

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) Any changes to your reservation date will be treated as cancelled and the cancellation fee will be charged. Please contact the laboratory where you made your reservation or our sales staff.

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) 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.
- 3) Any changes to your reservation date will be treated as cancelled and the cancellation fee will be charged. Please contact the laboratory where you made your reservation or our sales staff. In addition, we will charge you for equivalent 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 changes to your reservation date will be treated as cancelled and the cancellation fee will be charged. Please contact the laboratory where you made your reservation or our sales staff.

2. Electrical Safety testing, Semiconductor manufacturing equipment evaluation, Global market access certification, Inspection, Analytical Testing, Investigation



- 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 progress, we will charge you actual costs including costs required for the testing/evaluation/certification/inspection/analysis/investigation 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 three 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 those countries (Russia, Belarus, India, Latin America, Saudi Arabia, etc.) where we pay the application fee for the testing/certification in advance, we will charge you an amount equivalent to 100% of the total amount of our estimate as a cancellation fee if you cancel your application.
- 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).

