

# Customer Autoship Subscription

Please complete in Black ink and BLOCK CAPITALS

Please send your completed form to your Independent Nikken Consultant.

Please tick one option:

- New subscription
- Subscription Product Change
- Address Change
- Payment Details change

I wish to subscribe to Autoship:

- Monthly paid by Credit card
- Quarterly paid by Bank Transfer
- Quarterly paid by Credit card

Name

ID Number

Telephone

Shipping Address

I have read and agree to the Autoship terms and conditions as attached.

Signature

## Payment

Visa       Mastercard       Expiry Date

Card Number

Cardholder Name

Cardholder Signature

I understand that by signing up for Autoship I will incur recurring monthly/quarterly charges on my credit card.

## Bank Transfer

Bank Details for quarterly transfers:  
Nikken UK Limited  
Natwest Bank plc  
Account Number: 82210683  
Sort Code: 60-14-55

Please write the reference QAS and your ID on your transfer.

## Consultant Information

Name

**Amelia Coe**

ID Number

**2277801**

Thank you for subscribing to Autoship!  
Please complete your product choices overleaf.

# Customer Autoship Subscription

Nikken UK Ltd  
 Gloucester House, 399 Silbury Boulevard, Milton Keynes, MK9 2AH

Description	Item Code	Price (inc. VAT)	Discounted Autoship Price*	Quantity	Total Item price (inc. VAT)
CALDENX (90 CAPSULES)	1551	24.00	21.60		
KASAI FOR MEN (60 CAPSULES)	2515	28.00	25.20		
KASAI FOR WOMEN (60 CAPSULES)	2516	29.00	26.10		
KASAI MULTI-VITAMIN AND MINERAL (60 CAPSULES)	2561	28.00	25.20		
KASAI OMEGA OILS (60 CAPSULES)	2519	28.00	25.20		
ORGANIC JADE GREENZYMES SACHETS (BOX OF 30)	20310	28.00	25.20		
ORGANIC JADE GREENZYMES JAR (150 g - 50 SERVINGS)	20311	30.00	27.00		
MATCHA GREEN TEA DRINK	16000	37.50	33.75		
LACTOFERRIN GOLD 1.8 (30 CAPSULES)	27306	30.00	27.00		
CIAGAV TWIN PACK (2 x 946 ml)	2130	52.00	46.80		
EVERYDAY WEIGHT MANAGEMENT PACK - 1 KVB® Natural Food Mix - Vanilla, 1 KVB® Natural Food Mix - Chocolate, 1 Bottle Kenzen® Cleansedx, 1 Box Kenzen Ten4® Matcha Green Tea Drink, 1 Nikken Mix Shaker	8801 plus 8802	214.50	193.05		
KVB® Natural Food Mix - Vanilla	16010	67.50	60.75		
KVB® Natural Food Mix - Chocolate	16011	67.50	60.75		
Kenzen Ten4® Matcha Green Tea Drink	16000	37.50	33.75		
Kenzen® Cleansedx	16008	42.00	37.80		
Nikken Mix Shaker	5609	2.40	2.40		
TRUE ELEMENTS™ VELVET CLEANSING MILK(200ml)	2040	25.00	22.50		
TRUE ELEMENTS™ FRESH TONIC LOTION(200ml)	2041	22.00	19.80		
TRUE ELEMENTS™ ANTI-AGEING SERUM(30ml)	2042	34.00	30.60		
TRUE ELEMENTS™ YOUTHFUL FACE CREAM (50ml)	2043	42.00	37.80		
TRUE ELEMENTS™ NOURISHING FACE CREAM (50ml)	2044	42.00	37.80		
TRUE ELEMENTS™ STIMULATING SHOWER GEL(200ml)	2045	18.00	16.20		
TRUE ELEMENTS™ MOISTURISING BODY LOTION (200ml)	2046	29.00	26.10		
TRUE ELEMENTS™ ANTI-AGEING EYESERUM(15ml)	2050	23.00	20.70		
TRUE ELEMENTS™ RADIANCE SCRUB(50ml)	2052	18.00	16.20		
TRUE ELEMENTS SHAMPOO 355ML	18141	31.50	28.35		
TRUE ELEMENTS CONDITIONER 355ML	18151	31.50	28.35		
PIMAG® WATERFALL REPLACEMENT FILTER PACK (FILTERAND PRE-FILTER)	1381	36.00	32.40		
PIMAG® SPORT BOTTLE FILTER	1376	15.00	13.50		
PIMAG WATER FILTER CARTRIDGE REFILL	1336	24.00	21.60		
PIMAG MICRO SPONGE FILTER REPLACEMENT	1338	9.00	8.10		
PIMAG MAXI REPLACEMENT FILTER	1361	20.40	18.36		
PIMAG MAXI CERAMIC PRE-FILTER REPLACEMENT	1364	20.40	18.36		
REPLACEMENT SHOWER FILTER	1342	25.00	22.50		
PIMAG® OPTIMISER REPLACEMENT PI-RING	1307	48.00	43.20		
REPLACEMENT MINERAL STONES	1382	27.00	24.30		
AIR WELLNESS™ POWERS PRO™ REPLACEMENT FILTER PACK	1439	76.00	68.40		
KENKO AIR® REPLACEMENT FILTER PACK (HEPA)	1445	120.00	108.00		
GOLF SOCKS (ONE SIZE)	1761	24.00	21.60		
NIKKEN SPORTS SOCKS MEDIUM (UK 4-8)	1767	22.50	20.25		
NIKKEN SPORTS SOCKS LARGE (UK 9-13)	1768	22.50	20.25		
MSTRIDES (WOMEN'S SIZE 2.5-7 UK)	3050	55.50	49.95		
MSTRIDES (MEN'S SIZE 6.5-11.5 UK)	3051	63.00	56.70		
KENKOTHERM DUK TAPE	4065	20.00	18.00		

## Customer Autoship Subscription

Description	Item Code	Price (inc. VAT)	Discounted Autoship Price*	Quantity	Total Item price (inc. VAT)
KENKO MAGFLEX™	3010	55.50	49.95		
KENKO MAGDUO™	3020	55.50	49.95		
POWERMINI™	3025	27.00	24.30		
POWERCHIP™ (x3)	1510	56.70	56.70		
POWERCHIP™	1511	21.00	21.00		
POWERBAND BRACELET (19CM)	5215	25.50	22.95		
POWERBAND BRACELET (22CM)	5216	25.50	22.95		
POWERBAND NECKLACE (50CM)	5217	31.50	28.35		
KENKO MSTEPS™ SMALL (WOMEN) 35-40	3053	55.50	49.95		
KENKO MSTEPS™ LARGE (MEN) 40-46.5	3054	63.00	56.70		

Total Products  
 Freight (incl. VAT)  
 Total Monthly  
 Total Quarterly

8.40

Please enter the products you require for the whole month or quarter. .

For shipments to Jersey, Guernsey and Gibraltar, please calculate freight charges at £20.00 per shipment.

## Customer Autoship Subscription

### What is Autoship?

Autoship is a subscription to get your favourite Nikken consumables sent automatically to you once a month or quarter.

It is just the same as subscribing to get your favourite magazine sent automatically to you.

### Minimum Orders

When you subscribe to the Autoship programme you agree to receive a minimum of 3 monthly orders or 1 quarterly order.

Please note that you will not be able to cancel your subscription until the minimum number of orders have been shipped.

### Subscribing to Autoship

Just complete a Customer Autoship Subscription Form, scan and send to UKsupport@nikken.co.uk

New applications for Autoship will be accepted between 1st and 25th of each calendar month. If you subscribe to Autoship between 26th and the end of the month, your subscription will not be processed until the beginning of the following month. Upon processing your subscription, a template or "Base Order" is created to store your details and current product requirements. Each month/quarter the system checks the template and uses the saved information to create your monthly/quarterly order.

Every Autoship subscription will be allocated a processing date. This is the date on which we will create your order every month/quarter.

## Your monthly/quarterly orders

### Monthly Autoship

Your monthly Autoship order will be created on your processing date each month. Orders are created Mondays to Fridays (excluding public holidays) during normal business hours. If your regular processing date falls on a Saturday, Sunday or a public holiday, the order will be created during the next working day. Please note that you will be sent one Autoship order per month only.

### Quarterly Autoship

Your quarterly Autoship order will be created on your processing date each quarter, providing we have received your bank transfer payment. Your required products for the whole quarter will be shipped you in one order. Your next order will then be generated three months after the previous one. Orders are generated Mondays to Fridays (excluding public holidays) during normal business hours. If your regular generation date falls on a Saturday, Sunday or a public holiday, the order will be created during the next working day. The following morning, your order is sent to the warehouse for packing.

Please note that you will be sent one Autoship order per quarter only.

## Payment of your Autoship subscription

### Credit/Debit Cards

If your Autoship order is declined, we will keep the order and try to take payment again after seven days. If the order is declined again, the Autoship order for that month/quarter will be cancelled and the next order to be raised will be the following month/quarter.

If any information related to your credit card has changed (e.g. expiration date, card number, etc), please make sure you contact UKsupport@nikken.co.uk prior to your next months/quarters processing date to avoid your order being cancelled or delayed.

### Bank Transfers

To ensure your next Quarterly Autoship order is generated, Nikken must receive payment for your next order 10 days before your order is due to be generated. Example: Your first Quarterly Autoship order is generated on 7 June. This order will cover the months of June, July and August. Your next order will be generated on 7 September. Payment must be received by 29 August. If payment is not received by the date expected, your quarterly Autoship order will be delayed until we receive your payment.

If your monthly/quarterly order is cancelled due to payment issues we will not be able to raise your order again in the same month/quarter.

## Customer Autoship Subscription

### Changing your Autoship subscription

Orders placed via form can be amended once every 3 months. If you would like to change the contents or the delivery address of your Autoship orders, please ensure you send the necessary amendments to UKsupport@nikken.co.uk at least 5 calendar days before your next order is due to be created, so that your subscription is changed in time for your next delivery.

(Remember, your processing date may vary if it falls on a weekend or public holiday as stated above.)

### Product and Price changes

From time to time Nikken may need to increase the price of the products on the Autoship programme. In this case you will be given reasonable notice before the change falls due, so that you can decide whether or not to continue your Autoship Programme with the new prices.

Occasionally Nikken may need to withdraw an item from sale. In this case you will be informed and the item will be automatically removed from your base order.

Any items on backorder that are discontinued will be refunded to you. If Nikken discontinues an item/range from but introduces an updated item/range, then the discontinued item/range will automatically be replaced with the new item/range. Reasonable notice will be given to you so that you may amend your subscription if you wish. A legal guarantee of conformity of the goods applies.

### Refused Product/Product Returns

If a shipment is refused for any reason, or if a shipment is returned to our warehouse as undelivered or not collected from the Post Office, we reserve the right to charge a fee of £8.40 to have those goods re-sent to you or deduct this amount from any refunds applicable.

### Back orders

Any out-of-stock items (unless discontinued) will be placed on back order. These items will be distributed immediately after Nikken receives additional stock.

### RIGHT OF WITHDRAWAL

You have the right to withdraw from this contract within 14 days without giving any reason. The withdrawal period will expire after 14 days from the day on which you acquire, or a third party other than the carrier and indicated by you acquires, physical possession of the first good.

To exercise the right of withdrawal, you must inform your Nikken Consultant's customer service support. Please contact Nikken UK Ltd, Gloucester House, 399 Silbury Boulevard, Milton Keynes, MK9 2AH, England, Email: UKsupport@nikken.co.uk of your decision to withdraw from this contract by an unequivocal statement (e.g. a letter sent by post or e-mail). You may use the attached model withdrawal form, but it is not obligatory. To meet the withdrawal deadline, it is sufficient for you to send your communication concerning your exercise of the right of withdrawal before the withdrawal period has expired.

### EFFECTS OF WITHDRAWAL

If you withdraw from this contract, we shall reimburse to you all payments received from you, including the costs of delivery, without undue delay and in any event not later than 14 days from the day on which we are informed about your decision to withdraw from this contract. We will carry out such reimbursement using the same means of payment as you used for the initial transaction, unless you have expressly agreed otherwise; in any event, you will not incur any fees as a result of such reimbursement. We may withhold reimbursement until we have received the goods back or you have supplied evidence of having sent back the goods, whichever is the earliest. You shall send back the goods or hand them over to us or Nikken warehouse, DHL Solutions Fashion GmbH, Niederlassung Essen, Hafenstr. 70, 45356 Essen, Germany without undue delay and in any event not later than 14 days from the day on which you communicate your withdrawal from this contract to us. The deadline is met if you send back the goods before the period of 14 days has expired.

You will have to bear the direct cost of returning the goods. You are only liable for any diminished value of the goods resulting from the handling other than what is necessary to establish the nature, characteristics and functioning of the goods.

## Customer Autoship Subscription

WITHDRAWAL FORM (Complete and return this form if you wish to withdraw from the contract)	
I HEREBY GIVE NOTICE THAT I WITHDRAW FROM MY CONTRACT OF SALE OF THE FOLLOWING GOODS	TO MY NIKKEN INDEPENDENT CONSULTANT'S customer service department
Order number:	
Ordered on:                      received on:	Nikken UK Ltd.
Name of the customer	Gloucester House
Customer address:	399 Silbury Boulevard Milton Keynes, MK9 2AH England
Signature (only if this form is notified on paper):	
Date:	Email: UKsupport@nikken.co.uk

### Cancellation

You have the right to cancel your Autoship subscription, once the minimum number of orders have been shipped, and you can do this by contacting UKsupport@nikken.co.uk, at least 10 days before your scheduled shipping date.

If you cancel your Autoship subscription at a later date, money will only be refunded for goods, which have been received by you in the last shipment before the cancellation. The goods must be returned without undue delay and in any event not later than 14 days from the day on which you cancel this contract. We may withhold reimbursement until we have received the goods back or you  
 This does not affect your statutory rights.

### TOTAL SATISFACTION

We are sure you will have total satisfaction from your purchase. If not totally satisfied, however, please contact your Independent Nikken Consultant. If still not satisfied, contact:

Customer Services,  
 Nikken UK Ltd. Gloucester House 399 Silbury Boulevard Milton Keynes  
 MK9 2AH  
 Tel: 01908 202422  
 Email: UKsupport@nikken.co.uk

### Alternative Dispute Resolution

There are a number of government approved and EU listed third party ADR providers: <https://webgate.ec.europa.eu/odr/>, your Nikken Consultant is not obliged to and does not agree to have its consumers' complaints handled by such ADR providers. Instead, the Direct Selling Association (the DSA) offers a dispute handling service which is specific to direct selling companies such as Nikken UK Ltd. who are members of the DSA. For details of this and of the DSA's Codes of Practice contact DSA, Unit 14 Mobbs Miller House, Christchurch Road, Northampton, NN1 5LL, tel 01604 625700 or visit the DSA website: [www.dsa.org.uk](http://www.dsa.org.uk)

