

Notation based on the Specified Commercial Transactions Act

Item	Content
Service Provider	Sagawa Express Co., Ltd.
General Manager of Operations	Masaaki Yamaguchi
Address	2-2-8 Shinsuna, Koto-ku, Tokyo, Japan
Phone Number	03-3699-3189 (Hours: 9:00 AM - 5:00 PM) on weekdays
Service Description	In accordance with the services provided.
Service Fees	Varies depending on the specific service. Please refer to the respective service page for details.
Required Charges Other Than Service Fees	Consumption tax, packing material fees.
Payment Methods	Credit Card Payment Cash Payment
Payment Due Date	In accordance with the payment terms and method specified in the contract with the Company.
Cancellations	Cancellations are possible if notice is received prior to the day the service is provided. If cancellation fees apply, this must be stated separately.
Damages to Parcels	Compensation will be made based on the terms and conditions outlined in the respective contracts. Please contact your nearest Sales Office for inquiries (Hours: 8:00 AM - 7:00 PM).
Returns and Refunds	Due to the nature of the services, returns and refunds are generally not accepted. However, cancellations prior to service provision will be handled.