

BUSINESS INFORMATION

●Cancellation Policy / Returning Products	1659
●World Network	1661

Cancellation Policy / Returning Products

Changing or Canceling Orders

Misumi's cancellation policy varies depending on the published "days to ship" of our products, and may not be accepted. Please contact Misumi Customer Service with any requests of changing or canceling your order. We appreciate your understanding and cooperation.

In-stock Items

Request of changing or canceling orders can be accepted during normal business hours one business day prior to the scheduled ship date. Please note that request of changing or canceling orders on or after the scheduled ship date cannot be accepted.

Make-to-Order Items

Most of our products are Make-to-Order items, which are manufactured specifically according to each customer's request for material, size and shape. To deliver the desired products with "industry best" lead-time, we start our order fulfillment process on the same day of order acceptance for standard days to ship order. In the event of an order change or cancellation request on Make-to-Order items, we have already begun the order fulfillment process (order processing, purchase of materials, manufacturing, labor, etc.) and have incurred related expenses.

Standard Quantity Orders

• Standard Shipping Date Orders

When a standard shipping date is specified, changing or canceling orders are difficult since production starts on the day of order acceptance.

However, we accept order change or cancellation requests by customers within 2 hours of the order receipt time free of charge. Cancellation 2 hours after order receipt during normal business hours will be subject to a cancellation charge of 50%.

Please note that changing or canceling orders will not be accepted after normal business hours.

Ex. Placing a 3 "Days to Ship" item order shipping on the 3rd business day (standard shipping date).

Day after Order Placement	Cancellation on Order Day		1st day after	2nd day after	3rd day after
Order Cancellation	Within 2 hours of order placement	By business hours after 2 hours of order placement	N/A	N/A	N/A
	Free of charge	50% Charge			
Production Work	Unperformed	Performed	Performed	Performed	Completed
Number of Days Before Shipment	3 days		2 days	1 day	0

- Future Shipping Date Orders

When a future shipping date is specified, change or order cancellation requests will not be accepted within the standard "Days to Ship" period to the specified shipping date.

Ex. Placing a 3 "Days to Ship" item order shipping on the 10th business day (specifying a future shipping date)

Day after Order Placement	Order Day	1st day after	2nd day after	3rd day after	4th day after	5th day after	6th day after	7th day after	8th day after	9th day after	10th day after
Order Cancellation	Free of charge	Free of charge	N/A	N/A	N/A	N/A					
Production Work	Unperformed	Unperformed	Unperformed	Unperformed	Unperformed	May have been performed	May have been performed	Performed	Performed	Performed	Completed
Number of Days Before Shipment	10 days	9 days	8 days	7 days	6 days	5 days	4 days	3 days	2 days	1 day	0

Special Large Quantity Orders

As confirmed on quotations, cancellation of special large quantity orders cannot be accepted.

Returning Products

Returning In-stock products may be accepted under certain circumstances. Please contact Misumi Customer Service on any requests. Please note that shipping charge to return the products to Misumi or to the location Misumi specifies is at the customer's expense.

Returning Make-to-Order items is not allowed since they are manufactured specifically to your unique configuration. For detailed information, please see Article 17 of "Terms and Conditions of Sale" in this catalog or on our website.

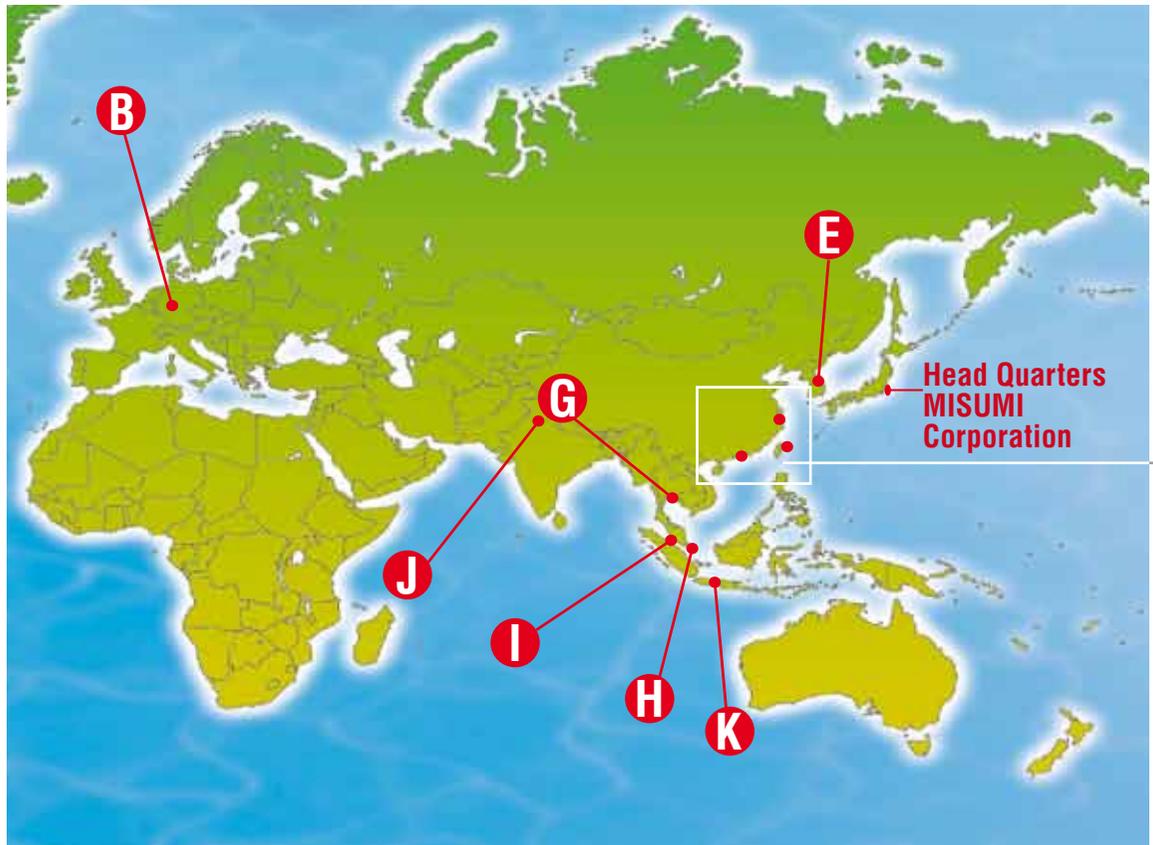
If products received are different from what were ordered, please contact Misumi Customer Service.

Please note that changing or canceling orders specified with Express Service will be subject to this Cancellation Policy / Returning Products for Make-to-Order items.

This Cancellation Policy / Returning Products are subject to change without notice. Please visit our website for additional information or any changes to this Cancellation Policy / Returning Products.

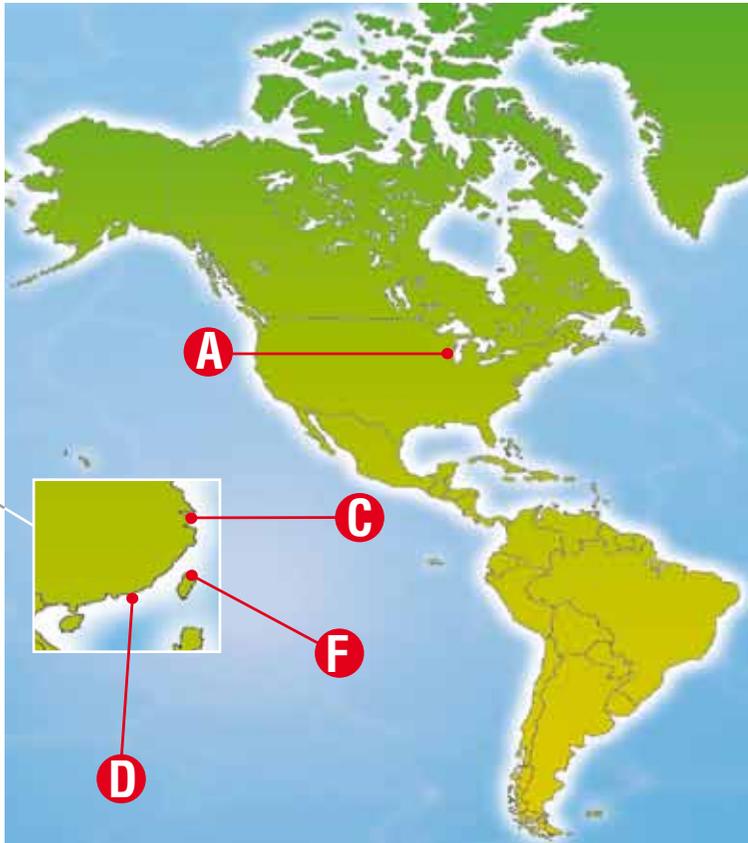
World Network

–Provide same products and service to anywhere in the world–



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MISUMI

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