

Cancellation Policy

The consumption tax will be added to the cancellation fees for each of the following items.

1. EMC testing and HD Radio testing

1-1. General EMC testing (other than those with long-term reservation)

Cancellation date	Cancellation fee
Until 16 days prior to the testing	None
From 15 days until 11 days prior to the testing	10% of the basic fee
From 10 days until 6 days prior to the testing	20% of the basic fee
From 5 days until 2 days prior to the testing	30% of the basic fee
The day before the testing	50% of the basic fee
The day of the testing	100% of the basic fee

- 1) General EMC testing does not include MIL/NDS/RTCA specification testing.
- 2) A long-term reservation means a reservation made by the same company for 5 or more consecutive days excluding holidays. Note that, if a long-term reservation is made separately under a memorandum, etc., the concluded contents shall take precedence.
- 3) Holidays are not included in the number of days when calculating the cancellation fee. Our holidays are those set by our company including Saturdays, Sundays, national holidays and New Year's holidays.
- 4) The reservation date can be changed free of charge only once. However, if you change the reservation date on the day before or on the day of the reservation, the reservation will be treated as cancelled and the cancellation fee will be charged.

1-2. MIL/NDS/RTCA testing and long-term reservation for general EMC testing

Cancellation date	Cancellation fee
Until 46 days prior to the testing	None
From 45 days until 31 days prior to the testing	30% of the basic fee
From 30 days until 15 days prior to the testing	50% of the basic fee
From 14 days prior to the testing until the day of the testing	100% of the basic fee

- 1) A long-term reservation means a reservation made by the same company for 5 or more consecutive days excluding holidays. Note that, if a long-term reservation is made separately under a memorandum, etc., the concluded contents shall take precedence.
- 2) If you would like to change the reservation date, please contact the reservation site.
- 3) We may not be able to meet your request for a rescheduling of the on-site testing, in which case it will be treated as a cancellation. In addition, we will charge you for expenses already incurred, such as arranging accommodation and testing equipment.

1-3. Testing by request (EMC testing without the presence of the client)

Cancellation date		Cancellation fee
Before receiving test sample		10% of the basic fee
After receiving test sample	Before starting the testing	50% of the basic fee
	After starting the testing	100% of the basic fee

- 1) If a retest is conducted within one month as the same project, it will be treated as postponed and exempt from this cancellation policy.

1-4. HD Radio testing

Cancellation date	Cancellation fee
From 5 days until 2 days prior to the testing	50% of the basic fee
The day before and the day of the testing	100% of the basic fee

- 1) Holidays are not included in the number of days when calculating the cancellation fee. Our holidays are those set by our company including Saturdays, Sundays, national holidays and New Year's holidays.
- 2) Any change of the reservation date will be treated as cancelled and the cancellation fee will be charged.

2. Electrical Safety testing, Semiconductor manufacturing equipment evaluation, Global market access certification



- 2-1. If you cancel your application without submitting equipment to be tested or materials after the application, we will charge you an amount equivalent to 10% of the total amount of our estimate as a cancellation fee.
- 2-2. If you cancel your application in the middle of the testing/certification application, we will charge you actual costs including costs required for the testing/certification up to that point, charges equivalent to man-hours required to confirm submitted documents and costs required for preparation of witnessed audits in addition to the cancellation fee described in the preceding 2-1. Note that, if you use an overseas laboratory or certification body, a cancellation fee for it may be included.
- 2-3. If we cannot complete all or part of our work due to a failure to submit equipment to be tested or materials even after six months from the date of application, we will charge you an amount equivalent to 10% of each item of our estimate as a cancellation fee and temporarily close the work because the amount estimated by us may change.
- 2-4. In countries (Russia, Belarus, Brazil, Saudi Arabia, etc.) where we pay the application fee for the testing/certification in advance, we will charge you an amount equivalent to 50% (or higher depending on the progress of our work) of the total amount of our estimate as a cancellation fee if you cancel your application. In Brazil, 100% of the total amount of our estimate will be charged as a cancellation fee after the testing starts. Note that, if you use an overseas laboratory or certification body, a cancellation fee for it may be included.
- 2-5. If you cancel your application for an ETL label (before the label is completed), we will charge you an amount equivalent to 10% of the label cost and the full cost for handling as a cancellation fee. If you cancel your application after the ETL label has been sent out, we will charge you an amount equivalent to 100% of the total amount of our estimate as a cancellation fee.

3. Calibration

If the work is interrupted due to equipment malfunctioning after calibration work has been started (e.g., returning equipment temporarily for repair, and sending equipment to the manufacturer for repair), we will charge you according to the schedule described below.

- 3-1. In the case where recalibration is performed at our company after the malfunction has been eliminated (after repair)

Schedule	Amount billed
Month of occurrence of malfunction (month in which the work is interrupted)	20% of the total estimated amount of the product concerned
Month in which recalibration work after elimination of malfunction is completed	Remaining 80% of the total estimated amount of the product concerned

- 1) The shipping fee for temporarily returning the equipment for repair will be charged at the time of return (in the month of return).

- 3-2. In the case where we do not perform calibration after the malfunction has been eliminated (due to unrepairable malfunction, etc.) (1): Cancellation confirmed in the same month as the month of occurrence of malfunction

Schedule	Amount billed
Month of occurrence of malfunction/Month in which cancellation of calibration is confirmed (same month)	Cost according to the amount of work (to be separately estimated)

- 3-3. In the case where we do not perform calibration after the malfunction has been eliminated (due to unrepairable malfunction, etc.) (2): Cancellation confirmed after the month following the month of occurrence of malfunction

Schedule	Amount billed
Month of occurrence of malfunction (month in which the work is interrupted)	20% of the total estimated amount of the product concerned
Month in which cancellation of calibration is confirmed (after the month following the month of occurrence of malfunction)	Cost according to the amount of work (to be separately estimated) *20% of the amount billed is deducted in the month in which the work is interrupted.

- 1) The shipping fee for temporarily returning the equipment for repair will be charged at the time of return (during the month of return).

