

Nike Retail B.V.

General Conditions for online purchasing and website use

These general conditions are applicable to

- 1) the purchase of products on the European NikeStore and NikeiD websites (hereafter also: the "**Website(s)**", or separately: "**NikeStore.com**" and "**NIKEiD.com**");
- 2) (the use of) any information, documents, graphics, movies, features, music and/or other services on the Websites.

In order to make full use of our Websites, which includes adding items to your shopping cart and checking out from our store, you'll need to set your browser to accept both cookies and pop-ups.

About Nike Retail B.V. and the European NikeStore and NIKEiD websites.

NikeStore.com and NIKEiD.com Europe are operated by NIKE Retail B.V., a company incorporated under the laws of the Netherlands, with its registered address at Colosseum 1, 1213 NL Hilversum, the Netherlands.

Registration Number: 32060874 VAT Number: NL 8071.40.867.B01

Ordering

General info

You can place orders anytime, 24 hours a day, seven days a week.

In order to place an order, you must:

1. be 16 years of age or older
2. be a consumer - not a reseller

We can only fulfil an order if the delivery address is a home or office address in one of the countries listed under Where we ship to.

Please note that

- You need an e-mail address to place an order online.
- You'll need to set your browser to accept both cookies and pop-ups in order to make full use of NikeStore.com and NIKEiD.com, which includes designing items, adding items to your shopping cart and checking out from our stores.

At what point in the ordering process are you bound by your order?

You are bound by your order once you have clicked the "Submit order" button at the end of the ordering process.

By clicking the "Submit order" button, your order is sent to us as displayed in the final Check Out screen. Once we have received your order, an automated confirmation of receipt will be displayed on the Website, which contains your order number and the details of your purchase. The purchase agreement has now been concluded. A copy of the confirmation of receipt will be sent to your e-mail address also. We strongly suggest that you print or download this copy for future reference. Note however that we explicitly reserve the right not to accept your order, or to cancel the purchase agreement after our initial acceptance of your order.

Our right to not accept your order or cancel your purchase.

We reserve the right to refuse any order for whatever reason. We also reserve the right to cancel any purchase (an order already accepted by us) in (amongst others) the following situations, without being liable for any damage or costs:

- * the product is not available / in stock (any payments will be refunded);
- * your billing information is not correct or not verifiable;
- * your order is flagged up by our security systems as an unusual order or an order susceptible to fraud;
- * your bank transfer payment is not received within 12 calendar days after acceptance of your order;
- * we have reason to believe you are under 16;
- * we have reason to believe that you are a reseller;
- * there was an error in the price quote;
- * we could not deliver to the address provided by you.

Data check

When you send us your order, we may run some checks on it before it is fulfilled. These checks may include verifying your address, creditworthiness, and checking for fraud. As to the latter: we run partly automated checks on all purchases to filter out unusual or suspect transactions, or transactions which can be identified as susceptible to fraud. Suspected fraud on Nikestore.com and NIKEiD.com will be investigated and if necessary prosecuted. By submitting your order, you agree to this.

How to order

Placing an order on NikeStore.com is easy. Just follow these simple steps:

1. Find the products you want (and customise if applicable)
2. Add the products to your shopping cart
3. Proceed to checkout
4. Select delivery and billing options
5. Review and submit your order
6. Invoice Confirmation

1. Find the products you want

You can browse our Website(s) by gender or category by using the menus on the top of the page. On NikeStore the left hand navigation lets you refine your search even further by type or sport. To find out more about a product, click on its image or name and you will be taken to a page with more detailed product information.

For more info and conditions about customising your item, please see the header Customising items or the info on customising items in the General Conditions.

2. Add the products to your shopping cart

Once you have selected (and designed, if applicable) an item, and you have selected size and quantity, click the "Add to cart" button on the right side of the product detail page. On NikeStore a mini cart will appear at the top right corner of the page, showing the product added and the total price, including delivery. The mini cart will automatically close within 5 seconds, after which you can either continue browsing or proceed to checkout.

Remember, you can view the contents of your shopping cart at any time by clicking the Shopping Cart icon at the top of every page of our sites.

If you are experiencing problems, make sure that your browser is enabled to accept cookies in order to add products to your cart and proceed to checkout. If unsure about whether your browser accepts cookies, check the help section of your browser.

3. Proceed to Checkout

When you're ready to complete your order, be sure to review all of the items that are in your shopping cart. By clicking on the cart icon you can add, change or delete items until you are completely satisfied with your order. Once you have selected all the items that you would like to purchase, click on the "Checkout" button.

If you are an existing member of a Nike website, you will only need to log in before continuing to the checkout screen. If you are not yet a member of a Nike website, you can checkout as a guest without having to sign up as a member. For information about the perks of Nike membership, see the header Member Profile under the Help Section of the Websites for more information.

After checking out as a guest, it's possible to save the delivery and billing information for the order and create a member account by doing so.

4. Select delivery and billing options

Once you've clicked on "Checkout", you'll need to provide your delivery address, billing address and method of payment (see Payment Options for the choices available). Note that your billing address must be entered exactly as it appears on your bank statement.

Special note on the delivery address: If you change the country that the product will be delivered to in the cart (at the bottom of the page), the total price of your order will be recalculated and presented to you for your acceptance before you can continue the checkout process.

5. Review and Place your order

Be sure to review all information on the final Check Out screen before clicking the "Submit order" button. You can make any necessary changes to the products, billing, delivery and payment information you provided by using the "change" buttons. If you do not agree with the contents of your shopping cart (e.g. you wish to add or remove an item, change size, colour or design), you will need to go back to the shopping cart. To do this, please click the "Change item(s)" button and start the process again.

To confirm the order, press the "Submit order" button to send your order to us. Once you have placed your order, you will see a receipt page with your order number and a link to print the confirmation. This means that we have accepted your order and the purchase has been concluded. Please be advised to print or download the confirmation for future reference.

Note! Nike explicitly reserves the right not to accept your order and to cancel the purchase – see the header our right not to accept your order for details.

6. Invoice confirmation

We will send you an invoice confirmation by email as soon as the product is shipped. The invoice will be secure to avoid any alterations in data while being sent to you. If you need a paper invoice, please call Customer Services.

Payment options

NikeStore.com and NIKEiD.com can accept orders anytime, 24 hours a day, seven days a week. To pay for all this cool stuff, you can use:

Credit Cards

- Visa
- MasterCard
- American Express
- Eurocard (Belgium, Denmark, Sweden only)
- Carta Si (Italy only)

Debit Cards

- Austria - Visa Electron
- Belgium - Visa Electron
- Czech Republic - Visa Electron
- Denmark - Visa Electron
- Finland - Visa Electron
- France - Visa Electron, Carte Bleue
- Greece - Visa Electron
- Hungary - Visa Electron
- Ireland - Laser
- Italy - Visa Electron
- Norway - Visa Electron
- Poland - Visa Electron
- Portugal - Visa Electron
- Slovenia - Visa Electron
- Spain - Visa Electron
- Sweden - Visa Electron
- Switzerland - Visa Electron
- United Kingdom - Visa Electron, Domestic Maestro (formerly Switch) and Delta

iDEAL (Netherlands only):

- SNS Bank
- Rabobank
- ABN AMRO
- Fortis
- Postbank

Bank Transfers

Manual bank transfers are supported in the following countries:

- Austria
- Belgium
- Denmark
- Finland
- France
- Germany
- Ireland
- Italy
- Luxembourg
- Netherlands
- Norway
- Portugal
- Spain
- Sweden

- Switzerland
- United Kingdom

Note! We do not accept any other method of payment than mentioned above, as our system is not designed to process other payment methods. Please do not try to pay by any other way than specified above. If you do, we will not be liable for loss of the payment or any other damages that result from this action.

Total Price

The total price specified on the order confirmation includes tax and shipping costs. Please transfer only the exact amount specified on the order confirmation, and make individual transfers per order, using the unique reference number stated in your order confirmation.

Tracking your payment

To track your payment, go to www.globalcollect.com/support/consumer.html and click on "bank transfer payment status check".

Payment processing

If you pay by credit/debit card, we will deduct the amount due from your account as soon as your order leaves our warehouse.

If you pay by bank transfer, we will start delivery (or manufacturing in the case of NIKEiD products) after we receive your payment (this may take several days). In the event that no payment has been received within 12 calendar days after you submitted your order, your purchase will be cancelled.

Payments can only be processed if the billing information can be verified.

We retain title in the products until we have received payment.

Using your card – some practical guidance

For your safety and security we require you to enter your Card Verification Number (CVN) when paying by Credit Card.

Visa and Mastercard

For these cards the CVN is a 3 digit number printed on the back of your card. It appears after and to the right of your card number.

American Express

On American Express cards the CVN is a 4 digit number printed on the front of your card. It appears above the last part of your card number and is printed (not embossed) on the card.

Issue Number

Some Maestro cards have an issue number which is a one or two digit number shown along the bottom of the front side of the card. If your Maestro card has this number please enter it in the 'issue number' field exactly as it appears (including leading zeros). If your Maestro card does not have an issue number, you should complete the 'start date' field instead.

If you paid with Domestic Maestro and did not fill in the 'issue number' or 'start date' field during checkout, we will not be able to process a return and/or grant you a refund.

Start Date

If your Maestro card does not have an issue number, you need to provide a start date. This should be shown along the bottom of the front side of the card. Without at least one of these items we will not be able to process your payment.

Prices & VAT

The prices displayed on NikeStore.com and NIKEiD.com are inclusive of Value-Added Tax (VAT). Delivery costs are applied per order. The exact delivery costs depend on the country where your order is being delivered to.

For details on the rates per country see Delivery rates.

Price changes

The prices displayed on NikeStore.com and NIKEiD.com may be subject to change. We reserve the right to change prices without notice. The prices as displayed on our Websites at any moment are only valid at that moment.

Pricing errors

Please note that even though NikeStore.com and NIKEiD.com are composed with care, it is possible that the pricing information on our Websites contain errors. We are not bound by our offer and we reserve the right to cancel your purchase in the event of such error.

Currency

Prices on our Websites are quoted in the currency of the country to which you have indicated that the product will be delivered. If you change the country of delivery while browsing or during check out, prices from that moment will be quoted in the currency of the new country of delivery. Note that changing the country of delivery may have an influence on the price.

Your price

The total amount that you will need to pay is displayed on the final Checkout screen. This amount includes VAT and shipping costs. The prices are quoted in the currency of the country of delivery and are listed in the confirmation of receipt of your order as well, which you can print or download for future reference. If paying by credit card, the total amount for your entire order will be reflected on your statement in your local currency.

Note: If your local currency (the currency of the country of the billing address) is different from the currency of the country of delivery, your bank may apply a currency exchange rate or a commission, which is beyond our control.

Order security

NIKE has implemented secure socket layer (SSL) technology, one of the most robust encryption platforms available. Your payment information will be encrypted from the moment you enter it until your transaction is processed, and will not be saved on a public server. Although we use encrypted security software, the security of information and payments transmitted by the Internet or via e-mail can't be guaranteed. NIKE shall not be liable for any damages suffered as a result of the use of electronic means of communication, including – but not limited to – damages resulting from failure or delay in delivery of electronic communications, interception or manipulation of electronic communications by third parties or by computer programs used for electronic communications and transmission of viruses.

Customising items

For most customised (NIKEiD) items, you can submit a combination of letters, spaces and numbers to form an ID – a personalised message that appears on your creation.

While we honour most ID's, we cannot honour all of them. Some may contain trade marks of third parties, or the names of certain professional sports teams, athletes or celebrities that you (or NIKE) does not have the right to use. Others may contain material that we consider inappropriate or simply do not want to place on our items.

Unfortunately, at times this means that we may decline ID's that may otherwise seem unobjectionable. If your personal tag is, in our sole opinion, unacceptable, your order may be immediately rejected or your purchase will be cancelled at a later stage – if so, you will be notified by e-mail. Nike reserves the right to cancel any ID's after they have been submitted to Nike.

Legal Information

Both your design of the item (the colour combination etc) and the personalisation shall be created by yourself, or, to the extent this is not the case, you hereby guarantee that you are authorised to use the design or the personalisation created by someone else.

Please understand that whilst we have the right to decline your personalisation or your design, you are solely responsible for your design and personalisation, and we have no obligation to review or decline your design and personalisation.

You agree that you will have no (intellectual property) rights in the design or in your personalisation. To the extent any intellectual property rights would be applicable to your design or personalisation, these rights shall vest in Nike. By submitting the customised (NIKEiD) item to Nike, you transfer all intellectual property rights you may have in the customised (NIKEiD) products to Nike. To the extent such transfer is not valid, you grant to Nike, by submitting the customised items to us, an exclusive, fully paid, perpetual, royalty free license to use your design and personalisation in the widest sense of the word, including but not limited to copy, edit, modify, publicly display, digitise, reproduce and distribute, and to sublicense (parts of) this right as we see fit. You agree and understand that you shall have no claim against Nike or any other party in the event a design or personalisation similar to yours is used or designed.

Your design and your personalisation qualify as what Nike calls "User Generated Content". The article about user generated Content in these general conditions is applicable to your design and your personalisation, save where this article contradicts with the article about user generated Content: in such event this article shall supersede.

Shipping & Delivery

Where we ship to

All products on the Websites are currently delivered to residential or work addresses in the following European countries:

- Austria
- Belgium
- Denmark - excluding Greenland and Faroe Islands
- Finland - excluding Aland Islands
- France - excluding Martinique, Réunion, Monaco, Guadeloupe, Guyana, New Caledonia, Mayotte, St-Pierre, Wallis and the Futuna Islands.
- Germany – excluding Island Helgoland and area of Busingen
- Ireland
- Italy - excluding Livigno, Campione d'Italia, San Marino and Vatican City
- Luxembourg
- NetherlandsSpain excluding Canary Islands, Ceuta and Melilla
- Sweden
- United Kingdom - excluding Guernsey, Jersey, and Isle of Man

In addition to the above, customised (NIKEiD) products are also shipped to the main land of the countries specified below:

- Norway
- Portugal
- Switzerland
- Czech Republic
- Hungary
- Greece
- Poland
- Slovenia

Please note:

- We will deliver to the home or office address indicated by you when you place an order.
- We deliver Monday through Friday (and sometimes on Saturday).
- We cannot deliver to PO boxes (including PO boxes of European Armed Forces).
- Customised (NIKEiD) items are delivered exclusively by parcel delivery service; all other items are delivered via mail or by parcel delivery service;
- All deliveries must be signed for upon receipt.

- We will try at least twice to deliver your order at the address indicated by you.
- We reserve the right to cancel your purchase in the event nobody is available to sign for receipt.
- You bear the risk for the products once delivery is completed.
- You should inspect the products within a reasonable time after their receipt and you will be deemed to have accepted the products unless you have notified us within 30 days after receipt of the products that they are rejected.

Delivery Times

We deliver products from Monday through Friday. Non-customised items are sometimes delivered on Saturday as well.

Customised (NIKEiD) items will be delivered approximately 4 weeks after the moment of purchase, regardless of delivery type selected.* We need this time because the customised (NIKEiD) product needs to be individually assembled, manufactured and monitored for quality, prior to shipment.

For all other items, delivery times depend on the delivery type selected by you. We offer Standard Delivery and Express Delivery. Express Delivery: 1-2 days delivery!*

If you choose Express Delivery, and you submit your order on a working day before 12.00 hrs (noon) CET, and you pay by credit/debit card**, your order will be delivered the next working day (weekend days and public holidays are not considered working days). If your order includes customised (NIKEiD) items they will be delivered approximately 4 weeks after the moment of purchase, regardless of delivery type selected. Please note that if you pay by bank transfer, Express Delivery is less effective, since we only start delivery after receipt of your payment.

Standard Delivery: delivery 2-6 days.*

If you choose Standard Delivery and you pay by credit/debit card**, delivery will be within the lead time frame indicated below.

Country	Lead Time* (Weekend days and public holidays are not considered working days)
Austria	2-3 days
Belgium	2-3 days
Denmark	2-3 days
Finland	3-6 days
France	2-3 days
Germany	2-3 days
Ireland	3-4 days
Italy	2-4 days
Luxembourg	2-3 days
Netherlands	2-3 days
Spain	2-4 days
Sweden	2-5 days
United Kingdom	2-3 days

* We try to deliver on time to the extent this is commercially reasonable. We usually make it, but we cannot guarantee timely delivery.

** The delivery time frame will start from the moment we have received your payment. If you pay by credit/debit card, the time frame starts from the moment you have placed your order. If you pay by bank transfer, it could take 5-7 working days for the money to get transferred, resulting in a considerably longer actual delivery time than if you would have paid by credit/debit card.

Public Holidays

Please note that NikeStore.com and NIKEiD.com will not ship on the following dates:

- * 12th of May 2008
- * 25th and 26th of December 2008

Any order placed after 12.00 CET on the day before such public holiday will not be processed until the next working day after the public holiday.

Delivery Rates

Delivery rates per order are as follows:

NikeStore

Country	Currency	Standard Shipping Cost	Express Ship Cost
UK	GBP	4,95	10
Ireland	EUR	6,95	15
Spain	EUR	6,95	15
France	EUR	6,95	15
Benelux	EUR	6,95	15
Netherlands	EUR	6,95	15
Germany	EUR	6,95	15
Italy	EUR	6,95	15
Austria	EUR	6,95	15
Denmark	DKK	70	150
Sweden	SEK	85	185
Finland	EUR	9,50	20

We deliver products from Monday through Friday. Non-customised items are sometimes delivered on Saturday as well.

NIKEiD

Country	Currency	Standard Shipping Cost
UK	GBP	6,50
Ireland	EUR	9,90
Spain	EUR	9,90
France	EUR	9,90
Benelux	EUR	9,90
Netherlands	EUR	9,90
Germany	EUR	9,90
Italy	EUR	9,90
Austria	EUR	9,90
Denmark	DKK	100
Sweden	SEK	120
Finland	EUR	12,50
Czech Republic (CZ)	EUR	9,90
Greece (GR)	EUR	9,90
Hungary (HU)	EUR	9,90
Poland (PL)	EUR	9,90
Portugal (PT)	EUR	9,90
Slovenia (SI)	EUR	9,90
Switzerland (CH)	CHF	20
Norway (NO)	NOK	100

Customised (NIKEiD) items will be delivered approximately 4 weeks after the moment of purchase, regardless of delivery type selected.* We need this time because customised (NIKEiD) product needs to be individually assembled, manufactured and monitored for quality, prior to shipment.

* We try to deliver on time to the extent this is commercially reasonable. We usually make it, but we cannot guarantee timely delivery.

Orders with customised (NIKEiD) and non-customised products

Country	Currency	Standard Shipping Cost	Express Shlp Cost
UK	GBP	6,50	10
Ireland	EUR	9,90	15
Spain	EUR	9,90	15
France	EUR	9,90	15
Benelux	EUR	9,90	15
Netherlands	EUR	9,90	15
Germany	EUR	9,90	15
Italy	EUR	9,90	15
Austria	EUR	9,90	15
Denmark	DKK	100	150
Sweden	SEK	120	185
Finland	EUR	12,50	20

For Delivery times details click [here](#).

Free delivery

Interested in free delivery? If you make a purchase that exceeds the threshold relevant to your delivery country, you will receive FREE standard delivery or the option of discounted express delivery. See the table below for threshold amounts and their corresponding discounted delivery rates.

NikeStore

Country	Currency	Discount Ship Threshold
UK	GBP	150
Ireland	EUR	225
Spain	EUR	225
France	EUR	225
Benelux	EUR	225
Netherlands	EUR	225
Germany	EUR	225
Italy	EUR	225
Austria	EUR	225
Denmark	DKK	1600
Sweden	SEK	2000
Finland	EUR	225

NIKEiD

Country	Currency	Discount Ship Threshold
UK	GBP	150
Ireland	EUR	225
Spain	EUR	225
France	EUR	225
Benelux	EUR	225
Netherlands	EUR	225
Germany	EUR	225
Italy	EUR	225
Austria	EUR	225
Denmark	DKK	1600
Sweden	SEK	2000
Finland	EUR	225
Czech Republic (CZ)	EUR	225
Greece (GR)	EUR	225
Hungary (HU)	EUR	225
Poland (PL)	EUR	225
Portugal (PT)	EUR	225
Slovenia (SI)	EUR	225
Switzerland (CH)	CHF	350
Norway (NO)	NOK	1700

Orders with customised (NIKEiD) and non-customised products

Country	Currency	Discount Ship Threshold
UK	GBP	150
Ireland	EUR	225
Spain	EUR	225
France	EUR	225
Belgium	EUR	225
Luxemburg	EUR	225
Netherlands	EUR	225
Germany	EUR	225
Italy	EUR	225
Austria	EUR	225
Denmark	DKK	1600
Sweden	SEK	2000
Finland	EUR	225

Split delivery

Where possible, we try to deliver in one go. However, please note that due to the fact that customised (NIKEiD) products are manufactured at different factories, an order for multiple customised (NIKEiD) products may result in split shipments.

We reserve the right to split the delivery of your order, for instance (but not limited to) if part of your order is delayed or unavailable.

In the event that we split your order, we will notify you of our intention to do so by sending you an e-mail to the e-mail address provided by you at purchase. You will not be charged for any additional delivery costs.

Inspection upon delivery

Upon delivery, please inspect the packaging for damage. If it appears that the products are damaged, please do not accept the shipment. We will refund the purchase price and all delivery costs as soon as the warehouse has handled your return. Please also note that you should inspect the products within a reasonable time after their receipt as you will be deemed to have accepted the products unless you have notified us within 30 days after receipt of the products that they are rejected.

Tracking your order

You can track the status of your order online by visiting the "Order status" link at the top right of NikeStore.com and NIKEiD.com.

If you checked out as a member, you can track your order by logging in with your member details. If you checked out as a guest, simply enter the Order number and email used during checkout.

You will be able to see the following statuses as to your order:

- In progress (Your order has been received, but items have not yet been shipped.)
- On Hold / Awaiting Payment (If order processing is delayed as Nike is waiting for receipt of payment - applicable only for offline payment methods.)
- Partially Shipped (At least one item from your order has been shipped, and additional item(s) will be shipped soon.)
- Shipped (The following item(s) in your order have been shipped and are in the hands of the carrier. Please click on the Tracking Information link for more information.)
- Confirmed (The following item(s) in your order have been received and are undergoing the standard approval process.)
- Approved (The following item(s) in your order have been approved for assembly. Production will begin soon.)
- Manufacturing In Progress (We have started work on the following item(s) in your order.)
- Cleared Customs (The following item(s) in your order have cleared customs in the country where they are to be delivered.)
- Returned (We were not able to delivery your order or you refused the shipment.)
- In Store (The following item(s) in your order are in-store and ready for pick-up.)
- Delivered (The following item(s) in your order have been delivered. Please call customer service if this is incorrect.)
- Delivery failed (The following item(s) in your order were not picked up from the NIKEiD Studio.)
- Delivered on (The following item(s) in your order have been delivered. Please call customer service if this is incorrect.)
- 1st Delivery attempt on (We tried to deliver but no one was home)
- 2nd Delivery attempt on (We tried to deliver a second time but no one was home)
- 3rd Delivery attempt on (We failed to deliver your goods, we notification in your mail box.)
- Canceled (At least one item in your order was canceled prior to shipment.)

Purchase History

To view your NikeStore.com order history, click on the "Order status" link at the top right of NikeStore.com.

If you checked out as a member, you can track your order by logging in with your member details. If you checked out as a guest, simply enter the Order number and email used during checkout.

Returns & Cancellations

Cancelling orders before delivery

You may cancel any order for non-customised products free of charge and without giving us any reason, provided it has not yet been shipped. If you have submitted an order and wish to cancel, please check the status of your order first by visiting the "Order status" link at the top right of NikeStore.com. If the status of your order is "Pending" or "On Hold" we might still be able to cancel your order so contact our call centre (see Contact Information) to request an order cancellation. Our consumer service agents will request a cancellation of your order at our warehouse. If successful, they will send you an email and the cancellation will be free of charge. If cancellation was not possible, the products will be delivered to you, which you will need to refuse upon receipt. The products will be returned to us and your money will be refunded.

Customised (NIKEiD) orders cannot be cancelled before shipment, because we start building the customised (NIKEiD) products immediately after receiving the order. You are however entitled to return your order in accordance with the return procedures and conditions below (see Returning orders after delivery.)

NIKE STUDIO CANCELLATION POLICY

Customers may cancel any NIKEiD Studio order made within 24 hours from when the order was first made for a full refund.

Returning orders after delivery

If you are for whatever reason not happy with the products you ordered, you may return the products delivered to you within 30 calendar days after delivery, without giving us any reason, as long as:

- the products are unwashed and not used in any way
- You are allowed to try garments or shoes on for fit, unless we have indicated otherwise (but you cannot wear them)
- the product is in its original, undamaged packaging (a carefully opened package will not be considered damaged);
- the product is complete: e.g. both items of a pair must be returned

You cannot return:

- products that have been tampered with
- electronic or audiovisual products of which an affixed seal is broken

Return of defective products

You are entitled to return products delivered to you in the event that they are defective or otherwise not in conformity with your order when you received them. You can do so within 2 months after you notice the defect. (This does not affect your statutory rights). In the event your claim is justified, the purchase price and the delivery costs will be refunded.

How to return orders or products after delivery

Click on the following self-service link to process your return: <http://nike.cycleon.eu/?languageIso=en>. Please have your order number and email address you used to place this order, at hand.

If you paid via bank transfer, you will need to give our Contact Centre your bank details, including the IBAN number and SWIFT code (see Contact Information). After the parcel is returned to our warehouse, we will refund the product value to you.

Special note: on delivery, please inspect the packaging for damage. If it appears that the products are damaged, please refuse to accept shipment. We will refund the purchase price and delivery costs as soon as the warehouse has handled your return.

Returns & Payments by Domestic Maestro:

If you paid with Domestic Maestro and did not fill in the 'issue number' or 'start date' field during checkout, we will not be able to process your return and/or grant you a refund.

NIKE STUDIO RETURNS POLICY

If you are for whatever reason not happy with the products you ordered, you may return the products delivered to you within 30 calendar days after delivery, without giving a reason, providing that:

The products are unwashed and not used in any way (You permitted to try on garments or shoes for fit, unless we have indicated otherwise, but you cannot wear them)

- The product is in its original, undamaged packaging (a carefully opened package will not be considered damaged)

- The product is complete: e.g. both items of a pair must be returned.

You are entitled to return products delivered to you in the event that they are defective or otherwise not in conformity with their order when you received them. You can do so within 2 months after you have noticed the defect (this does not affect your statutory rights). In the event your claim is justified, the purchase price and the shipping costs will be refunded.

When returning products to the NIKEiD.Studio store, the terms and conditions as stated above, will apply. When the product is returned to NIKEiD.Studio, you will be refunded via your original method of payment.

If you are not able to return the product to the NIKEiD.Studio. Click on the following link to process your return: <http://nike.cycleon.eu/?languageIso=en>. Please note that you will need to contact the Store directly to arrange your refund – their contact details can be found on your receipt.

For International shipments that are processed on the public website the terms, conditions and returns procedures are the same as the NIKEiD public website.

Product exchange

Product exchanges are currently not possible, but you do have the option of returning your product(s). See Returning Orders. For information on refunds, see the details under refund information. In order to get another product colour or size, you will have to place a new order on the Website.

Returning gifts

At the moment, we cannot offer a product return to the person who has received it as a gift. In order to return the product, please contact the person who purchased the product for you and ask them to follow the procedure for returning orders as stated in returning orders after delivery.

Refund information

Refunds will be issued based on the original form of payment. Note that if you paid via bank transfer you need to give this information to Customer Service when you initiate the return so that we can refund the money directly to your account. You will receive your refund after the product has been returned and processed.

In the event that you have returned goods because they are defective or otherwise not in conformity with your order, we will pay for the ship-to and return-shipping costs. If you return your order for no reason, you will need to pay for the return shipment. In practice when returning, you will have to use our logistics provider. At the moment, this service is free of charge. As the costs incurred by us for these return shipments are equal to the costs of sending the goods to you, we will not refund the costs you originally paid for delivery.

Contact Information

Please feel free to contact our Customer Service about all questions relating to your purchase on NikeStore.com or NIKEiD.com. Please understand that our Customer Services operators are only trained to advise on questions related to online purchasing on NikeStore.com or NIKEiD.com. Our operators cannot answer questions about availability of products not for sale on our Websites. For general queries about Nike or availability of products not for sale on our Websites, please visit www.nikebiz.com.

E-mail

You can e-mail us at nikestore.europe@nike.com for your questions relating to purchases on NikeStore.com, and at nikeid.europe@nike.com for your questions relating to NIKEiD.com purchases. We will do our best to get back to you within 1 working day.

Phone

Our Customer Service telephone lines are open from Monday to Friday (except on some public holidays) to answer your queries relating to your purchase on our Websites.

The contact numbers and opening hours (local time) by country are:

Country	Phone number	Opening hours
Austria	+43 (0) 1502486036	9:00 - 18:00
Belgium	+32 (0) 22750657	9:00 - 18:00
Denmark	+45 35256829	9:00 - 18:00
Finland	+358 (0) 923113448	10:00 - 19:00
France	+33 (0) 173036508	9:00 - 18:00
Germany	+49 (0) 6966415320	9:00 - 18:00
Ireland	+353 (0) 16569264	8:00 - 17:00
Italy	+39 (0) 245279024	9:00 - 18:00
Luxembourg	+352 (0) 4066615676	9:00 - 18:00
Netherlands	+31 (0) 205174769	9:00 - 18:00
Spain	+34 (0) 913496557	9:00 - 18:00
Sweden	+46 (0) 857929115	9:00 - 18:00
United Kingdom	+44 (0) 2079490359	8:00 - 18:00

NIKEiD sales to the following countries can be contacted at:

Country	Phone number	Opening hours
Austria	+43 (0) 1599142013	9:00 - 18:00
Belgium	+32 (0) 27143720	9:00 - 18:00
Czech Republic	+42 (0) 239000100	9:00 - 18:00
Denmark	+45 35256513	9:00 - 18:00
Finland	+358 (0) 92290713	10:00 - 19:00
France	+33 (0) 169324920	9:00 - 18:00
Germany	+49 (0) 6966404323	9:00 - 18:00
Greece	0080031220077	10:00 - 19:00
Hungary	+36 (0) 617777080	9:00 - 18:00
Ireland	+353 (0) 15245046	8:00 - 17:00
Italy	+39 (0) 245281313	9:00 - 18:00
Luxembourg	+352 (0) 4010811002	9:00 - 18:00
Netherlands	+31 (0) 205174702	9:00 - 18:00
Norway	+47 (0) 22971713	9:00 - 18:00
Poland	+48 (0) 222030313	9:00 - 18:00
Portugal	800831457	8:00 - 17:00
Slovenia	080080143	9:00 - 18:00
Spain	+34 (0) 917870348	9:00 - 18:00
Sweden	+46 (0) 87519709	9:00 - 18:00
Switzerland	+41 (0) 223100305	9:00 - 18:00
United Kingdom	+44 (0) 2073415532	8:00 - 18:00

Your call will be charged at the standard local phone call cost; there is no additional surcharge imposed by Nike.

Other Legal Conditions applicable to online purchasing and/or other use of the Website(s)

Availability

Fulfillment of all orders on NikeStore.com and NIKEiD.com is subject to availability. We try to ensure that all items offered for sale are in stock. However we reserve the right not to accept any orders or to cancel confirmed orders for products that are out of stock. In such event we will inform you by e-mail and any payments will be refunded.

Offer Validity

The offers on NikeStore.com and NIKEiD.com are valid only the moment that they are displayed on the website, unless a specific term is communicated on the website. We are not bound by any offer in the event of spelling, pricing or other errors or mistakes in the website information. We reserve the right to cancel any purchase concluded in the event of such error.

User Generated Content

If you post any ideas, remarks, questions, data, graphics, opinions, designs, customizations, ID's (including product customisations on NIKEiD.com) or other information (including info on bulletin boards, chat rooms or other forums on the website(s)) (hereafter "User generated Content"), on the Website(s), or if you send such User Generated Content through the Website(s) to Nike, this will become the exclusive property of NIKE. The User generated Content will be deemed to be non-confidential and we will be entitled to use or disclose the User Generated Content in any manner whatsoever, without liability or notice to you. The User Generated Content or any other information you send to the Website should not be, or contain, material which is offensive, pornographic, defamatory, blasphemous, unlawful or likely to infringe any applicable law, whether civil, criminal or religious. You agree that all material submitted to us is original to you, and not copied in whole or part from any third party. Please do not send anything that is required to be kept confidential.

NIKE does not, and you agree that NIKE has no obligation to, review the User Generated Content, that Nike is not in any manner responsible for User Generated Content, that Nike does not guarantee the accuracy, integrity or quality of User Generated Content, and that NIKE cannot assure that harmful, inaccurate, deceptive, offensive, threatening, defamatory, unlawful or otherwise objectionable User Generated Content will not appear on the Websites. You

acknowledge that by providing you with the ability to access and view User Generated Content on the Website, NIKE is merely acting as a passive conduit for such distribution and is not undertaking any obligation or liability relating to any User Generated Content or activities of users on the website. Without limiting the generality of the foregoing, you acknowledge and agree that the information, materials and opinions expressed or included in any User Generated Content are not necessarily those of Nike or its affiliated or related entities or content providers.

Notwithstanding the foregoing, you acknowledge and agree that NIKE has the absolute right to monitor User Generated Content posted to the Website in its sole discretion. In addition, Nike reserves the right to alter, edit, refuse to post or remove any such User Generated Content, in whole or in part, for any reason or for no reason, and to disclose such User Generated Content and the circumstances surrounding their transmission to any third party. You agree that we do not have any obligation to use or respond to any User Generated Content.

You agree that you shall immediately notify NIKE in writing of any objectionable content appearing on the Website. Nike will make good faith efforts to investigate allegations that any User Generated Content violates these General Conditions but (a) makes no warranty to you that it will edit, remove, or continue to permit the display of any specific User Generated Content, whether or not subject to such allegations, and (b) will have no liability whatsoever for editing, removing, or continuing to permit the display of any User Generated Content whatsoever.

Any use of any content on the Website(s), including, without limitation, User Generated Content, will be at your own risk. Without limiting the generality of the foregoing, you acknowledge and agree that Nike is not responsible for any user generated content that purports to give medical advice or advice regarding fitness training, exercise, or diet. Always seek the advice of your physician or other qualified health provider with any questions you may have regarding a medical condition or a physical fitness program.

You may not post or otherwise distribute content to the Website(s) which NIKE in its sole discretion determines to be abusive, harassing, threatening, defamatory, obscene, an impersonation of others, fraudulent, deceptive, misleading, in violation of a copyright, trademark or other intellectual property right of another, invasive of privacy or publicity rights, in violation of any other right of NIKE or another party, illegal, or otherwise objectionable to NIKE. You may not upload commercial content on the Website(s) or use the Website(s) to solicit others to join or become members of any other commercial online service or other organization. You may be required to register

and/or agree to additional terms of use prior to being permitted to post or otherwise distribute User Generated Content to the Websites.

Use of Information Submitted

To the extent any intellectual property rights exist in the User Generated Content, these rights shall vest in Nike. To the extent you own the intellectual property rights in the User generated Content, these shall be transferred by you to Nike the moment you post the User Generated Content on the Website(s), or send it to Nike. To the extent the foregoing is not valid, or not sufficient to guarantee the free use by Nike of the User Generated Content, you agree and guarantee that NIKE is free to use any (parts of) the User Generated Content posted or sent by you, or created by you while accessing the Website (or contained in any communication you may send to NIKE or submit to the Website(s) without notice, compensation or acknowledgement to you for any purpose whatsoever, including, but not limited to, developing, manufacturing and marketing products and services and creating, modifying or improving the website or other products or services. You acknowledge and agree that you shall have no claim against Nike or any other party should any User Generated Content created, posted or sent by you be used in the above sense by Nike or such other party.

Liability

1. Nike shall only be liable for damages suffered by you in the event such damages result from attributable breach by Nike of its contractual obligations towards you, or in the event Nike's liability follows from applicable statutory law.
2. In the event you have suffered damages in relation to our activities on NikeStore.com or NikeiD.com, our liability will be limited to
 - a. damage to the Nike products or to other materials;
 - b. reasonable and demonstrable costs incurred by you to find out the cause and the amount of the damages under 1);
 - c. reasonable and demonstrable costs incurred by you to prevent or reduce the damage under 1).

The maximum reimbursement of the above damages will (if applicable) be the purchase price of the products concerned.

3. We shall not be liable for damage incurred by a third party resulting from the use of any of our products. We shall not be liable for damage incurred by you as a result of your improper use of any of our products.
4. We are not liable for damages as a result of incorrect information on NikeStore.com or NIKEiD.com.

5. In the event you suffer damage as a result of our gross negligence or willful misconduct, none of the limitations in this article apply.

Applicable Law

These general conditions and all disputes arising in connection with these general conditions, including the validity thereof, or with the use of the Website(s) or with any purchases on NikeStore.com or NIKEiD.com, shall be governed by Dutch law.

Info on the Website(s)

Even though Nike has composed the Websites with care, the information, texts, documents, graphics, movies, music and/or other services on it may contain errors or be otherwise incorrect or incomplete. Nike shall not be not liable for any damages resulting from the use of (or inability to use) the Websites, including damages caused by viruses or any incorrectness, or incompleteness of the Information, unless such damage is the result of any willful misconduct or from negligence on the part of Nike.

Linked Sites

The Websites provides links to external Internet sites. Nike shall not be liable for the use or the content of Internet sites that link to this site or which are linked from it.

Trademarks and copyright on the Websites

All brand names, product names and titles used on the website are trademarks or trade names of Nike or third party trade mark or trade name holders. You are not allowed to use or reproduce any such trade marks or trade names as this may constitute an infringement of the holders' rights. All Website design, texts, documents, movies, music and/or other services and the selection and arrangement thereof, and all software compilations, underlying source code, software (including applets) and all other material on this website are the copyright of NIKE or its suppliers. You are only allowed to electronically copy and to print in hard copy portions of the Website to the extent this is necessary for the purpose of placing an order with us, or for using the Website as a shopping resource. You are not allowed to make any other use of the information and materials on this website, including reproduction for purposes other than those noted above, modification, distribution, or republication. Should you wish to use materials or information from this Website, you need to obtain NIKE's prior written consent.