

WEBSITE TERMS OF USE AND GENERAL CONDITIONS OF SALE APPLICABLE IN ITALY

Last updated: [19] June 2026.

Welcome to UNIQLO.com/it (the “**Site**”).

The Site is operated by UNIQLO EUROPE LTD, a foreign company registered in England and Wales (registration number: 04845064), having its registered office at 103-113 Regent Street, London, United Kingdom, W1B 4HL (VAT: 820605757).

(hereinafter “**UNIQLO**”)

UNIQLO is owned by the Japanese group Fast Retailing Co., Ltd (the “**Group**”).

Customer Service may be reached by the following means:

- By telephone: +39 02 30457387, Monday to Friday from 10:00 to 17:30.
- Through instant assistance (chat), Monday to Friday from 10:00 to 21:00 and on Saturday and Sunday from 11:00 to 18:00, by visiting our [FAQs](#) section.
- By e-mail: contactusit@uniqlo.eu or through the “[Contact Us](#)” page.

I. RECITALS

Access to the Site and the purchase of the Products offered thereon by UNIQLO are governed by these Terms and Conditions (the “**Terms and Conditions**”), which define the rights and obligations of the Customer (hereinafter also the “**User**”) and of UNIQLO (hereinafter also the “**Seller**”).

You are invited to read carefully and to expressly accept these Terms and Conditions before using the Site or placing an order for any product (hereinafter the “**Product**” or the “**Products**”).

The purchase of the Products on the Site is reserved to consumers, namely natural persons of legal age acting for purposes extraneous to any entrepreneurial, commercial, artisanal or professional activity they may carry out, and who have the capacity to assume the obligations set out in these Terms and Conditions.

By placing an order, the Customer therefore declares that it is acting in the capacity of a consumer and that it does not intend the Products for resale or for any commercial purpose.

It is advisable to retain a copy of these Terms and Conditions applicable to your order. The document may be printed or saved by means of the ordinary functions of the browser, or downloaded in PDF format.

The use of the Site is further governed by the following policies, which form an integral part of these Terms and Conditions:

- Privacy and Cookie Policy: [click here](#);
- Returns Policy, which describes in detail the conditions governing the cancellation of orders and the return of Products purchased on the Site: [click here](#).

II. UPDATES TO THE TERMS AND CONDITIONS

The Customer’s rights are governed by the version of the Terms and Conditions in force and published on the Site at the time of the order, and accepted by the Customer.

UNIQLO reserves the right to amend these Terms and Conditions. Any amendment is indicated by updating the date set out in the heading and applies exclusively to orders placed after its publication.

III. ACCOUNT AND CREDENTIALS

To create an account, the Customer chooses a username and a password at the time of registration. Alternatively, the purchase may be made through the “guest user” function, which does not require the creation of an account.

The Customer warrants the accuracy of the information provided for the purposes of the purchase and undertakes to adopt all measures necessary to preserve its confidentiality.

The access credentials are personal and confidential, and their use is presumed to be attributable to the Customer. UNIQLO is not liable for the fraudulent use of the account by third parties.

The Customer is liable for the activities carried out by means of its own credentials, save where such activities result from a malfunction of the Site attributable to UNIQLO or from the latter's failure to comply with its obligations of security and confidentiality of personal data.

IV. ACCESS TO THE SITE AND ACCOUNT MANAGEMENT

UNIQLO reserves the right to suspend the Customer's account in the event of a serious breach of these Terms and Conditions, of well-founded suspicion of fraud, or of breach of applicable law.

Where reasonably possible, UNIQLO shall give prior notice of the reasons for the measure, allowing the Customer to submit its observations, which it shall take into account before reaching a final decision, save where immediate intervention is necessary to prevent ongoing fraud, security risks, or significant operational or financial harm.

The measures adopted shall be proportionate to the seriousness and frequency of the conduct and shall be based on objective criteria.

No provision of this clause shall prejudice the rights to which the Customer is entitled in its capacity as a consumer, including the right of withdrawal provided for by law.

The Customer may delete its account at any time from the "delete my UNIQLO account" section or by contacting Customer Service by e-mail at contactusit@uniqlo.eu or through the "[Contact Us](#)" page. Deletion entails the loss of data, information and access to the services of the Site.

V. ORDER

The purchase process is guided by specific instructions published on the Site and is structured in the following stages:

- the Customer selects the desired Products by clicking on "add to basket";
- at any time the Customer may check the contents of the basket in order to correct any errors, remove a Product, or modify the quantities thereof;
- by clicking on "proceed to payment", the Customer logs into its account, creates one, or proceeds as a guest user;
- the Customer is required to review the Terms and Conditions, the Returns Policy and the Privacy Policy;
- the Customer then selects the delivery method:
 - home delivery or delivery to a collection point: upon shipment, the Customer will receive a confirmation e-mail;
 - in-store collection within 14 days ("**Click & Collect**"): the Customer will receive an availability e-mail; an order not collected within 14 calendar days will be cancelled and refunded within one week of the cancellation.
- in selected stores and during opening hours, same-day collection ("**Pickup Today**") is also available, displayed on the page of each Product, in accordance with the conditions set out in our FAQs section; the times indicated are purely indicative and do not constitute a contractual guarantee;
- to complete the purchase, the Customer confirms its acceptance by ticking the box "I confirm that I have read and accept UNIQLO's Terms and Conditions", selects the payment method, and clicks on "Place order";
- payment may be made by payment card, Apple Pay, Google Pay or PayPal;
- any discount voucher must be entered during the order confirmation procedure in order to be valid;
- the Customer may cancel the order within 30 minutes of submission, by clicking on "Cancel order".

The submission of the order constitutes an offer to purchase. The contract of sale is deemed concluded at the moment in which UNIQLO accepts the offer, by sending the e-mail confirming the shipment of the Product(s). By means of such e-mail, UNIQLO transmits to the Customer, on a durable medium, the order

confirmation together with a copy of these Terms and Conditions, pursuant to Article 51 of the Consumer Code.

VI. PRODUCT INFORMATION

(i) Product characteristics

Each Product is accompanied by a descriptive sheet setting out its essential characteristics – in particular the unit price, available sizes and colours, composition, and geographical traceability of the main stages of production – and which includes one or more photographs of the Product.

The Products are described and presented on the Site as accurately as possible. The Customer is invited to consult the “Description” section of each Product in order to review its characteristics before purchase.

UNIQLO has taken all reasonable precautions to ensure that the colour and pattern of the Products photographed on the Site are faithful to the original Products, but there may be minor differences due to the display settings of the user’s device. The sizes indicated on the Site are provided for information purposes only.

(ii) Availability of the Products

The Products are offered within the limits of available stock. Should the ordered Product no longer be available at the time the order is processed, UNIQLO will notify the cancellation for unavailability by e-mail without delay. Should the Customer have already made payment, the refund of the entire amount will be made as soon as possible and in any event within 14 days from the date of cancellation.

VII. INVOICING

The invoice in electronic format is made available in the Customer’s account area or, in the absence of an account, by means of the PDF document attached to the shipment confirmation e-mail.

Purchases are subject to value added tax (VAT) at the rate in force in Italy on the date of the sale. As these are sales to consumers, it is not possible to amend invoices already issued, nor to re-issue them for the purposes of the Customer’s business activity.

VIII. PRICE

UNIQLO takes every reasonable precaution to ensure the accuracy of the prices published on the Site. In the event of a manifest pricing error, UNIQLO reserves the right not to accept the order; if the error is detected before shipment, the Customer will be informed and may reconfirm the order at the correct price or cancel it, with a refund of any amounts charged.

All prices of the Products are stated in euro, inclusive of VAT at the rate applicable in Italy at the time of the order, unless otherwise specified, and do not include additional shipping costs, which will be clearly indicated during the checkout procedure and on the invoice.

It is the Customer’s responsibility to verify the applicability of any vouchers or promotions and to enter them in the relevant section at checkout. The use of only one voucher per order is permitted.

IX. REFUSAL TO PROCESS AN ORDER

UNIQLO reserves the right not to give effect to the order in the following cases:

- orders which, by reason of their content, quantity or frequency, exceed the requirements of an average consumer or present an anomalous or fraudulent character;
- failure to obtain payment authorisation from the banking institution;
- manifest material error in the price, description or information concerning the Product, or in certain promotional conditions;
- order not compliant with these Terms and Conditions;
- the delivery address or the selected collection point is located outside Italy, which constitutes the delivery territory of this Site;
- and in the event of any other legitimate reason permitted by the applicable Italian legislation.

UNIQLO will contact the Customer in the event of problems with the Order.

X. INTERNATIONAL PRICING AND PROBLEMS WITH DEBIT OR CREDIT CARDS

The exchange rate applicable to the purchase is determined by the card issuer or the bank, which may charge the Customer payment processing or handling fees, borne by the Customer.

XI. DELIVERY

Subject to the provisions on the availability of the Products and save for exceptional circumstances, UNIQLO will endeavour to deliver the Products within the times indicated in the order.

- Orders placed on this Site may only be delivered and/or collected at an address located in Italy. We do not offer cross-border shipments to addresses outside Italy. Should the Customer wish to receive delivery in another country, it is invited to place the order through the UNIQLO website that offers delivery and/or collection services in that country.
- Products subject to customisation at the Customer's request may entail longer delivery times, of which the Customer will be informed.
- Should UNIQLO be unable to meet the times indicated, and in any event within a maximum of 30 days from confirmation of the order, it will notify the Customer, offering the choice between a new delivery date and cancellation of the order with full refund of the amount paid.
- For the purposes of these Terms and Conditions, delivery is deemed to have been effected at the moment in which the Customer or a third party designated by it acquires physical possession of the Products, upon presentation of the QR code or PIN transmitted by e-mail and of an identity document.
- The risk of loss of or damage to the Products passes to the Customer at the time of delivery as defined above.

XII. RECEIPT OF THE ORDER

Upon receipt, the Customer is invited to verify the conformity of the Products. Any anomalies (in particular missing or damaged Products or damaged packaging) should be reported to Customer Service as soon as possible and in any event within 48 hours, so as to allow the relevant checks and any recourse against the carrier within the time limits provided by law. Failure to report within such time limit shall in no way prejudice the consumer's rights deriving from the legal guarantee of conformity referred to in Section XVII.

Customer Service may be reached by the following means:

- By telephone: +39 02 30457387, Monday to Friday from 10:00 to 17:30.
- Through instant assistance (chat), Monday to Friday from 10:00 to 21:00 and on Saturday and Sunday from 11:00 to 18:00, by visiting our [FAQs](#) section.
- By e-mail: contactusit@uniqlo.eu or through the "[Contact Us](#)" page.

XIII. RIGHT OF WITHDRAWAL

Statutory right of withdrawal. Pursuant to Articles 52 et seq. of the Consumer Code, the Customer has the right to withdraw from the contract within 14 calendar days of receipt of the Products, without having to provide any reason, by returning them at home or at a participating collection point.

Contractual right of withdrawal. In addition to the right of withdrawal recognised by law under the preceding paragraph, UNIQLO grants the Customer the right to return the Products within 30 calendar days of receipt of the Products, in accordance with the conditions set out in our Returns Policy.

Withdrawal must be communicated by a clear and unequivocal statement, by one of the following means:

- by writing to UNIQLO EUROPE LTD (Customer Service), 103-113 Regent Street, London, W1B 4HL (United Kingdom);
- by completing the "Withdrawal Form" set out below;
- by using the "Withdraw from the contract" function available in the footer of the Site; or
- through the "[Contact Us](#)" page, selecting "Returns and Exchanges" in the "Request Category 1" section, indicating "I wish to withdraw from the contract" in the "Content of the request" field.

For the purposes of compliance with the time limit, the date of dispatch of the communication is what counts, and it is recommended that a copy thereof be retained.

The Customer must also return the Products, in their original condition, within 14 calendar days of the communication of withdrawal. The shipping costs for the return are borne by the Customer pursuant to Article 57 of the Consumer Code. To cover such costs, a flat-rate contribution of €2.95 will be withheld from the refunded amount. The refund following the exercise of the right of withdrawal cannot be issued at physical points of sale.

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

The right of withdrawal is excluded, within the limits and under the conditions of Article 59 of the Consumer Code, for Products that cannot be returned, such as:

- underwear, socks and swimwear (men's and women's), if sealed for reasons of hygiene or health protection and once opened after delivery;
- face masks, if sealed and once opened after delivery;
- garments washed or worn (unless defective);
- products altered online, in store or by third parties, as goods made to measure or clearly personalised.

UNIQLO will refund the Customer as soon as possible and in any event within 14 calendar days of the communication of withdrawal; the refund may be withheld until receipt of the Products or of proof of their dispatch. The refund is made using the same means of payment used for the order.

UNIQLO reserves the right to deduct from the refund the amount equal to the diminished value of the returned Products, where such diminution results from handling exceeding what is strictly necessary to ascertain their nature, characteristics and functioning.

In the event of withdrawal, the refund includes the price of the returned Products and the standard (initial) shipping costs; the latter are refunded only if the entire order is returned. By contrast, the supplementary costs deriving from the choice of a delivery method other than the standard one are not refundable (Article 56, paragraph 2, of the Consumer Code).

To exercise the withdrawal, it is possible to use the model form set out below, downloadable at the following [link](#):

Withdrawal Form	
<i>Please complete and return this form only if you wish to exercise the right of withdrawal</i>	
For the attention of UNIQLO EUROPE LTD, 103-113 Regent Street, London, W1B 4HL UK	
– I hereby give notice that I exercise the right of withdrawal from the contract of sale of the following good(s):	
– Ordered on _____, received on _____.	
– Order Number: _____.	
– Name of customer(s): _____.	
– E-mail address of customer(s): _____.	
Date _____	
Customer's signature _____	

XIV. DISCOUNT VOUCHERS AND PROMOTIONAL OFFERS

To be valid, the discount voucher must be entered during the confirmation of the order. Vouchers are not deductible from shipping costs and may be combined only with certain promotional offers.

Promotional offers are of limited duration and concern only the Product lines indicated. For Products purchased, online or in store, before the start of a promotion, no refund of the price difference is due. The Products and promotions offered on the Site may also be unavailable in physical stores and vice versa.

XV. INTELLECTUAL PROPERTY

The Site and the content published by UNIQLO are protected by intellectual property rights, including by way of example copyright and trade marks. “Intellectual Property Rights” means patents, database rights, copyright, designs and models, trade marks (whether registered or not), whether word or figurative, trade names, signs, illustrations, photographs and logos appearing on UNIQLO Products, on the Site, on accessories or on packaging, as well as the related means of protection.

Such rights remain the exclusive property of UNIQLO or of the Group; the Customer is not permitted to use them without express authorisation. Any reproduction, representation, modification or adaptation, in whole or in part, of the elements of the Site or incorporated therein is prohibited.

XVI. USE OF OUR SITE

The consultation and use of the Site take place under the responsibility of the User. The Site may contain links to third-party sites or resources not controlled by UNIQLO; by clicking on such links, the User acknowledges that UNIQLO cannot guarantee their content and that the User accesses them at its own risk.

Access to the Site may be temporarily suspended for technical reasons, in particular for maintenance.

The use of the Site implies knowledge and acceptance of the characteristics and limits of the technologies inherent in the Internet. Consequently, UNIQLO and, more generally, the Group cannot in any case be held liable, without this list being exhaustive, for: any information not published online by UNIQLO; any malfunction of the network; the loss of data; the malfunction of software; the consequences of viruses, bugs, anomalies or failures; or 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 by Articles 128 to 135 of the Consumer Code and to the warranty for defects provided for by Articles 1490 et seq. of the Italian Civil Code.

All Products benefit from the legal guarantees, provided that they have been put to normal use and that the maintenance instructions have been observed. In the event of a lack of conformity or a defect, the Customer is invited to inform UNIQLO as soon as possible; UNIQLO will indicate the procedure to be followed for the return of the Products.

Legal guarantee of conformity

Pursuant to Articles 128 and 129 of the Consumer Code, the Seller must deliver goods that are in conformity with the contract and is liable for any lack of conformity existing at the time of delivery, including that deriving from the packaging or from the installation instructions, where attributable to it. Goods are presumed to be in conformity if they are fit for the purpose for which goods of the same type are ordinarily used, if they correspond to the description and possess the qualities presented by the Seller and those which the consumer may reasonably expect.

The Customer may invoke the guarantee within two (2) years of delivery of the Products, without having to prove the date on which the defect appeared. Save for proof to the contrary, lacks of conformity manifesting themselves within one year of the time of delivery are presumed already to have existed at that date (Article 135 of the Consumer Code).

The Customer may choose, free of charge, between the repair and the replacement of the Product, unless the remedy requested is impossible or imposes on UNIQLO disproportionate costs pursuant to Article 135-bis of the Consumer Code. The remedy is provided within a reasonable time and in any event not exceeding thirty (30) days from the request. The repaired Product benefits from a six (6) month extension of the guarantee of conformity; the replaced Product benefits from a new legal guarantee period of two (2) years.

Should UNIQLO refuse to restore conformity, or fail to do so within thirty (30) days, or should the defect be serious or the remedy be unsuccessful, the Customer may obtain the termination of the contract with refund of the price, by returning the Product, or an appropriate reduction of the price while keeping the Product. The refund is made within fourteen (14) days of the request. Termination is excluded if the lack of conformity is of minor importance. The right to compensation for damage remains unaffected.

The user may bring proceedings before the competent Italian judicial authority within the limitation periods provided for by law.

XVIII. FORCE MAJEURE

UNIQLO is not bound to perform the obligations provided for by these Terms and Conditions in the presence of events of force majeure, namely beyond its reasonable control, including, by way of example: strikes, lockouts, failures of third-party systems or networks, catastrophes, fires, earthquakes, storms, floods or other natural events, civil unrest, acts of terrorism, malicious damage to materials or data, measures or policies of the authorities, shortage of supplies, and unavailability of services.

For the duration of the event, UNIQLO's performance is suspended and the time limit for performance is extended for an equivalent period. UNIQLO will use reasonable endeavours to bring the event to an end or to identify a solution.

XIX. PRIVACY POLICY AND COOKIE MANAGEMENT

In the course of browsing and using the Site, UNIQLO collects and processes personal data. The Privacy and Cookie Policy, an integral part of these Terms and Conditions, describes the methods of processing and the use of cookies and may be consulted [here](#).

To exercise the rights provided for by the legislation on personal data, it is possible to contact UNIQLO:

- by post: UNIQLO EUROPE LTD – Data Protection Officer, 151, Rue Saint-Honoré 75001, Paris, France;
- by e-mail: dpo_eu@fastretailing.com.

The user also has the right to lodge a complaint with the Italian Data Protection Authority (*Garante per la protezione dei dati personali*).

XX. GIFT CARD

Article 1: Presentation of the gift card

The conditions of use of this Section XX apply to the physical gift card (“**Physical Gift Card**”) and to the electronic gift card (“**Electronic Gift Card**”), jointly the “Gift Cards”.

Article 2: Purchase of the Gift Card

2.1 The Electronic Gift Card may be purchased on the Site. The Customer receives confirmation by e-mail; the recipient receives an e-mail with the Card, the relevant amount, the expiry date and the code to be used on the Site. It is the Customer's responsibility to indicate correct e-mail addresses.

2.2 The Physical Gift Card may be purchased on the Site. The Customer is responsible for delivery to the chosen recipient; UNIQLO is not liable for loss, theft or deterioration of the Physical Gift Card.

Article 3: Delivery

UNIQLO delivers the Physical Gift Card within the times indicated at the time of purchase and sends the Electronic Gift Card to the chosen e-mail address pursuant to Section 2.1. UNIQLO reserves the right not to deliver the Gift Card where it is not possible to confirm the address provided.

Article 4: Validity

The amount of a Gift Card is equal to €10 (VAT included) and each Gift Card may have a maximum value of €500 (VAT included).

Gift Cards are not rechargeable and it is not possible to add further value to a Gift Card after its purchase.

The Card is valid for one (1) year from the date of purchase.

Once expired, the Gift Card may no longer be used to make purchases. Any unused residual balance will not be refunded.

Any Gift Card with a zero balance for three months will not be eligible for any re-crediting.

Article 5: Use of the Gift Card

Any Gift Card may be used on the Site or in store to pay, in whole or in part, the value of the purchase. Any excess of the price is settled by another means of payment. The Card may be used several times until the balance is exhausted, is not convertible into cash, and does not give the right to change. UNIQLO reserves the right to refuse a Card that it deems counterfeit, duplicated, or suspected of fraud.

Article 6: Returns and refunds

In the event of the return of Products paid for exclusively with a Gift Card, the relevant balance is updated on the basis of the refund. If more than one means of payment has been used, the refund is allocated first to the means other than the Gift Card and any remainder is credited to the Gift Card used.

Article 7: Liability

UNIQLO is not liable for loss, theft, damage or expiry of the Gift Card. The Customer is required to keep it with the diligence proper to cash.

Article 8: Return of the Gift Card

The Customer may cancel the Gift Card purchased on the Site within the time limit provided for by the returns policy, that is, by exercising the right of withdrawal pursuant to Section XIII, obtaining a refund. The refund includes the delivery costs, with the exclusion of the additional costs deriving from the choice of a delivery other than the standard one.

Article 9: Privacy policy and cookie management

UNIQLO is the controller of the personal data provided in relation to the Gift Cards. The Privacy and Cookie Policy is available [here](#).

XXI. VALIDITY OF THE TERMS AND CONDITIONS

Any invalidity, in whole or in part, of a provision of these Terms and Conditions, declared by virtue of law, regulation or final measure of the competent authority, shall not prejudice the validity and effectiveness of the remaining provisions.

XXII. COMPLAINTS, DISPUTES AND CONSUMER DISPUTE MEDIATION

For any problem relating to a Product or to UNIQLO's services connected with the Site, the Customer is invited to contact Customer Service by e-mail: contactusit@uniqlo.eu or through the "[Contact Us](#)" page.

In the event that the problem is not resolved, the user, in its capacity as a consumer, has the possibility of availing itself of the alternative dispute resolution (ADR) procedures provided for by Articles 141-bis et seq. of the Consumer Code, by applying to an ADR body entered in the list maintained by the competent authorities (for example, the Conciliation service of the Chambers of Commerce or the RisolviOnline service of the Milan Arbitration Chamber). Further information may be requested from the European Consumer Centre Italy (ECC-Net Italia).

It is understood that recourse to ADR procedures is optional and does not deprive the consumer of the right to bring proceedings before the judicial authority.

XXIII. APPLICABLE LAW AND COMPETENT COURT

These Terms and Conditions, as well as the contracts concluded between the Customer and UNIQLO through the Site and any matter connected with its use, are governed by Italian law.

In the absence of an amicable settlement or of recourse to mediation, any dispute shall fall within the exclusive and non-derogable jurisdiction of the court of the place of residence or domicile of the consumer, if located within Italian territory, pursuant to Article 66-bis of the Consumer Code.

The provisions of this Section do not deprive the consumer of the protection afforded by the mandatory rules of the legal system in which it has its habitual residence, nor do they prejudice the non-derogable jurisdiction provided for by law.