

Terms and Conditions

Please note that once your order has been placed, the products you ordered cannot be returned.

#### ■T&C Categories

- Order Process
- Contact
- Payment Methods
- Delivery and Shipping
- Replacement Products
- Cancellation
- Point service
- Privacy Policy and Security
- Others

### PROCESSING YOUR ORDER

A confirmation email showing that we have received your order will automatically be sent to you once you have proceeded through to the end of the check out. The email will be sent from [info@e-apricot.net](mailto:info@e-apricot.net). Please check the order details.

※Please contact us by email if the email does not come through. Contact: [info@e-apricot.net](mailto:info@e-apricot.net)

#### Payment Case 1: Pay on Delivery

---

1. Process your order from SHOPPING BAG
2. Online Store Members: Proceed to payments & delivery information  
Non- Members: Please register to our online store
3. Your order confirmation email will be sent from [info@e-apricot.net](mailto:info@e-apricot.net)
4. You will receive another email when your order has been dispatched.
5. Please check the condition when you receive the delivery.

#### Payment Case 2: Credit Card

---

1. Process your order from SHOPPING BAG
2. Online Store Members: Proceed to payments & delivery information  
Non- Members: Please register to our online store
3. Once we receive your payment, your order confirmation email will be sent from [info@e-apricot.net](mailto:info@e-apricot.net) .  
We will contact you if the payment did not go through.
4. You will receive another email when your order has been dispatched.
5. Please check the condition when you receive the delivery.

#### Payment Case 3: Convini Kessai (Pay at Convenience Store)

---

1. Process your order from SHOPPING BAG
2. Online Store Members: Proceed to payments & delivery information  
Non- Members: Please register to our online store
3. Your order confirmation email will be sent from [info@e-apricot.net](mailto:info@e-apricot.net) .
4. You will receive an email from Epsilon regarding your payment.
5. Please make your payment before the bill expires. If the payment does not go through within 10 days, your order will be cancelled.
4. You will receive another email when your order has been dispatched.
5. Please check the condition when you receive the delivery.

## CONTACT

If you have any inquiries please email us to : [info@e-apricot.net](mailto:info@e-apricot.net)

<b>Online Store Name</b>	APRICOT Publishing Co. Ltd
<b>Address</b>	1-17-2-209 Kakigara-cho Nihonbashi Chuo-ku Tokyo 103-0014
<b>E-mail</b>	<a href="mailto:info@e-apricot.net">info@e-apricot.net</a>
<b>Business Hours</b>	Weekdays 10:00~18:00
<b>Holiday</b>	We are closed on public holidays in Japan
<b>Online Store Contact</b>	e-APRICOT Customer Service

## Payment Methods

- Credit Card
- Pay on Delivery
- Convini Kessai

### Credit Card

---

- We accept VISA, MASTER, DINERS, JCB and AMEX



- Please note that we accept **only single payment**.
- \*Pay by installments are not available in our store.

### ●Important Information for Credit Card Payments

1. Please check the total price of your order once you receive a confirmation email from [info@e-apricot.net](mailto:info@e-apricot.net)
2. Please note that after your payment has been processed, changes cannot be made.
3. If there is an error with your credit card payment, we will put your order on hold and we will contact you.

## Pay on Delivery

---

●Please note that the following **fees will apply for Pay on Delivery.**

Please pay the total of your items ordered and the fee.

Pay on Delivery is available for orders under **50,000yen.**

Fees (Tax rate: 10 % as of October 1 2019)

Order total (incl. tax)	Pay on Delivery Fee (incl. tax)
Under 10,000yen	330yen
Under 30,000yen	440yen
Under 50,000yen	660yen

### ●Important information for Pay on Delivery Payments

1. Please check the total price of your order once you receive a confirmation email from [info@e-apricot.net](mailto:info@e-apricot.net)
2. Please note that the Pay on Delivery is not available in some areas. We will contact you if the service is not available.
3. Pay on Delivery is not available for orders above 50,000yen.
4. If you choose Pay on Delivery Payment and refuse to receive or pay on items arrival without prior notification to us, the full cost of your order and other fees such as shipping and packaging will be charged. If you change your mind please contact us by email right away: [info@e-apricot.net](mailto:info@e-apricot.net)

## CONVINI KESSAI

---

Convini Kessai is available at following Convenience Stores



### ●Important Information for Convini Kessai

1. Please check the total price of your order once you receive a confirmation email from [info@e-apricot.net](mailto:info@e-apricot.net). Payment details will be emailed from Epsilon, please check the bill and follow the instruction to proceed with Convini Kessai.
2. **Please make your payment within 10 days from the date you place your order**  
※Items will be dispatched after your payment is confirmed.  
※Your order will be cancelled automatically if the payment was not made by the due date.
3. If you simply failed to make the payment before the bill expires, you can place a new order.
4. The convenience store you chose to pay at, cannot be changed. If you wish to change the store you would like to pay at, please place a new order.
5. Please note that once the payment is made at the convenience store you chose, the refund will not be available at any other convenience stores.

## Delivery and Shipping

All orders will be shipped by Sagawa Express.

Shipping charge **Free Shipping for orders of 10,000 yen (tax included) or more!**

### 【Notice of Shipping Fee Revision】

Effective 12:00 PM, Wednesday, January 10, 2024, we will be revising our shipping rates. We had been maintaining the shipping rates even after the shipping company raised their prices. We apologize for the unavoidable change due to the difficulty in absorbing transportation costs. The changes are as follows. Thank you for your understanding and cooperation.

Shipping will be free for orders of 10,000 yen (tax included) or more.

		Before revision (tax included)	After revision (tax included) January 10, 2024 After 12:00PM
Hokkaido	Hokkaido	840yen	900yen
Tohoku	Aomori, Iwate, Akita	740yen	800yen
	Miyagi, Yamagata, Fukushima	630yen	700yen
Hokuriku	Toyama · Iahikawa · Fukui		
Shinetsu	Niigata · Nagano		
Kanto	Ibaraki · Tochigi · Gunma · Saitama · Chiba · Tokyo · Kanagawa · Yamanashi		
Tokai	Gifu · Shizuoka · Aichi · Mie	630yen	700yen
Kansai	Shiga · Kyoto · Osaka · Hyogo · Nara · Wakayama	630yen	700yen
Chugoku	Tottori · Shimane · Okayama · Hiroshima · Yamaguchi	740yen	800yen
Shikoku	Tokushima · Kagawa · Ehime · Kochi	740yen	800yen
Kyuushu	Fukuoka · Saga · Nagasaki · Oita	840yen	900yen
	Kumamoto · Miyazaki · Kagoshima		
Okinawa	Okinawa	1,050yen	1,250yen
Outlying Islands		1,570yen	1,650yen

\*All delivery fee applies per one(1) delivery access. The fee includes tax.

\*Please check the delivery fee in the email we send you once your order is placed.

## Timing of Delivery

---

•Payment received before 23:59 → Next business day dispatch

Okinawa and remote islands may take 3days more to arrive.

Payment at convenience stores (Convini-Kessai) will be received immediately after you make the payment.

The bill of Convini-Kessai expired in 10days. Your order will be automatically canceled if the payment is not fulfilled before the expiry.

\*Estimated delivery time may vary. Please see the chart below.

### 2 business days after payment received

Aomori	Akita	Iwate	Yamagata	Miyagi	Fukushima	Niigata	Toyama
Ishikawa	Fukui	Gifu	Shiga	Mie	Aichi	Nagano	Gumma
Tochigi	Ibaraki	Chiba	Saitama	Tokyo	Yamanashi	Kanagawa	Shizuoka
Kyoto	Hyogo	Osaka	Nara	Wakayama			

### 3 business days after payment received

Hokkaido	Kagawa	Tokushima	Ehime	Kochi	Tottori	Shimane	Okayama
Hiroshima	Yamaguchi	Fukuoka	Saga	Kuamamoto	Oita	Nagasaki	Miyazaki
Kagoshima							

### 4 or more business days after payment received

Okinawa and remote islands.

※We will send you an email once your items been dispatched.

## Shipping to Remote Islands

---

Collect-on-delivery Payment is not available for some addresses of remote islands.

## Internacional Orders

---

Please note we only ship orders to Japanese postal addresses.

## REPLACEMENT PRODUCTS

### REPLACEMENT POLICY

---

If you receive (a) damaged item(s), please contact us by **email** or **phone**.

Replacements of what you ordered will be shipped to you at our expense. The driver will pick up the damaged product.

**CONTACT: APRICOT Publishing Co Ltd**

**TEL:03-3660-5120**

**E-mail:info@e-apricot.net**

### RETURN POLICY

---

We will not be able to accept returns due to customers personal preferences.

## CANCELLATIONS

●If you choose Convini Kessai Payment and fail to pay before the bill expires, your order will be cancelled automatically.

## POINT SERVICE

We will issue points on every purchase at the e-APRICOT online store.

The point(s) you received can be used on your next shopping order.

- Every 100yen spent = 1 point

Example:「Flash Cards Maker Basic 2007」10,000yen = 100 points will be issued.

**Note:** Your points can be used as a whole only. (For example, if you have 100 points, you can use 100 points but not 50 points.) You can keep saving up your points but you will not be able to use your points separately.

- Points will be issued as your order has been dispatched.
- Points cannot be cashed.
- Please note that your points will be cleared if you delete your account and the points cannot be re-issued.

## PRIVACY POLICY AND SECURITY

●The security of your information is important to us. We operate secure data networks that are designed to protect your privacy and security. Your credit cards, addresses are secured by SSL(Secure Sockets Layer).

## OTHER

- We do not disclose any personal information that you may give us to any organization or person(s) outside our company unless you have authorized us to do so.
- The actual color of products may look slightly different from product images.