

# Terms and Conditions of Sale (Event21 Co., Ltd.)

These Terms and Conditions (hereinafter referred to as the "Terms") apply to all product sales provided by Event21 Co., Ltd. (hereinafter "we", "us", or "our") to customers (hereinafter "you" or "the customer").

By placing an order, you are deemed to have accepted the following terms.

---

## Article 1 (Scope of Sale)

Products are sold at the prices specified in the official quotation and purchase order issued to the customer.

---

## Article 2 (Payment)

Full payment is required in advance before we process or ship your order.

---

## Article 3 (Cancellations and Returns)

After the product has been shipped by us or the manufacturer, cancellation is only accepted if the package remains unopened. In such cases, the return shipping cost must be borne by the customer.

If the cancellation is made before shipping, we will refund the amount after deducting the bank transfer fee.

---

## Article 4 (Custom and Made-to-Order Items)

Custom-made or specially ordered items are non-cancellable once payment has been received, as production begins immediately after payment.

---

## Article 5 (Inspection Upon Delivery)

Please inspect all items immediately upon receipt.

If there is any damage, defect, or shortage, please notify us **on the same day**.

Phone or email is acceptable. We do not accept returns for reasons attributable to the customer, except in cases where damage or error during shipping is clearly evident at the time of delivery.

If we acknowledge shipping errors or transport-related damages, we will investigate and

send a replacement. Please return the damaged item using **collect (cash-on-delivery) shipping** to us.

---

## **Article 6 (Product Defect or Transport Damage)**

If the product has a structural defect or was damaged in transit and cannot fulfill your intended use, please notify us immediately during our business hours.

If a replacement cannot be provided or does not arrive in time, we will refund the purchase price, and such refund shall constitute our full liability.

---

## **Article 7 (Responsibility After Delivery)**

Responsibility for product use and care transfers to the customer upon delivery.

We are not liable for any issues arising from improper use, storage, or maintenance.

Please refer to the manufacturer's website and user instructions and ensure proper handling at your responsibility.

---

## **Article 8 (Delivery and Parking Arrangements)**

Please secure a suitable loading/unloading space in advance.

If no space is arranged, we will follow your instructions.

Should any parking violations or penalties occur based on your guidance, you will be fully responsible for such fines. We appreciate your understanding and cooperation in ensuring legal and safe parking arrangements.

---

## **Article 9 (Dispute Resolution and Governing Law)**

In the event of any dispute (including mediation), Japanese law shall apply, and the exclusive jurisdiction shall be the court located in the area of our company's headquarters.

---

## **Article 10 (Design Revisions)**

If you request us to handle the design work, the third and subsequent design revisions will be subject to a fee.

As a general rule, a revision fee of **JPY 5,000** will apply and must be paid in advance.

Major changes or time-consuming adjustments may incur additional costs beyond JPY 5,000.

---

## **Article 11 (Liability Disclaimer)**

We aim to support the success of your events by offering high-quality products and services.

However, we are not liable for any injuries, accidents, delays, damages, or losses arising directly or indirectly during the contract period — including failures to meet your intended usage or delivery delays due to shipping issues.

Please ensure final product verification and safe usage at your own discretion.

---

## **Article 12 (Governing Law)**

All disputes, claims, or legal matters arising out of or related to this agreement (including non-contractual claims) shall be governed by the laws of Japan.