

# 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 Jae Yong Song

## 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](https://page.line.me/zara_japan)