

Terms and conditions

DUTIES & TAXES

For our customers in Germany and other countries belonging to the European Union, we handle the customs clearance. Our prices include 19% VAT. Customers in non European countries are fully responsible for the payment of any duties or taxes upon importation into their country. These are based on the local customs office.

RECEIVING YOUR SHIPMENT

When your order is being delivered, please make sure that the wrapping of your shipment is fully intact. If this is not the case and your item(s) have been damaged, please get a signed statement from the delivery man / woman and send us pictures of the damage. It is mandatory for you to notify us within 4 days after your shipment has been delivered.

Before we send the order to our customer, there is a quality check to make sure that the items are in a perfect condition.

REFUNDS AND RETURNS

If you wish to cancel your order please let us know immediately (within 24 hours). We can give you a 90% refund or 100% store credit to use on another order.

If the order is already being processed by the manufacturer, then cancellation will not be accepted.

If you have made a mistake on your order and wish to change it, it is possible. If the change results in a different price, this will require

1. cancellation of the order
2. a full re-credit (100% store credit)
3. reordering.

UNALTERED KARATE-GI AND BELTS

For customers in the European Union:

You can return your order by sending it back to us within a period of two weeks. You shall notify us in written form (i.e. by letter or e-mail), but don't need to provide a reason for the return. The period starts when this information is received in writing, but not earlier than having received your order. Returns are on the costs and risk of the customer and shall be sent to
Stefanie Akita
Herderstraße 17
65185 Wiesbaden.

If there is something wrong with the manufacturing of the karate gi / belt or an error has been made on our side, you will be fully reimbursed and we have to cover the costs for shipping the item back to us. please notify us in written form within 7 days.

For customers outside of the European Union:

If you ordered the wrong size, you may return the product and receive the correct size, however you have to pay the return shipment to Japan, the re-shipment back to you and - if applicable - the difference in price. You shall notify us in written form within 14 days (i.e. by letter or e-mail).

If there is something wrong with the manufacturing of the karate gi / belt or an error has been made on our side, you will be fully reimbursed and we are in charge of the costs for shipping the item(s) back. Please notify us in written form within 7 days and wait for further information before sending the item back.

Used or washed products cannot be returned under any circumstances.

Please check the sizes carefully. Don't go by the size of your old dougi / obi if it is from another manufacturer. Don't forget to account for Shrinkage.

PERSONALIZED KARATE-GI & BELTS

Please note that personalized (or tailored) Karate-gi and belts are made for you so it is not possible to cancel or accept them back if you change your mind.

Returns and refunds will only be accepted if there is actually something wrong with the manufacturing of the Karate gi or belt.

You are responsible for making your own correct measurements and choosing correct sizes.

If you have any doubts please feel free to contact us before you order and we will give you advice.

We care for your order and want you to be 100% satisfied with HIROTA Karate-gi and belt.