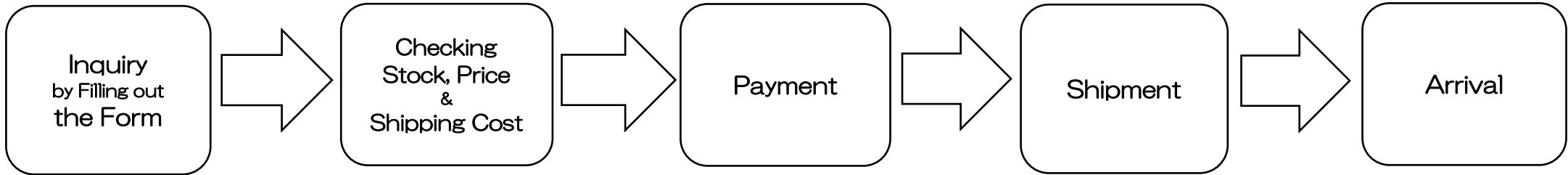


# Sellable Parts Order Flow & Precautions



**\* Before sending an inquiry**  
Sellable parts are components and accessories which are replaceable without using tools.

We don't sell any parts which would need any tools directly to customers.

**\* Filling out the form**  
After filling out the form, please allow us some extra time such as time difference, weekends and holidays to reply.

**\* Availability**  
If any sellable parts are available as products, we will inform you sales representatives in your region.

If there is not enough stock for particular parts, we might need a certain time to restock.

Any sellable parts of discontinued products might not be available after a long period of time.

**\* Shipping cost**  
Shipping cost and any duty for sending any sellable parts to your country from Japan will be borne by a customer.

Parcels will be shipped with traceable methods.

Shipping costs from Japan might be very expensive depending on countries and regions.

**\* Payment method**  
Payment can be made by selected credit cards and bank transfer, however we charge customers handling fee when bank transfer is chosen.

Accepted credit cards are:  
Visa, Master, American Express, Diners Club and JCB.

**\* Shipment**  
Any goods in stock will be shipped once we complete shipping preparations and confirm a payment.

We will inform you a tracking number once we are ready to ship.

We are not able to accept any cancellations once a shipment has been made.

Delivery periods would differ depending on countries and regions.

We are not responsible for any accidents and damages during transportation.

**\* Support**  
Please contact the service center as soon as possible if there is any defect on goods arrived. (exclude any damage occurred during trasit)