

## TERMS OF USE & SALE

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

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

The Site is operated by UNIQLO EUROPE LTD, a 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: 08 557 698 61 from Monday to Friday from 10am to 9pm.
- By chat support from Monday to Friday from 10am to 9pm and Saturday and Sunday from 11am to 6pm by visiting our [FAQs](#)
- By email: [contactusse@uniqlo.eu](mailto:contactusse@uniqlo.eu) or via the "[Contact us](#)" page

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

The purchase of Products on our Site 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 the 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 will need the free Adobe Reader program (downloadable from [www.adobe.com/se](http://www.adobe.com/se)) or a similar programme 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](#)],
- Return Policy [[link](#)], detailing the conditions governing the cancellation of orders and the return of Products purchased on [uniqlo.com/se/en](http://uniqlo.com/se/en).

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

Your rights under the Terms and Conditions will be governed by the latest version of the 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 revised 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 "Checkout as 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 username and password on the Site are strictly personal and confidential and their use is presumed to be made in your name only.

UNIQLO is not responsible for any fraudulent use of your account by any third party. You must make every effort to keep your password safe and should not disclose it to anyone. If it is compromised, you must change it. You may not transfer or sell your username to anyone, nor permit, either directly or indirectly, anyone to use your username or password.

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 delete or temporarily 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 may include, where appropriate, a warning, a temporary restriction, a suspension or a deletion of your account.

Examples of activities that may justify such measures include, but are not limited to:

1. Frequent and/or unusually high rate of returns, which, based on objective patterns and comparable consumer behaviour, appear inconsistent with normal consumer purchasing or personal use;
2. Behaviour(s) demonstrating an intention to resell or otherwise derive commercial profit from purchases made through the Site;
3. The creation or use of multiple accounts by the same user and/or re-registration of a new account by a previously suspended/restricted user;
4. Suspected or confirmed misuse of our returns, refunds, or claims processes, including but not limited to: (a) returning worn (beyond normal inspection), used, damaged (unless faulty), or non-UNIQLO items; (b) repeated claims that items are missing, lost, or not delivered where available delivery or receipt records indicate otherwise; (c) providing inconsistent, misleading, or false information in connection with a return, refund, or claim;
5. Activity that we reasonably consider, based on objective evidence, to be fraudulent, abusive, or intended to circumvent our policies, systems, or controls.

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 our 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 purchase by clicking on "Add to Cart"
- At any time, you can check the contents of your shopping cart by clicking on the 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 "Continue to 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 & 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 within this 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 ("Pick Up 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 "Pick Up 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 then invited to read our Terms and Conditions, along with our returns policy and privacy policy.
- To complete your purchase, you will need to accept the Terms and Conditions by ticking the box "I confirm that I have read and agree to UNIQLO's terms and conditions" and you will be prompted to choose your payment method before clicking "Place Order" to proceed with the payment for your purchase.
- Payment can be made by the payment options shown, such as debit or credit card (MasterCard®, Visa®, American Express®), Google Pay, PayPal, Klarna Pay in 3, and pay in store.
- If you have a discount coupon, this will need to be entered during the order confirmation process to be valid.
- In some cases, your bank may request a pre-authorisation at the time of the order, but the card will only be debited 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, plus any 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 shall be shown alongside the product descriptions detailing the essential characteristics of each Product, in particular the unit price, the sizes and colours available, the material composition, the geographical traceability of the major manufacturing steps, as well as any special features, and one or more photographs of the Product. You are invited to refer to such collective descriptions to determine whether the characteristics of the Product correspond to those you are looking for, bearing in mind that the choice and purchase of a Product would be your own responsibility.

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

The descriptions of the Products for sale on the Site are therefore given for information purposes only. The colours that are displayed on the Site can depend on many factors, including the display settings of your computer, so we cannot assure you that the colours displayed on your screen will accurately reflect the colours of the Products you receive and UNIQLO cannot be held responsible for any such 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 real-time stock status and the update of the stock on the Site, resulting in an ordered Product no longer being available. If the ordered Product is no longer in stock at the time the order is processed, UNIQLO will promptly notify you of the cancellation of the order citing unavailable stock as the reason for cancellation.

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 electronic invoice will be made available to you on our Site on your account page, under “Purchase history”, 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 in force on the day of sale.

As purchases made on our Site are processed 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 original method of payment.

All prices of the Products are displayed in the local currency, 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 as well as on your invoice.

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

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

We reserve the right not to proceed with the order placed, which may be for reasons including, but not limited to:

- order(s) exceeding, based on their content, quantity or frequency, the needs of an average individual consumer and more generally, in the event of requests that are deemed to be abnormal and/or fraudulent in nature;
- payment authorisation cannot be obtained from the bank;
- a manifest material error in pricing or description, or in the Product information or certain promotional terms has been identified;
- orders that do not comply with our Terms and Conditions; or
- the selected delivery address or collection location is outside Sweden, the delivery territory of this Site.

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

#### **X. INTERNATIONAL PRICING, BANK OR PAYMENT CARD ISSUES**

Credit and/or debit 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.

If you choose to raise a payment dispute or chargeback with your bank or card issuer, the dispute process will be managed by your bank in accordance with card-scheme rules (such as Visa, Mastercard, or American Express). While a chargeback or dispute is open, we are unable to issue refunds or take further action in relation to the same transaction, as the outcome of the dispute is determined by your bank or card provider. Any questions regarding the status, timelines, or outcome of a dispute should be directed to your bank or card provider.

Where a refund has already been issued by us in respect of a transaction, you are not entitled to receive an additional refund through a chargeback or payment dispute for the same transaction.

## **XI. DELIVERY**

Subject 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 once such order has been accepted by us.

- You have the option to select multiple addresses for delivery, including an address that is different from your billing address. 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 Sweden. We do not offer cross-border shipping to addresses outside Sweden. Should you wish 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.
- Unfortunately, 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 of such delay and offer you an option to either accept a new delivery date, or cancel your order for a full refund.
- UNIQLO cannot be held liable for any error in your contact details as provided by you at the time of the order or any subsequent change of address requested by you if we have not been given sufficient notice.

- For the purposes of these Terms and Conditions, "delivery" will be deemed to have been made, or the order will be deemed to have been "delivered", when you or a third party designated by you is in physical possession of the Products, which may 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: 08 557 698 61 from Monday to Friday from 10am to 9pm.
- By chat support from Monday to Friday from 10am to 9pm and Saturday and Sunday from 11am to 6pm by visiting our [FAQs](#)
- By email: [contactusse@uniqlo.eu](mailto:contactusse@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 Terms and Conditions.

## **XIII. RIGHT OF WITHDRAWAL**

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, United Kingdom W1B 4HL 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 "Right of Withdrawal" as the first subject of your request and "I want to withdraw from my contract" as the second subject. 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 fee of SEK 29 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, worn and/or washed 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 costs) will be reimbursed only if all Products of your order are returned.

You can use the sample 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 – Customer Service, 103-113 Regent Street, London, United Kingdom W1B 4HL.

**E-mail:**

Email address:

[contactuseu@uniqlo.eu](mailto:contactuseu@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 Customer(s),*

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

*Address of Customer(s),*

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

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

Date:

(\*)

**Cross out the unnecessary mention**

*Delete as appropriate*

Further, you can terminate your contract with us and receive a refund in accordance with the provisions set out in our [Returns Policy](#). This policy forms part of and is an extension of these Terms and Conditions and should be read and understood before purchasing any Product.

If you choose to raise a payment dispute or chargeback with your bank or card issuer, the dispute process will be managed by your bank in accordance with card scheme rules (such as Visa, Mastercard, or American Express). While a chargeback or dispute is open, we are unable to issue refunds or take further action in relation to the same transaction, as the outcome of the dispute is determined by your bank or card provider. Any questions regarding the status, timelines, or outcome of a dispute should be directed to your bank or card provider.

Where a refund has already been issued by us in respect of a transaction, you are not entitled to receive an additional refund through a chargeback or payment dispute for the same transaction.

#### **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 trade marks.

In these Terms and Conditions, "Intellectual Property Rights" means patents, database rights, copyrights, designs (registered or unregistered), trade marks (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 trade marks, trade names and signs, service marks, as well as those of the Group, falling under these 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. 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 (a “**Force Majeure Event**”).

Our services under the Terms and Conditions 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 or conclude the Force Majeure Event or to find a possible solution that will enable us to perform our obligations under the Terms and Conditions despite the Force Majeure Event.

## **XVIII. 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 as below:

- By mail: UNIQLO EUROPE LTD - Data Protection Office, 103-113 Regent Street, London, United Kingdom W1B 4HL
- By email: [dpo\\_eu@fastretailing.com](mailto:dpo_eu@fastretailing.com)

## **XIX. GIFT CARD TERMS AND CONDITIONS**

Article 1: presentation of the Gift Card

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

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

By purchasing or using the Gift Card, customer accepts these terms and conditions. UNIQLO reserves the right to interpret, modify, or terminate these terms and conditions without notice, where we consider it reasonable and necessary to do so. Customer is encouraged to check [uniqlo.com](http://uniqlo.com) for the latest version.

## Article 2: purchase of Gift Card

### 2.1 E-Gift Card

The E-Gift Card is available to purchase on the Site.

The customer will receive confirmation by email when the E-Gift Card purchase has been completed. The customer (or the intended recipient where this is not the customer) will receive an email with the E-Gift Card, its amount, expiry date and code to use on the Site. The customer is responsible for providing the correct email address(es) for delivery of confirmation email and the E-Gift Card. The customer who has purchased the E-Gift Card as a gift or on behalf of someone else will receive a confirmation email when the email with the E-Gift Card has been opened.

### 2.2 Physical Gift Card

The Physical Gift Card is available to buy on the Site.

The customer who has purchased the Physical Gift Card is responsible for giving it to their chosen recipient. UNIQLO shall not be held responsible for lost, stolen, damaged or expired Physical Gift Card.

## Article 3: Delivery

UNIQLO will endeavour to deliver the Gift Card purchased on the Site within the timescale advised at the time of purchase. UNIQLO cannot guarantee that such delivery will not be affected by unforeseen events affecting our method of delivery and will not be liable for any failure or delay in delivery. E-Gift Card will be sent to the chosen recipient's email address in accordance with Article 2.1 above.

UNIQLO reserves the right to withhold the delivery of the Gift Card where the correct address for delivery of Physical Gift Card and/or a correct email address for delivery of E-Gift Card cannot be confirmed.

## Article 4: Validity

The currency of the Gift Card shall be determined at the time of purchase.

The minimum value of a Gift Card is 100 kr (inclusive of VAT) and each Gift Card is limited to a maximum value of 5000 kr (inclusive of VAT).

The Gift Cards are valid for one (1) year from the date of last activation or purchase. When the Gift Card is credited back within the one (1) year period, its validity is extended for an additional one (1) year.

Once expired, the Gift Cards can no longer be used for purchase on the Site or reactivated. Any unused balance will not be refunded.

Any Gift Card with its balance standing at zero for three months shall be invalidated.

#### Article 5: Use of Gift Card

All Gift Cards can be used on the Site and in-store in the country where the Gift Cards were purchased to pay for the full value or part of the value of the purchase. Should the purchase amount exceed the value of the Gift Card, the difference must be settled by another payment method of choice.

The Gift Card can be used multiple times until the balance reaches zero, subject to Article 3. Only one Gift Card can be used for a single transaction. The Gift Card amount will be applied to the purchase total including VAT and delivery charges, where applicable.

Gift Cards cannot be exchanged for cash and UNIQLO will not give change on Gift Cards.

The balance of the Gift Cards can be checked online at [uniqlo.com](http://uniqlo.com) or by contacting our customer service [here](#).

UNIQLO reserves the right to refuse a Gift Card which we deem to be tampered with, duplicated or which otherwise is suspected to be affected by fraud.

#### Article 6: Return and refund

Where one or more of items purchase by Gift Card(s) only are returned, the balance of the original Gift Card shall be updated by the value of the refund due for the returned items.

Where a purchase has been made using a combination of payment methods (one of which is Gift Card), any refund due shall first be processed on the payment method other than the Gift Card. Should the value of the refund due exceed the amount paid with method other than the Gift Card, such remaining amount shall be refunded to the original Gift Card used.

#### Article 7: Limited Liability

UNIQLO shall not be held responsible for lost, stolen, damaged or expired Gift Card. Customer is obliged to protect the Gift Card and treat it as cash.

#### Article 8: Return of Gift Card

Customer may cancel their Gift Card purchased from the Site within the returns period specified in UNIQLO's [returns policy](#) to receive a full refund. Such refund will include the costs of delivery (except for any supplementary costs arising from the type of delivery chosen other than the standard delivery offered by UNIQLO).

Please contact our customer service [here](#) to process the return of Gift Card.

#### Article 9: Privacy policy

UNIQLO is the data controller for all personal data provided in connection with Gift Cards. Our privacy policy can be found [here](#).

### **XX. 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.

### **XXI. 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 you have the right to refer the dispute to the [National Board of Consumer Disputes \(ARN\)](#).

To the extent to the applicable law, we may not be required and/or willing to participate in an alternative consumer dispute resolution by a consumer arbitration body. We constantly strive to solve potential disputes with our customers on our own.

### **XXII. 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 the laws of Sweden.

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