

Normal E-Shop Terms and Conditions

This website (www.nnormal.com) is operated by THE NORMAL COMPANY S.L.

Customers may use this website and its related services in accordance with these Terms and Conditions (hereinafter referred to as the “Terms”) and other rules applicable to this website. Please read these Terms carefully before purchasing any products on this website. We recommend that you save or print a copy of these Terms for your records.

By accessing or using this website, you agree to be bound by these Terms, including any future amendments. If you do not agree to these Terms, please refrain from accessing or using this website.

For specific campaigns, promotions, or contests, additional terms may apply. If you wish to participate in such campaigns, promotions, or contests, you must agree to the applicable additional terms. In the event of any inconsistency between such additional terms and these Terms, these Terms shall prevail.

Please pay particular attention to the purchase-related provisions of these Terms and the Normal Privacy Policy. Customers under the age of 20 must inform their parent or legal guardian of these Terms and the Privacy Policy (https://www.nnormal.com/html/legal/pdfs/privacy/privacy_JP_JA.pdf) and may register for and use this website only with the consent of such parent or legal guardian. Orders are accepted only from customers aged 20 or older.

Normal reserves the right to amend, revise, or replace all or part of this website, its contents, or these Terms at any time. Customers are encouraged to review these Terms regularly.

Eligibility to Purchase

In order to place an order through this website, customers must provide personal information including, but not limited to, their real name, telephone number, and email address, as well as any other required information. Customers must also provide valid and accurate payment details and confirm that the billing information belongs to them.

By placing an order for Normal products, customers expressly consent to Normal conducting credit checks and, where necessary, transmitting customer information to or obtaining such information from third parties, including for credit card authorization and transaction approval.

Personal Information

Customers' personal information will be registered in databases managed by NNormal and used for processing and delivering orders. Customers have the right to access, correct, or delete their personal information in accordance with the procedures set forth in the Privacy Policy.

Product Availability

Products displayed on this website represent only a selected portion of the NNormal catalog and are specifically selected for the online shop. Product availability may change, and items may be out of stock. NNormal is not responsible for out-of-stock items. Product collections may change seasonally.

Adding an item to the shopping cart does not constitute a reservation, and items may be purchased by other customers.

How to Purchase

Select the desired product and click the shopping cart icon to add it to your cart. The shopping cart will display the selected product's model, name, size, and price including tax.

Before completing your purchase, you will be shown an order summary including the total amount (including tax and shipping) and delivery details. If you agree, click the "Purchase" button to confirm your order.

After selecting products, customers must complete the order form with accurate personal and payment information.

Order Confirmation

Once an order is placed, a confirmation email will be sent detailing the purchased items, total amount, and delivery information. If any errors are found, please contact customer service at customercare@nnormal.com.

If the confirmation email is not received, please contact customer service. NNormal reserves the right to refuse orders if payment authorization fails or products are out of stock.

Pricing Policy

All prices are displayed in Japanese Yen and include applicable taxes. The price displayed at the time of order confirmation shall apply. NNormal reserves the right to change prices at any time prior to order completion.

Payment Methods and Security

Orders are accepted 24 hours a day. Payment methods include credit card, Apple Pay, or cash on delivery. Customers must confirm authorization from the card issuer. Secure payment systems using SSL encryption are employed.

Delivery

Products are shipped Monday through Friday excluding public holidays. Delivery is limited to residential or business addresses within Japan.

Order Cancellation

Orders may be canceled prior to shipment for a full refund. After shipment, returns may be made in accordance with the return policy.

Returns

Returns are accepted within 30 days of receipt, excluding socks and flasks. Returned items must be unused and in original condition.

Return Address:

Tokyo Delivery Service Co., Ltd.
NNORMAL Official Online Store Returns Desk
2-8-10 Shiomi, Koto-ku, Tokyo 135-0052, Japan

Refunds will be processed within 30 business days after inspection.

Size Exchanges

For size exchanges, customers must return the item and place a new order.

Customer Service

Email: customercare@nnormal.com
Phone: +81-3-5414-3154

Intellectual Property

All content on this website is owned by NNormal S.L. or its licensors and is protected by intellectual property laws.

Prohibition of Commercial Use

This website is for personal, non-commercial use only.

Customer Conduct

Customers are responsible for their conduct and communications on this website.

Hyperlinks

NNormal is not responsible for third-party websites linked from this website.

Limitation of Liability

NNormal shall not be liable for damages arising from use of this website to the extent permitted by law.

Indemnification

Customers agree to indemnify and hold harmless NNormal from claims arising from violations of these Terms.

Relationship

Nothing in these Terms creates a partnership, employment, or agency relationship.

No Waiver

Failure to enforce any provision shall not constitute a waiver.

Governing Law and Jurisdiction

These Terms shall be governed by Japanese law, and the Tokyo District Court shall have exclusive jurisdiction.

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