



[New products on sale] Roomba that can vacuum and wipe with water

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Buying Guide



About Purchase

How to order

We accept orders via the Internet 24 hours a day. Please order the products you want as follows.

*To protect personal information, the iRobot Official Online Store has acquired GeoTrust's QuickSSL and TrueBusinessID. Data sent from the order page is protected by 256-bit SSL encryption. When you place an order, your information will not be seen by others, so please use the service with peace of mind.

1 Product Selection

When you find an item you like, click the "Buy" button next to the item name.

2 Check out your order from the shopping cart

The items and prices currently in your cart will be displayed. (You can delete items from your cart or change the order quantity here.)

If you are happy with the details, click "Proceed to checkout."

3 Log in

To use the iRobot official online store, you must register as a member. *Registration is free.

If you have already registered as a member, please log in by entering your registered email address and password.

4 Enter your order information

Specify the orderer (billing address) information and payment method. Please check the payment method [below](#).

5 Check your order information

Please confirm the items, amount, payment method, delivery address, etc. you wish to order, and if all is correct, click "Proceed to Order".

6 Order Completed

An "Order Completion Email (Subject: [Important] Thank you for your order)" will be sent to the email address you registered, so please check the details of your order. If you do not receive this email, your order may not have been completed, so please contact us using [this form](#).

*For products purchased from the iRobot official online store, the "Shipping Completion Email (Subject: [Important] Your product has been shipped)" serves as your warranty, so please keep this shipping completion email.

Confirm your order

You can check your order details and registration information on the "Owner's Site (members only page)*."

*The "Owner's Site" will be displayed after logging in.

Payment Method

**[New products on sale] Roomba that can vacuum and wipe with water****1 Credit card**

Once your credit card payment has been approved by the credit card payment processing company, we will ship your item(s) promptly.

[Accepted cards]**[Payment method]**

Lump sum, installment, revolving

[Number of payments]

3, 5, 6, 10, 12, 15, 18, 20, 24 times

*Depends on the card.

[About the identity verification service]

This site uses identity authentication services provided by each card brand (VISA, Master Card, JCB). Customers can set their own passwords for credit card payments, which can prevent fraudulent payments, such as impersonation by third parties. To use this service, you will need to register on the website of each card company.

2 Convenience store payment

You can pay in advance using a convenience store kiosk terminal or POS register.

* No transfer slips will be issued. You will need your customer number and confirmation number, which are listed in the order confirmation email. Please note down or print the number and pay at the specified convenience store.

* Orders that exceed the payment deadline will be canceled.

* There is no handling fee (it will be borne by our company).

* If the purchase amount exceeds 300,000 yen (tax included), we cannot accept orders by convenience store payment, so we ask that you choose another payment method.

3 Pay-easy

Pay-easy is a payment method that allows you to make prepayments at bank ATMs such as Mizuho Bank, Sumitomo Mitsui Banking Corporation, and Japan Post Bank, or via online banking or mobile banking at various financial institutions such as city banks, regional banks, credit unions, credit associations, labor banks, agricultural cooperatives, and fisheries cooperatives.

*No transfer forms will be issued. You will need your "customer number" and "confirmation number" listed in the order confirmation email. Please note down or print the number and pay at an ATM or via online banking.

*Orders that exceed the payment deadline will be canceled.

*There is no fee (we will cover the cost)

4 Amazon Pay

About payments with Amazon Pay Amazon Pay is a service that allows you to shop with your registered Amazon account information without registering as a member of the online shop. Since you can make purchases without registering as a member, you can shop more quickly. *You can use the "credit card information" and "shipping address" registered in your Amazon account.

[How to use]

Log in with your Amazon account information. Proceed to the checkout process and select the "credit card information" and "shipping address" you would like to use.

[Notes]

- Amazon points will not be awarded.
- Payment methods cannot be changed after purchase.



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dPayment is a payment service provided by Docomo that can be used to pay for online stores. If you have a Docomo mobile phone line, you can combine the payment with your monthly mobile phone bill. You can choose to pay by "combined payment with telephone charges," "payment from d payment balance," "credit card (including d card, VISA, MasterCard, American Express, JCB)," or by using your accumulated d points. The payment deadline is 3 days after your order. If the deadline passes, your order will be automatically canceled.

For more information about dPayment, [click here](#)

6 Rakuten Pay



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Rakuten Pay is a payment service that allows you to make smooth payments using your Rakuten ID and password, and also allows you to use and accumulate Rakuten points depending on the amount of your purchase.

*Rakuten points can only be earned when paying with Rakuten Card, Rakuten Points, or Rakuten Cash.

*You will be redirected to the Rakuten website to complete the purchase process.

*This payment service is only available to members.

*The payment deadline is 3 days from the date of your order. If the deadline passes, your order will be automatically canceled.

For more information about Rakuten Pay, please [click here](#)

7 paypay



PayPay is a cashless payment service operated by PayPay Corporation.

Payment methods include "PayPay balance" or "PayPay deferred payment."

For more information, [click here](#).

[Notes]

- Please go to the PayPay app/site and complete the payment procedure.
- To make a payment using PayPay balance, you must charge your PayPay balance in advance.
- For more information about PayPay Deferred Payment, [click here](#).
- If identity verification has not been completed for PayPay Deferred Payment, the upper limit for the past 30 days will be 100,000 yen. (If the upper limit is lower, please click "You can increase the upper limit to the maximum by performing "identity verification.")
- To use on a PC, you need a PayPay account/password.
- The payment deadline is 3 days from the date of order. If the deadline passes, the order will be automatically canceled.

8 Cash on delivery

This is a method of payment in exchange for the product when it arrives. Cash, credit card, debit card, etc. can be used.

*The person who receives the product should pay the delivery company's representative when the product arrives.

*There is no charge for cash on delivery (we will cover the cost).

*After April 4, 2022, we will not be able to accept cash on delivery orders for purchases over 300,000 yen (tax included), so we ask that you choose another payment method.



About delivery and shipping charges

About Shipping

Limited to Japan.

We do not accept returns or exchanges for dirt on the box or minor scratches on the box during delivery.

In the unlikely event that there is a large hole that interferes with the use of the product, please send us a photo of the damage.

We will check it and inform you of the appropriate action.

Our store does not accept requests for delivery to a designated location. Please be aware that we cannot take any responsibility for any issues that may arise if you change your mind and choose to have your package delivered to a designated location.

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*Due to changes in Yamato Transport regulations from June 1, 2023, if you change the delivery address after your order is confirmed, the forwarding fee to the new delivery address will be borne by the customer receiving the package (cash on delivery). For details, please check [the Yamato Transport website](#).

Delivery date

If you do not specify a delivery date, the product will usually be shipped within 1 to 2 business days. Please note that we cannot accept your desired delivery date and time in the following cases.

- If the delivery address is in Okinawa Prefecture or a remote island area
- If you wish to pay by Pay-easy or at a convenience store



Cancellation, return and exchange policy

Cancellation Policy

At the iRobot Official Online Store, we begin preparing your order for shipment immediately after it is confirmed, so we are unable to accept cancellations or changes to order information (address, delivery date and time, etc.). If you wish to cancel your order after it has been confirmed, we will process the return and refund after the product has arrived at your door, with shipping costs borne by the customer. Please see the explanation below for details on returns and refunds. Please note that cancellations take approximately 14 days from the time the returned product arrives at our warehouse.

Returns and Refunds

Returns of products purchased from the iRobot official online store are limited to unopened products within 14 days of arrival. (Officially refurbished reused products are not eligible. Please refer to [Officially refurbished reused products] below.) Customers who wish to return an item must contact the iRobot Service Center (<https://store.irobot-jp.com/inquiry.html>) in advance. If you return the product without contacting us in advance, we will not be able to accept the return. When returning an item, please return the product (main unit and accessories) together with a printout of the "order completion email" sent at the time of purchase. We will also check the situation when we receive your contact. Depending on the content, we may refuse the return.

In addition, if multiple items are purchased in one order, we cannot accept the return of only some of the items. Even if you wish to return only some of the multiple items you ordered, please return all the items you ordered and then place a new order for the items you need. It will take about 14 days from the time the returned item arrives at our warehouse to process the refund. Please note.

[Items eligible for return]

- Unopened products within 14 days of receiving the product

[Cases in which returns are refused]

- If you wish to return an item because the color, shape, or set contents are different from what you expected.
- If you wish to return an item because the packaging is damaged, scratched, or dirty (excluding significant damage caused by issues during delivery, etc.).
- If the item is an outlet item.
- If we deem it difficult to handle your request.

Exchange Policy

The iRobot official online store does not accept exchanges for customer reasons.

If you have purchased the wrong product, we will only accept returns and refunds for unopened products within 14 days of delivery, with the customer paying the shipping costs. For initial malfunctions, we will repair or replace the product depending on the situation. Please contact the iRobot Service Center (<https://store.irobot-jp.com/inquiry.html>).

[Returns and refunds for special sets]

Products purchased in sets can be returned and refunded in sets. We are unable to accept returns of some products.

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- If an officially refurbished reused product has an initial defect, please contact iRobot Service Center within 30 days from the date of shipment and we will repair it free of charge. Please note that products cannot be exchanged under any circumstances. In addition, consumables and repair parts such as scratches, stains, filters, brushes, paper packs, cleaning pads, detergents, etc. are not covered by the initial defect warranty.
- If you contact iRobot Service Center after 30 days from the date of shipment, repairs to the main unit and replacement of all consumables, including batteries, will be charged.

Shipping fees for returns and exchanges

If the return or exchange is due to customer's convenience, the shipping fee for the return will be borne by the customer. In addition, we cannot take responsibility for any damage or loss during the return. Please return the product in the original packaging or in sufficient packaging.

Refunds for returned items

[If you use cash on delivery (eCollect: cash, debit card) or bank transfer]

Once we have confirmed the arrival of the returned product, we will transfer the funds directly to your bank account. When you return the returned product, please write down your bank account details (financial institution, store name, account number, and account holder name) on a piece of paper and enclose it with the product.

If you use a credit card:

The refund will be processed through the credit card company, and the credit card company will refund the amount to your credit card settlement account. The due date will be in accordance with the credit card company's regulations.



Warranty Information

Warranty Information

iRobot products sold at iRobot authorized dealers and the iRobot official store are genuine domestic products and are covered by our manufacturer's warranty, so please purchase them from iRobot authorized dealers and the iRobot official store.

*Products other than those purchased directly from iRobot authorized dealers or the iRobot official store are not covered by our manufacturer's warranty. Please note that if we reasonably determine that the product is a resale product purchased through other stores, online stores, individuals, etc., it will not be covered by our manufacturer's warranty, even if you present a warranty card, receipt, delivery note, etc. from when you purchased it from an iRobot authorized dealer or the iRobot official store.

Product Warranty

If you purchase from the iRobot Official Online Store, the official store directly operated by iRobot, the "Order Completion Email" sent to you at the time of purchase serves as your warranty, so please print it out and keep it in a safe place.

Extended warranty

The warranty period on the warranty card is 1 year plus the extended warranty period is 2 years, for a total of 3 years. The warranty for Roomba and Braava purchased from the iRobot official online store is extended by 2 years as a purchase bonus from the iRobot official online store, in addition to the 1-year manufacturer's warranty from the date of purchase. (Total of 3-year warranty)

*User registration is required to apply for the warranty, so please register as soon as possible here.

[New user registration \(free\)](#)

*For more information on the extended warranty, please click here.

[Extended warranty](#)



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been resold or rented for commercial purposes or used outside of Japan.

Cancellation of your order

If we determine that your order is intended to generate profit rather than for your own personal use, or that there is a possibility of fraud, we may cancel your order.

Limitation of Liability

For any damages incurred by the customer due to the use or defect of the product or the provision of our services, we shall be liable up to the amount of the product or service paid by the customer, except in cases where we are guilty of intentional or gross negligence.

Governing law and jurisdiction

The establishment, performance and interpretation of any contract based on the use of this site shall be governed by the laws of Japan. Any disputes arising from this site shall be submitted to the exclusive court of first instance in the Tokyo District Court.

[Description based on the Specified Commercial Transactions Act](#)

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