

MUJI Singapore E-commerce Site Closure - FAQ

1. Why is MUJI Singapore closing its E-commerce site?

The move to close down the E-commerce Site is for us to set sights on developing a better and more comprehensive, all-inclusive shopping experience for our consumers in the near future. Meanwhile, we target to re-launch a new user-friendly web portal in the coming months, do look out for it!

2. When would be the last day that I can place orders online?

The Last Day of accepting online orders would be on 25 December 2017, 11:59pm. All customers are encouraged to place their order before the specified date and time.

3. Is the website inaccessible when the E-commerce site ceased operation?

No, MUJI Singapore website can still be accessed for latest campaign information, events updates and retail store information.

4. When can I receive the delivery if I were to place an order on the last day of E-commerce operation?

- For small items, orders will be delivered within the next 3 working days after it has been processed.
- For bulky items, our delivery team will be in contact to arrange the delivery schedule.

5. Where can I purchase MUJI products after the E-commerce site is closed?

You may proceed to any of the MUJI retail outlets near you. Please refer information of our store addresses at <http://www.muji.com/storelocator/?c=sg>.

6. How can I return or refund items purchased online?

For returns and refunds, any purchase withdrawals (excluding sales items) are to be made within 14 days of receiving the orders. All returned goods are to be in saleable condition. Please check our returns & refunds policy or contact our customer service department at cs_online@muji.com.sg for full details.

7. Can I exchange, return or refund clearance sale items?

All sales items are non-exchangeable, non-returnable and non-refundable.

8. How can I process for an exchange or refund if I've purchased garment items online and realize it's the wrong size or not suitable?

Please contact our online customer service department at cs_online@muji.com.sg or +65 6346 4132. Please note that sales items are non-exchangeable, non-returnable, and non-refundable.

9. If the warranty of my electronic items purchased online is still valid, what do I do should there be a need to repair or replace the faulty device?

Please contact our online customer service department with your Order Number at cs_online@muji.com.sg or +65 6346 4132.

10. Can I go to the retail outlet directly for exchange or refund after the E-commerce site is closed?

- For exchange, you may proceed to your preferred outlet to drop the item for our further action. However, do note that the item is subjected to the return and exchange policy.
- For refunds, it will be processed at our back-end and will be credited to the same account that you have used to place the order.
- Do note that sales items are non-exchangeable, non-returnable, and non-refundable.

11. If there is an issue with the product that I purchased online, how can I contact the customer service?

You may write in to cs_online@muji.com.sg or call +65 6346 4132 and indicate the issue of the product with its order number.

12. Will I still receive newsletter after the E-commerce site ceased operation?

Yes, all online newsletter subscribers will still continue to receive newsletters.

13. Who should I contact should there be a credit card billing issue?

You may write in to cs_online@muji.com.sg or call +65 6346 4132 for any credit card billing clarification.

14. After the closure of the E-commerce site, who should I contact for any concerns or issues?

Do write in any concerns or issues to our customer service department at cs_online@muji.com.sg / customerservice@muji.com.sg, or call +65 6346 4132.