

Display Based on the Act on Specified Commercial Transactions

1. Seller

ITX Japan Corporation

2. Address

Fujiwara Building 7F, 1-10-11 Ebisu-Nishi, Shibuya-ku, Tokyo 150-0021, Japan

3. Responsible Person

Representative Director Etsuko Lawson

4. Product Prices

All prices displayed on ZARA online include consumption tax.

5. Shipping Fees

- ¥290 per order (standard shipping)
 - ✓ Free shipping for orders over ¥4,990 (excluding discounted items)
 - ✓ Free shipping for ZARA store pickup
 - ✓ ¥490 for shipping within 1-2 business days
 - ✓ Additional fees for large HOME items
 - ✓ Details [here](#)

6. Payment Methods

- Credit cards (see below), gift cards, cash on delivery, Apple Pay are available
 - ✓ VISA, Master, American Express, JCB
 - ✓ Details [here](#)

7. Payment Time

- Credit cards, gift cards, Apple Pay: at the time of purchase
 - ✓ Check with your credit card company for the billing date
- Cash on delivery: at the time of delivery

8. Delivery

- The product will be delivered within 15 days from the date of the shipping confirmation.

- ✓ Delivery may be delayed due to rushing orders, your location (Okinawa, remote islands, etc.) or any unforeseen circumstances
- ✓ Customer service will contact you if delivery is not possible
- ✓ Details [here](#)

9. Exchange and Return Methods

- Returns and exchanges can be processed within 30 days from the receipt of the shipping confirmation email via ZARA.com or the app (excluding non-returnable/exchangeable items) when all tags, manuals, and documents are in the same condition as at the time of delivery
 - ✓ Returns can be made at ZARA stores (excluding outlet and some stores) or via our designated delivery company's pickup or drop-off service
 - ✓ Returns/exchanges may not be accepted if the product shows signs of use or damage
 - ✓ Return fees may apply depending on the return method
 - ✓ Return details [here](#)
 - ✓ Exchange details [here](#)
- Please check [here](#) for items that cannot be returned or exchanged, or items that require special conditions for returns and exchanges.

10. Refund Methods

- Refunds will be processed using the same payment method as the purchase
- Cash on delivery orders will be refunded via bank transfer to only a domestic bank account
- Returns via delivery service will be processed within 72 hours of arrival at our facility
- Details [here](#)

11. Contact Information

- ZARA Customer Service
 - Phone: 0120-713-777
 - Hours: Mon-Sat 9:00-18:00
 - LINE: https://page.line.me/zara_japan