

BOOK AND SONS - Overseas orders

Thank you for shopping with BOOK AND SONS.

If you would like to place an order with us, please read the terms of usage below and send us e-mail (shop@bookandsons.com) with the required information.

BOOK AND SONS
<http://bookandsons.com/>
Quatre Takaban, 2-13-3 Takaban
Meguro-ku, Tokyo, 152-0004 JAPAN

shop@bookandsons.com
+813-6451-0845

Shipping info

We ship worldwide!

SHIPPING METHOD: International orders are generally shipped within five days after your payment has been confirmed.

BOOK AND SONS uses three shipping services. We generally use International e-packet up to 2kg, EMS up to 30kg, and DHL for countries with restrictions on the other two shipping methods . Please note that some countries have placed restrictions on the movement of EMS packages in and out of the country. In the case that we are not able to ship your order via EMS, we will contact you with alternative shipping methods via DHL (premium shipping rates may apply).

Shipping fees are calculated in accordance with the total weight of the order placed. Please note that final shipping charges will be subject to change based on package weight (included with every order).

Shipping charges include post and packaging, international insurance, shipping and invoicing charges. There is no minimum order amount. A ¥1,000 handling fee will apply to orders under ¥10,000 for international orders.

We will contact you with the final shipping charges, which will include handling fees and packaging weight.

Orders may be tracked via the respective shipping carrier's website after the order has shipped. Upon shipping, you will receive a confirmation email with the details of your order.

When payment has been confirmed, your order will be dispatched.

Please note that we do not accept order cancellations after we have completed the order transaction and your order has been shipped. However, we may accept order cancellations if the items are not in stock or will take time to restock.

The number of delivery days depends on your zone. In case of damage or loss, the actual damage cost will be compensated by insurance.

WHAT IS EMS?: EMS is a top speed international mail service for sending up to 30kg of documents and other goods simply and conveniently to over 120 countries and territories worldwide.

ATTENTION: Please understand that EMS may not be able to ship to certain areas even though they can be selected from the dropdown home page list at payment screen for political or social reasons outside of our control. For more details about prohibited areas of delivery, please check the destination country's current situation on the Japan Post homepage. In the case that we are not able to ship your order via EMS, we will contact you with alternative shipping methods via DHL (premium shipping rates may apply).

CUSTOMS AND TAXES: When ordering goods from BOOK AND SONS for international deliveries, the order may be subject to import duties and/or taxes. BOOK AND SONS is not responsible for any charges that are incurred from customs/duties whatsoever. Any additional charges for customs clearance are considered outside of our control.

For further information on custom and excise policies in your country, please contact the local customs office in the country of destination.

Although we try our best to ensure packages are delivered in a timely manner, shipping times may vary depending on the destination. Once a package is shipped we have no control over how long it will take to arrive.

By placing an order with us, you accept the risk that your package may be delayed during shipment for these reasons.

Please email us at shop@bookandsons.com to arrange specialized shipping, or if you have any questions about the shipping methods we use.

Cost and Payment

- Cost

Products ordered and shipping rates will be charged at the time of purchase.

Please note that BOOK AND SONS bears no direct responsibility for any import or customs charges applied.

Please contact the customs office in the country of destination for more details.

Charges upon purchase:

Product cost + shipping and handling charge

Possible charges upon receipt of your order:

Customs duties and / or taxes applicable to the country of destination

- Payment Method

We accept PayPal* sent in Japanese Yen.

*What is PayPal?

PayPal manages your online payments, so you don't need to worry about currencies, payment methods, or language barriers when you shop internationally. When you shop online with PayPal, you don't have to enter your credit card details every time you shop. When you sell online, PayPal helps you receive payments more quickly and easily.

- Customs Duties and Other Taxes

Customs duties and other taxes may be levied when a shipment reaches the country of destination. If applicable, please pay those costs directly to the delivery agents or the customs office. Policies on those taxes vary in each country. Please contact the customs office in the country of destination for more details.

Returns Policy

We accept returns for damaged or defective merchandise, and for items sent in error ONLY. Returned items must be in the same condition as they were sent with their original packaging.

If the item you have received is damaged, please contact us by email with photo attached within 5 business days so that we may appropriately deal with the issue. BOOK AND SONS will judge the appropriate action to be taken for each situation or type of damage.

Please do not return any products without first contacting us from contact form.

Please note that we may not be able to refund unauthorized returned items.

How to order by e-mail

Please enter your information and the product you wish to order.

●Contact Information

1. Shipping Address
2. Name
3. E-mail
4. Contact Telephone Number

●Your order

Please provide the URL or page link for the product you wish to order, or please write the exact title of the book.

Please indicate the quantity of books you need as well.

ex) 「Bauhaus (World of Art)」 : 1

<https://store.bookandsons.com/?pid=166605461> : 2

Order Flow

STEP 01 - Confirm Stock and Calculate Shipping Fee

After receiving your e-mail, we will check if the item you ordered is in stock and calculate shipping fee.

STEP 02 - Order Acknowledgement and Payment

You will receive an email with the total product amount and shipping charges.

We will also send you a payment link (PayPal) at that time. If you are satisfied with the contents and amount of your order, please proceed with payment using the link in the e-mail within 3 days of receiving the e-mail.

ATTENTION: We consider an order officially placed when payment is confirmed.

Please note that if payment is not confirmed within 3 days after the e-mail is sent, your order will be automatically cancelled and the stock will be released.

STEP 03 - Automated Payment Acknowledgement Email (PayPal)

We will receive PayPal email as soon as payment for the order has been confirmed.

STEP 04 - Shipping Tracking Number

We will email you with a tracking number when your order has been successfully shipped.

STEP 05 - Completion

You will receive your order. Thank you for shopping with BOOK AND SONS.