



Date of enactment: June 27, 2022

Last revised date: July 2, 2024

## Cancellation Policy of HERUTU ELECTRONICS CORPORATION

### 1. Cancellation of your order

If you wish to cancel your order after it has been placed and before its arrival, please contact the distributor where you purchased the product. If the ordered item has been shipped, the order is not eligible for cancellation. Furthermore, we cannot accept cancellations for orders other than those products listed in the catalog.

### 2. About returns after ordering

We will accept returns within 21 business days after shipment. In the case of returns due to a customer's convenience, the shipping fee and the following return fee will be borne by the customer:

Return fee: 5,000 yen (excluding tax)

However, please note that we cannot accept returns in the following cases:

- If more than 22 business days have passed since shipment from our company
- When the product has been plugged in and powered on
- When damage, scratches, dirt, etc. occur at the customer's site
- If you do not have all the supplied accessories
- For products other than those listed in the catalog
- In the case of software provided via CD-ROM or other media, or online
- Other cases in which we judge that a return is inappropriate

We make every effort to ship the product; however, if the delivered product is different from the ordered product or the quantity is incorrect, please contact the distributor where you purchased the product. Either we or the distributor where you purchased the product will promptly accept returns or replace them, and pay the domestic shipping fee.

### 3. Return method

If you wish to return the product, please contact the distributor where you purchased the product in advance.

Contact Information

Sales Department, HERUTU ELECTRONICS CORPORATION

TEL: +81-53-438-3555

[Reception Hours] 09:00–17:00 (JST), Monday–Friday (excluding national and company holidays)