

Moshi's Delivery Service

Terms and Conditions – JUNE 2019

Subject to changes at any time ^^

By ordering through Moshi's Delivery Service, you are hereby accepting those terms and conditions. Please read them carefully!

Pick-up Items:

Those are the items available in-store here in Tokyo and advertised on my Instagram account. Everything pictured on @moshideliveryservice Instagram account is offered for pick-up at the price stated in the picture description or on the picture itself.

How to order: Interested in a pictured article, please, follow these instructions to order:

- Send me a **DM on Instagram** with what you would like to buy. The easiest way is to send me the picture of the item you would like to purchase using the arrow icon under the instagram post.
- Payment is made through **Paypal only**.
- Listed item price includes pick-up fees, but **shipping is never included**.
- When your item is ready to ship, I'll contact you regarding the shipping fee. **Shipping fee is calculated at true cost**, depending on how heavy your order is and off the delivery method you choose. Rates can be as low as ¥280 (1,60€ - US\$1,80) for 200g, shipped with SAL (Economy Airmail). In case of heavy parcels or very fragile items, a packing fee might be added. In case of large parcels or heavy parcels (over 2kgs), you might be limited to only one shipping option, EMS.
- With very limited storage space, I'll kindly ask that you pay for the shipping fees in 72 hours maximum.

Request Items:

Moshi's Delivery Service offers a pick-up service for any item you might want from Tokyo. A lot of exclusive items only release here in Japan or in specific stores in Tokyo.

Please note that my main domain of expertise are animes and mangas, figures, toys and gaming. But I'll be happy to help you locate and buy any item: make-up, Japanese snacks and food, clothes, electronics, sports... you name it.

Please note that I probably won't be able to queue for very limited items.

When requesting an item, please contact me using the website contact form, Instagram DM or with the following email address: mds@yattatokyo.com

Please be as clear as possible and try to include pictures and every bit of information that could help me locate the item quickly.

Please note that request items as subject to a 20% service and pick-up fee that will be added to the total order price (taxes included, shipping excluded). There is a minimum fee of ¥1000.

Some items and stores are not included in the 20% service fees. Specific fees to better reflect market prices will apply. Murakami Store or Kaws items are part of this exclusion. Please inquire directly for actual pricing on items.

Final price in € will be rounded up to cover for banking fees. For items requiring a longer distance commute, a transportation fee might be added (transportation is not cheap in Tokyo!).

All other conditions, including payment and shipping are like those of pick-up items.

Important notices:

Payment and prices:

All prices are listed in **Euro (€)** and in **US Dollar (\$)**. When ordering an item, I'll ask for a Paypal payment in € to the provided email address. Paypal will automatically convert your currency to € if needed.

Payments are made through Paypal as **friends and family**. If you would like to pay as goods and services, please let me know during the order process and I will calculate the fee. Buyer will have to pay for the fee. If you send as goods and services without telling me I will request the fee price from you. I won't refund payments sent as goods and services as it creates an additional fee on my end. You will be requested to send the fee payment as friends and family.

Payment for advertised items is made prior to pick up. If the item is sold out, this might be the case with very limited products or second-hand products with very limited availability, you will be immediately refunded.

Listed prices never include shipping.

Please note that if you purchase from me but don't pay for the shipping, your order will **NOT be refunded**. There is no return policy here in Japan. Please, do not contact me regarding an item if you cannot assume the shipping costs related to your order.

Listed prices for pick-up items is above storefront prices and reflect actual market prices. Moshi's Delivery Service is part of Yatta Tokyo, a registered company providing you with a pick-up service. Items prices includes: 8% Japanese Tax, pick-up fee, and if needed, transportation fee (train fares are not cheap in Tokyo!).

Shipping:

Shipping is calculated based on your final order weight. Japan Post prices are very fair compared to other countries, with Untracked SAL Airmail packages starting at only a few €. If you want untracked shipping, I'll ask you to specify during your order.

I can ship worldwide.

I cannot be liable for lost or damaged packages. As I have no control over the postal service here in Japan or in your country.

Japan Post is very reliable, and your parcel should arrive in less than 10 days depending on your location. Please note that your parcel might take up to 3 weeks or more.