contact customer service, within the time frame indicated above.

Our customer service can be reached:

- By phone: 01.84.67.14.05 from Monday to Friday from 10 a.m. to 5:30 p.m.,
- By instant assistance (chat) from Monday to Friday from 10 a.m. to 9 p.m. and Saturday and Sunday from 11 a.m. to 6 p.m. by visiting our [FAQs](#)
- By email: [contactusfr@uniqlo.eu](mailto:contactusfr@uniqlo.eu) or via the "[Contact us](#)" page

It is specified that the provisions of this clause do not deprive you of the benefit of the right of withdrawal provided for elsewhere in our General Terms and Conditions.

## **XIII. RIGHT OF WITHDRAWAL**

In accordance with Article L. 221-18 of the French Consumer Code, you have a right of withdrawal that you can exercise within 14 calendar days of the date of receipt of your order to return the Products ordered to us (at home, in a UNIQLO store or at a participating collection

point) without having to give any reason.

You must inform us by any means, in a clear and unambiguous manner, that you wish to withdraw and in particular by writing to us at UNIQLO EUROPE LTD (Customer Service), 103-113 Regent Street, London, W1B 4HL (United Kingdom) or by completing the withdrawal form available below.

You can also exercise your right to withdraw online using the functionality “withdraw from the contract here” available in the footer section of the Site’s homepage or contact us using [our contact form](#) and choosing "Return & Exchange". You may also use the template withdrawal form below. If you use either of these options, we will send you an acknowledgement of receipt of your notice of withdrawal by e-mail as soon as possible.

The date of your notice of withdrawal is the date you send your notice to UNIQLO, so it's best to keep a copy of it.

You must also return the Products to us by post in their original condition, at your own risk, and no later than 14 calendar days following the notification of your withdrawal. Note that a return cost of € 2.95 will apply and will be deducted from your refund. No refund can be made in store if you wish to use your right of withdrawal.

The Products must not have been used and/or worn and must be returned in or with their original packaging.

The right of withdrawal does not exist for Products that cannot be returned, such as:

- Underwear (men and women)
- Socks
- Swimwear (men's and women's)
- Masks
- Washed or worn clothing (excluding defective clothing)
- Products altered online, in-store or by a third party

We will refund you as soon as possible and no later than 14 calendar days from the date on which we were notified of your intention to withdraw, which period may be deferred until the day on which we receive the returned Product(s). All our refunds are made by the same means of payment used at the time of the order and we reserve the right to deduct from the refund any amount for returned Products that are damaged.

As part of the right of withdrawal, you will be reimbursed for the amount of the returned Products, including the amount corresponding to the standard delivery costs (initial shipping costs). Note that the standard delivery costs (initial shipping fees) will be reimbursed only if all Products of your order are returned. If you selected any upgraded shipping method other than

our standard delivery option, we will refund only the amount that standard shipping would have cost for your order.

You can use the template withdrawal form below, which can be downloaded by clicking on this [link](#):

**Withdrawal form template**

*Withdrawal form template*

***(Please complete and return this form only if you wish to exercise your right of withdrawal)***

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

**Attention:**

*To:*

UNIQLO EUROPE LTD – Service Client, 103-113 Regent Street, London, W1B 4HL (Royaume-Uni).

**E-mail:**

*Email address:*

[contactusfr@uniqlo.eu](mailto:contactusfr@uniqlo.eu)

**I/we/us/ (\*) hereby notify you of my/our (\*) withdrawal from the Contract relating to the sale of the goods below:**

*I/We (\*) hereby give notice that I/We (\*) withdraw from my/our (\*) contract of sale of the following goods (\*),*

**Ordered on (\*) [.....] / received on [.....] (\*)**

*Ordered on (\*) [.....] / received on [.....] (\*),*

**Name of Customer(s):**

*Name of Client(s),*

**Address of the Customer(s):**

*Address of Client(s),*

**Signature of the Client(s) (only in case of notification of this form on paper)**

*Signature of Client(s), (only if this form is notified on paper)*

**Date:**

*(\*)*

***Cross out the unnecessary mention***

*Delete as appropriate*

**XIV. COUPONS AND PROMOTIONAL OFFERS**

Any coupon, to be valid, must be entered during the order confirmation process. Coupons are not deductible from delivery costs. They can be used in combination with certain promotional offers.

Our promotional offers are only valid for a limited time and only for the relevant Product lines.

If a Product is purchased online or in-store before being the subject of a promotional offer, we will not be able to refund the price difference under any circumstances.

Similarly, if you purchase a Product in store that is the subject of an exclusive online promotional offer, you will not be able to request a refund of the price difference.

Finally, please note that the Products and promotional offers offered on the Site may not be available in stores in your country and vice versa.

## **XV. INTELLECTUAL PROPERTY**

The Site and its content published and integrated by UNIQLO are protected by intellectual property, including, without limitation, copyrights and trademarks.

In these Terms and Conditions, "Intellectual Property Rights" means patents, database rights, copyrights, designs (registered or unregistered), trademarks (whether registered or unregistered) whether figurative, brand names, signs, illustrations, photos, logos appearing on the UNIQLO Products, the Site, accessories or packaging, including the legal means to enforce them.

In the course of our business relationship, all intellectual property rights relating to the Site and falling under these Terms and Conditions are and will remain our exclusive property, and you are not authorised to use any of these intellectual property rights under any circumstances, unless expressly authorised by us to do so. Any creation of an intangible element, resulting from the use of this Site, our trademarks, trade names and signs, service marks, as well as those of the Group, falling under these General Terms and Conditions, will automatically belong to us, or to the Group as the case may be.

Any reproduction, representation, modification or adaptation, in whole or in part, of all or part of the elements found on the Site or incorporated therein, is strictly prohibited.

## **XVI. USE OF OUR SITE**

The consultation and use of our Site is your responsibility in your capacity as a user (hereinafter "the User"). Our Site may host, or provide through third parties, links to other sites or

resources that we do not control. By clicking on these links, you acknowledge that we cannot guarantee the content of these links and therefore agree to access them at your own risk.

The User is also informed that UNIQLO may be required to temporarily interrupt access to the Site for technical reasons, in particular for reasons of its maintenance. The User accepts these interruptions and waives any claim in this regard.

The use of the Site by the User implies knowledge and acceptance of the characteristics and limits of the technologies inherent to the Internet, in particular with regard to response times to consult or query the server hosting the Site, technical performance, risks of interruption and risks incurred during the transmission of data. Consequently, UNIQLO and, more generally, the Group cannot under any circumstances be held liable, without this list being exhaustive:

- Any information consulted on the Site that is not posted online by UNIQLO
- Any network malfunction preventing the proper functioning of the Site
- Loss of any data
- The malfunction of any software
- The consequences of any computer virus, bug, anomaly or failure
- Any damage caused to the User's computer.

## **XVII. LEGAL GUARANTEES**

The Products sold by UNIQLO are subject to the legal guarantee of conformity provided for in articles L.217-1 to L.217-32 of the Consumer Code and to the legal guarantee against latent defects provided for in articles 1641 to 1649 of the French Civil Code.

All Products benefit from these legal guarantees, provided that their use has been normal and that the maintenance instructions have been followed.

If you become aware of a lack of conformity or a latent defect, you must notify UNIQLO as soon as possible and UNIQLO will inform you of the procedure to follow to return the Product(s).

### **Legal guarantee of compliant delivery**

In accordance with Article L217-4 of the Consumer Code, the Seller delivers goods that comply with the contract and is liable for any lack of conformity existing at the time of delivery. He is also liable for any lack of conformity resulting from the packaging, assembly instructions or installation when this has been charged to him by the contract or has been carried out under his responsibility.

Pursuant to Article L217-5 of the Consumer Code, the goods are in accordance with the contract:

1° If it is fit for the use usually expected of a similar good and, where applicable:

- if it corresponds to the description given by the seller and has the qualities that the seller has presented to the buyer in the form of a sample or model;

- if it has the qualities that a buyer can legitimately expect in view of the public statements made by the Seller, by the producer or by his representative, in particular in advertising or labelling;

2° Or if it has the characteristics defined by mutual agreement between the parties or is suitable for any special use sought by the buyer, brought to the attention of the Seller and which the latter has accepted.

UNIQLO undertakes to deliver to you a Product that is in conformity with the contract and free from non-conformities at the time of delivery of the said Product, in the sense that the Product will be fit for the use usually expected of a similar good and will have the characteristics described at the time of sale.

UNIQLO is also liable for any lack of conformity resulting from packaging, assembly instructions or installation when this has been imposed on it by the contract or has been carried out under its responsibility.

- You have a period of two (2) years from the delivery of the Products to use the warranty with UNIQLO, it being specified that you do not have to provide proof of the date of appearance of the defect. Indeed, the lack of conformity appearing during this period is presumed to exist at the time of issue, unless proven otherwise.

- You can choose:

a) the repair of the Product, it being specified that once the Product has been repaired, you benefit from a six (6) month extension of its warranty of conformity OR

b) the replacement of the Product, in which case the replaced Product benefits from a new legal warranty period of two (2) years unless one of these two choices is impossible or entails a manifestly disproportionate cost for UNIQLO within the meaning of Article L.217-22 of the Consumer Code, in which case UNIQLO may choose the other solution. Repair or replacement will take place free of charge within a period not exceeding thirty (30) days following your request.

**OR**

in the event that (1) UNIQLO refuses to comply with the Product, (2) compliance takes place within a period of more than thirty (30) days, (3) the non-compliance is serious, or (4) UNIQLO's compliance is unsuccessful: - To be reimbursed the price paid and the Product to be returned, or - To keep the Product and to be reimbursed a portion of the price. The total or partial refund

will be made no later than fourteen (14 days) following your request. You are also entitled to a reduction in the price of the goods or to the termination of the contract when the lack of conformity is so serious that it justifies the price reduction or the termination of the contract immediately. You are then not required to request the repair or replacement of the property beforehand. You are not entitled to the cancellation of the sale if the lack of conformity is minor. Any period of immobilization of the property with a view to its repair or replacement suspends the warranty that remained to run until the delivery of the refurbished item. It is specified that the repair, replacement or refund of the Product will take place at no cost to you and does not prevent the possible award of damages in the event that you are entitled to it. You may take action before the French courts within five (5) years of the discovery of the defect in the event that UNIQLO has not complied with its request. The rights mentioned above result from the application of Articles L. 217-1 to L. 217-32 of the Consumer Code. The Seller who obstructs the implementation of the legal guarantee of conformity in bad faith incurs a civil fine of a maximum amount of 300,000 euros, which may be increased to 10% of the average annual turnover (Article L. 241-5 of the Consumer Code).

### **Legal warranty against hidden defects**

UNIQLO undertakes to provide you with a Product free of hidden defects (defects not apparent at the time of purchase) that would make it unfit for its intended use, or that would diminish its use so much, that you would not have acquired it or would have given only a lower price for it if you had known about them.

- You must prove that you meet the conditions of the warranty:

a) the Product has a defect that was not apparent at the time of purchase;

b) the defect renders the Product unfit for its intended use or significantly reduces its intended use.

(c) the defect existed at the time of purchase.

- You have a period of two (2) years from the discovery of the defect to use the warranty with UNIQLO. It is specified that the discovery of the defect can occur within 20 years of purchase.

- You can choose:

a) return the Product and have you reimbursed the price and costs incurred by the sale **OR** ;

b) keep the Product and have you return a portion of the prize.

### **XVIII. FORCE MAJEURE**

We shall not be liable to perform any of our obligations under these Terms and Conditions in the event of an event beyond our control (force majeure), including, without limitation, strike, lockout, failure of third party systems or networks, cataclysm, fire, earthquake, storm, flood or

other natural disaster, civil commotion, act of terrorism, Tampering with or intentional damage to materials or data, damage to or destruction of premises or equipment, government regulation or policy, shortage of supplies, and unavailability of services.

Our services under the contract are expected to be suspended for the duration of the force majeure event, and we will be given an additional period equivalent to this effective duration for the purpose of fulfilling our obligations. We will make every reasonable effort to terminate the Force Majeure Event or to find a possible solution that will enable us to perform our obligations under the Contract despite the Force Majeure Event.

## **XIX. PRIVACY POLICY AND COOKIE MANAGEMENT**

In the context of browsing or using the Site, UNIQLO is required to collect and process personal data.

The Privacy and Cookie Policy is an integral part of these Terms and Conditions. They inform you about how UNIQLO collects and processes personal data and uses cookies.

Your registration data, as well as a number of other pieces of information about you, are covered by our Privacy and Cookie Policy.

For more information, please see our Privacy and Cookie Policy by clicking [here](#).

In order to exercise the rights provided for by the regulations on personal data as explained in our Privacy and Cookie Policy, you can contact UNIQLO:

- By mail: UNIQLO EUROPE LTD - French branch - Data Protection Office, 151 rue Saint-Honoré, Paris (75001)
- By email: [dpo\\_eu@fastretailing.com](mailto:dpo_eu@fastretailing.com)

## **XX. GIFT CARD**

### *Article 1: Presentation of the gift card*

The terms and conditions of use set forth in this Section XX apply to the physical gift card ("**Physical Gift Card**") and the electronic gift card ("**Electronic Gift Card**").

The Physical Gift Card and the E-Gift Card are jointly referred to as the "**Gift Card(s)**".

### *Article 2: Gift Card Purchase*

#### 2.1 E-Gift Card

The eGift Card can be purchased on the Site.

The Customer will receive a confirmation by e-mail when the purchase of the eGift Card has been made. The Customer (or the intended recipient if not the Customer) will receive an email containing the E-Gift Card, its amount, its expiration date and the code to be used on the Site. The Customer is required to provide one or more correct email addresses for the sending of the confirmation email and the E-Gift Card. The Customer who purchased the E-Gift Card as a gift or on behalf of another person will receive a confirmation email when the e-mail containing the E-Gift Card has been opened.

## 2.2 Physical Gift Card

The Physical Gift Card can be purchased on the Site.

The Customer who purchased the Physical Gift Card is responsible for providing it to the chosen recipient. UNIQLO shall not be liable for the loss, theft, deterioration or expiration of the Physical Gift Card.

### *Article 3: Delivery*

UNIQLO will endeavor to deliver the Physical Gift Card purchased on our Site within the time frame stated at the time of purchase. The E-Gift Card will be sent to the recipient's chosen email address in accordance with Section 2.1 above.

UNIQLO reserves the right not to deliver the Gift Card when the address provided for the delivery of the Physical Gift Card and/or the email address provided for the eGift Card cannot be confirmed.

### *Article 4: Validity*

The minimum amount of a Gift Card is €10 (including VAT) and each Gift Card is limited to a maximum value of €500 (including VAT).

The Gift Card is valid for one (1) year from the date of purchase.  
The Gift Card is not reloadable, and its value cannot be increased after purchase.

Once expired, the Gift Card cannot be used for purchases. Any unused balance will not be refunded.

### *Article 5: Use of the Gift Card*

Any Gift Card may be used on the Site or in-store in the country where it was purchased to pay for all or part of the value of the purchase. If the amount of the purchase exceeds the value of the Gift Card, the difference must be paid by another payment method.

The Gift Card may be used multiple times until the balance reaches zero, subject to

Section 4. Only one Gift Card can be used for the same transaction. The amount of the Gift Card will be applied to the total of the purchase, including VAT and shipping charges, if applicable.

The Gift Card cannot be redeemed for the amount of money contained on the Gift Card and UNIQLO will not give change on the Gift Card.

The balance of the Gift Card can be checked online at UNIQLO.com or by contacting our customer service at [Contact Us](#).

UNIQLO reserves the right to refuse a Gift Card that we consider to be forged, duplicate, or suspected to be fraudulent.

#### *Article 6: Return and Refund*

In the event of a return of one or more Products purchased solely with a Gift Card, the balance of the Gift Card will be updated by the value of the refund of the returned Products.

Where a purchase has been made using a combination of payment methods (including a Gift Card), any refund due will first be processed to the payment method other than the Gift Card. If the value of the refund due is greater than the amount paid with the payment method other than the Gift Card, the remaining amount will be refunded to the Gift Card used.

#### *Article 7: Liability*

UNIQLO is not responsible for the loss, theft, damage or expiration of the Gift Card. The Customer is responsible for protecting the Gift Card and treating it like money.

#### *Article 8: Return of the Gift Card*

The Customer may cancel his/her Gift Card purchased on the Site within the return period specified in our return policy which you can find [here](#) or by exercising his/her right of withdrawal in accordance with Section XIII of our Terms and Conditions, in order to obtain a refund.

This refund will include the cost of delivery (except for any additional costs arising from the type of delivery chosen other than the standard delivery offered by UNIQLO).

Please contact our customer service ([Contact Us](#)) to learn more about Gift Card returns.

#### *Article 9: Privacy and cookie management policy*

UNIQLO is the data controller regarding your personal data provided in connection with Gift Cards.

Our Privacy and Cookie Policy can be found [here](#).

## **XXI. VALIDITY OF THE TERMS AND CONDITIONS**

If any provision of these Terms and Conditions is declared invalid in whole or in part, pursuant to any law, regulation or final decision of a competent court, the other provisions and other rights and obligations arising from these Terms and Conditions shall remain unchanged and shall remain applicable.

## **XXII. COMPLAINTS, DISPUTES AND MEDIATION OF CONSUMER DISPUTES**

If you have a problem with a Product, our Site, or any other UNIQLO company service in connection with the Site or a Product, please contact our customer service team via our Contact [Us page](#).

In the event that your problem is not resolved and in accordance with the provisions of the Consumer Code concerning "the mediation process for consumer disputes", you have the option of using a consumer mediation procedure free of charge from:

CM2C  
49 rue de Ponthieu  
75 008 PARIS  
Tel: 01 89 47 00 14  
Website: <https://www.cm2c.net/declarer-un-litige.php>  
Mail: [litiges@cm2c.net](mailto:litiges@cm2c.net)

The dispute can only be examined by the consumer mediator when:

1. The Client justifies that he has previously tried to resolve his dispute directly with the Seller by means of a written complaint.
2. The Client has submitted his request to the mediator within a period of less than one year from the date of his written complaint to the Seller.

The request must not be manifestly unfounded or abusive. Finally, if the dispute has already been examined or is being examined by another mediator or by a court, or if it does not fall within its field of competence, the mediator must reject the Client's request. In the event that their request is not admissible, the Client will be informed by the mediator of the rejection of their request for mediation, within three weeks of receipt of their file.

### **XXIII. GOVERNING LAW AND JURISDICTION**

These Terms and Conditions, as well as the operations and all matters that may arise relating to the use of the Site (including any contracts entered into between you and UNIQLO through the Site) are governed by French law.

In the absence of an amicable settlement or recourse to mediation, any dispute will fall under the non-exclusive jurisdiction of the French courts.

The provisions of this Section shall not deprive you of the protection afforded by mandatory provisions under the law of your country of habitual residence or frustrate the mandatory jurisdiction of a foreign court.