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PRINCIPLES OF CUSTOMER SERVICE

- We ask for payment in full before your order can be fulfilled. We accept most major credit cards, and cheques in UK Pounds Sterling (£).
- Delivery can take 1 to 4 weeks for UK customers, depending on availability of goods.
- Delivery overseas will take longer than in the UK.
- We guarantee a full refund or exchange if you are not completely satisfied with your kimono.
- We fully respect your privacy: see our Privacy Policy for details.
- Our online ordering system is secure and can be used with complete confidence.
- You can download and save or print this Customer Information and Terms & Conditions document for your own reference.

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PAYMENT

We must receive payment in full for the goods and delivery charges before your order can be accepted.

We accept most major credit and debit cards (Mastercard, Visa, Switch, American Express). Customers with UK bank accounts can pay by cheque. All prices shown, and your order total, are in UK Pounds Sterling.

Overseas customers without a UK bank account must pay by credit/debit card using our secure online ordering system.

All credit/debit card purchases are subject to the normal validation checks and authorisation procedures adopted by the card issuer. Any refusal by the card issuer to authorise the payment to us, for any reason, will not render us liable for any delay or non-delivery.

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ORDERING ONLINE

You can order online from The Kimono Company with complete confidence and peace of mind. Our online ordering system is fully secure: all credit card transactions are processed in encrypted form by a certified secure-payment service provider, Protx Ltd (www.protx.com). We do not see or store any credit card data when a customer orders through our website.

You can verify the security of your connection during the payment process by checking the bottom

of your browser window. When the connection is secure, you will see a closed padlock, and the address at the top will change from <http://www...> to <https://www...>

You can change the contents of your shopping basket as many times as you like until you are ready to start the payment process (checkout).

Once you have placed your order online, you will receive an automated confirmation email with order number. If you do not receive the email, please contact us as soon as possible. The automatic email confirmation is not a guarantee that goods are available. We will notify you separately, by personal email or a phone call, if ordered goods are not available or are subject to delay. If for any reason we are unable to supply the goods ordered and you do not want an alternative, we will refund you in full and cancel the order.

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ORDERING BY POST, FAX OR PHONE

The following options are only available to:

- * customers in the UK, or
- * overseas customers with a UK bank account, or with a credit/debit card registered to a UK address.

Important note: sending credit/debit card details to us via email is NOT secure.

UK Customers: post your order to the following address, enclosing a cheque or your credit/debit card details:

The Kimono Company
PO Box 803
Cheltenham
GL53 0XJ

Overseas customers with a UK bank account can post orders to the same address.

Cheques should be made payable to 'The Kimono Company' and must be in UK Pounds Sterling.

Alternatively, UK customers can fax an order to us at any time on 0800 083 9278.

You may put items into the online shopping basket, complete your name and address details, print the page and post it to us. Please remember to include either a cheque or card details.

We will notify you as soon as possible if ordered goods are not available or are subject to delay.

Phone orders: we can take your order by phone. If we are not available when you call, leave your name and phone number so that we can call back later and take your order details.

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DELIVERY

We are a UK-based company, but we also ship to Europe and the rest of the world.

Delivery times vary: if an item is not in stock we will order it from our Japanese supplier, in which case delivery to you may take up to 3-4 weeks, or longer in the case of overseas customers. If we are unable to fulfil all or part of your order, we will let you know immediately and give you an opportunity to cancel.

The total cost of the order is the price of the products plus postage and packing charges. Postage and packing within the UK is £4.25 per order, regardless of the number of items ordered. We only charge you postage once per order, even if we send you more than one package.

Overseas postage charges are as follows:

Europe: £6.50

Rest of World: £10.00

During the online ordering process, customers are asked to indicate their country of residence. The correct postage charge is then added automatically to the order total.

Each country has different regulations concerning importation of goods, and we cannot advise customers what tax, if any, may be levied. Any duties payable are solely the responsibility of the customer.

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RETURNS AND EXCHANGES

We have every confidence that you will be delighted with your purchase. However, if you are not completely satisfied, return any item to us in its original condition within 14 days of receipt, taking reasonable care to ensure that it reaches us safely, and we will gladly refund the cost of the goods or exchange them, as you prefer.

If you request a refund, we will do this as soon as possible or in any case within 30 days, as required by The Consumer Protection (Distance Selling) Regulations.

If you wish to return products to us, please complete the Return/Exchange Form supplied with your order. You will have to pay postage, unless the item is defective or we have sent it to you in error (see below). When posting the package, obtain a proof of postage certificate from your post office, in case the package fails to reach us. Please address returns to:

The Kimono Company
PO Box 803
Cheltenham
GL53 0XJ
UNITED KINGDOM

Although the original charge for delivering the item to you is non-refundable, any replacement item you request will be sent to you free of postage and packing charges.

If you are returning an item because of an error on our part or because it is defective, we will be happy to refund the delivery charges incurred in sending the item to you and your costs in returning it to us.

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PRODUCT INFORMATION

We make every effort to match colours shown on the website as closely as possible to the actual garment. However, due to variations in colour reproduction or in individuals' screen settings you may find that some colours vary.

Please take care to wash your kimono according to the instructions on the label. Embroidered kimonos should be hand washed, while silk kimonos require dry cleaning. We cannot be held responsible for any damage caused by machine washing.

Labelling of all our garments conforms to UK labelling standards. Keep all garments away from fire. Our kimonos and wraps are not suitable as nightwear for children.

If you have a query about our products, please email us from the Contact Us page, or call our Freephone number (UK customers only): 0800 083 9278. From outside the UK, call +44 (0)1242 241978 (messages can be left 24 hours a day, 7 days a week).

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INTERNATIONAL SIZE GUIDE

The online catalogue uses UK sizes.

Overseas customers may find the following size conversion chart useful:

MEN

STYLE	LENGTH	APPROX MINIMUM HEIGHT	UK SIZE	US SIZE	INTERNATIONAL SIZE
Mid-length Regular Wrap	42" (106.5cm)	Not applicable	Up to 36" chest (91.5cm)	Up to 36" chest (91.5cm)	S
Mid-length Generous Wrap	45" (114cm)	Not applicable	Up to 44" chest (111.5cm)	Up to 44" chest (111.5cm)	Fits most, up to L
Full-length Classic Kimono	56" (142cm)	5'5" (1.65m)	Up to 50" chest (127cm)	Up to 50" chest (127cm)	Fits most, up to XL
Full-length Classic Kimono	59" (150cm)	5'9" (1.75m)	Up to 50" chest (127cm)	Up to 50" chest (127cm)	Fits most, up to XL

WOMEN

STYLE	LENGTH	APPROX MINIMUM HEIGHT	UK SIZE	US SIZE	INTERNATIONAL SIZE
Mid-length Regular Wrap	42" (106.5cm)	Not applicable	Up to 14	Up to 10	Up to M
Mid-length Generous Wrap	45" (114cm)	Not applicable	Up to 16	Up to 12/14	Fits most, up to M/L
Full-length					

Classic Kimono	55" (139.5cm)	5'4" (1.62m)	Up to 18	Up to 16	Up to L/XL
Full-length Classic Kimono	56" (142cm)	5'5" (1.65m)	Up to 18	Up to 16	Up to L/XL
Full-length Classic Kimono	58" (147.5cm)	5'8" (1.72m)	Up to 18	Up to 16	Up to L/XL

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PRIVACY POLICY

The Kimono Company fully respects the privacy of its customers. All information you give us is stored securely, is not accessible to others and will not be passed to third parties without your consent. We will only use your information lawfully and in accordance with the Data Protection Act 1998.

The type of information we collect about you includes:

Name

Address

Phone number(s)

Email address

Credit/debit card details, but only if you provide this information to us on a paper order form or by phone. Credit/debit card information passing through our online ordering system is never seen by us (the Ordering Online section explains this in more detail).

We will only use your personal details to process your order and, unless you tell us otherwise, to keep you informed of new products, special offers or changes to the website.

We will give you the chance to be removed from our mailing list and e-mail list in the future. Alternatively, contact us at any time to ask to be removed from our lists. You can also check the information that we hold about you, and if you find any inaccuracy we will correct it promptly.

If you have any questions or complaints regarding our Privacy Policy please let us know.

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LEGAL

Any contract entered into through the purchase of items from this website shall be deemed to be made in the United Kingdom and shall be governed and construed in accordance with the laws of England. Any disputes arising will be heard in the courts of England and Wales.

The information and conditions shown above do not affect your statutory rights.

You may cancel your order (contract) within 7 days in accordance with your rights under the Consumer Protection (Distance Selling) Regulations.

We reserve the right to refuse to supply any individual or company. All goods offered on our website

are subject to availability. We may cancel an order at any time before delivery.

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