

Introduction of a “Returned Goods Compensation” system to BUYMA’s current compensation service

Making overseas mail-order feel even more safe and secure

Enigma Inc. (Head Office; Minato-ku, Tokyo, Chief Executive Officer; Shokei Suda, TSE Mothers Code;3665) is pleased to announce that the social shopping site “BUYMA” is adding a new system to its current compensation service on November 19th. It will be a “Returned Goods Compensation” system so that people can feel safer and more secure when enjoying overseas mail-order shopping. BUYMA has started to accept the return of goods, and this service will be provided in collaboration with the “minikura” service of Warehouse TERRADA Co.,Ltd.

◆ Overview

BUYMA has been providing services so that customers can enjoy shopping fashion goods and accessories from around the world. The compensation service “*Anshin hoshō* (safe warranty)” to date consists of “authenticity guarantee”, “compensation for loss”, and “initial defective items exchange”. In addition to these services, BUYMA will add a new system of “Returned Goods Compensation” (※1) so that current customers can feel even more safe and those who have been hesitant can feel more secure in trying out overseas mail-order services. Goods can also be returned for reasons such as incorrect size, or different image etc.; this will go a long way in making your shopping experience more comfortable and enjoyable.

※1. There are certain conditions for returning goods. Please refer to the explanation on conditions of “returning goods compensation” system mentioned below.

◆ Details of the “Returned Goods Compensation” system

What is the “Returned Goods Compensation” system?

It is a warranty system where you receive “refund points” for the purchase amount (excluding points for coupons and fees for compensation services) in cases where the goods you bought were of the wrong size or the wrong “image”.

Conditions to apply “Returned Goods Compensation” system

The Returned Goods Compensation system will apply to those transactions that meet the following conditions:

- transaction : transactions where goods were ordered after November 19th, 2014, and where such transaction is covered by the extended compensation system (the new “*Anshin plus*”)
- items : items from Premium Personal Shoppers (authorized exhibitors who have a sizable track record with BUYMA)
- categories :
 - <Ladies’ categories>
Upper garments, lower garments, one-piece dress, cases for mobile phones, accessories for mobile phones, hats, stoles, scarves, gloves, rain boots, dresses (long, mini, medium length)
 - <Men’s categories>
Upper garments, lower garments, cases for mobile phones, accessories for mobile phones

1,000 yen discount coupon campaign for 6 days

In order to have our customers enjoy shopping safely by using this Returned Goods Compensation system, from November 19th to 24th, we will give a 1,000 yen discount coupon that can be used when purchasing goods where the Returned Goods Compensation can be applied.

【 BUYMA】 <http://www.buyma.com/>

BUYMA is a brand new type of social shopping website where members can purchase attractive items from all over the world through the approximately 60 thousand Personal Shoppers (exhibitor) that reside in 111 countries. Membership has exceeded 2 million, and more than 5,300 brands are exhibited. The site introduces a wide range of fashion items that are either not or not yet introduced in Japan as well as those that are sold out in Japan. It also exhibits items such as cosmetics and other



iPhone App is available in App Store. Search "BUYMA" <https://itunes.apple.com/jp/app/buyma/id824042539>

【 Personal Shoppers- key people for our BUYMA site】

Personal Shopper is the specialist who supports the members to enjoy shopping by coordinating and introducing items that suit the members' tastes. In BUYMA, the hospitality provided by Personal Shoppers all over the world increases the value of the shopping website.

【 BUYMA's compensation program】

BUYMA provides various compensation programs which enables the customers to enjoy safe shopping .
[Safe and secure transactions supported through authenticity guarantee, defective items exchange and compensation for loss](#)



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