

Minosaka Co., Ltd. Overseas shipping Agreements

This agreement applies to all about using overseas shipping.

In the event of any inconsistency between the Japanese version of these Agreements and the English version hereof, the Japanese version will prevail.

<Product>

Only Mozo-to (replica swords) is available for overseas shipping.

Refer to the "Custom Made" page for product details.

Products may be prohibited by some countries/regions even if shipping is available. Please note that we cannot ship in this case.

<Shipping & Delivery>

1. Shipping by EMS, SAL, International Parcel Post or UPS.

Shipping fee depends on weight of a package, location or EMS extra fee, etc.

Refer to the "Rate schedule" of JAPAN POST.

2. We will start making order made product after order confirmation and send that when it is completed.
3. Delivery dates cannot be specified.
4. Production period is about 2 weeks to one month after confirming payment.
Due to natural disaster, spread of infectious diseases, war, events and accidents, or a customs search, deliveries may delayed or not arrived.
5. Please contact the JAPAN POST or UPS for the delivery status of your package.
We tell you a tracking number.

EMS: https://www.post.japanpost.jp/index_en.html

UPS: <https://www.ups.com/jp/en/global.page?>

6. Please note that JAPAN POST (EMS) may contact you for confirmation.
7. We are not responsible for loss of packages, if we have completed all reasonably necessary shipping procedures.
8. "No returns and refunds policy" is applied when we ship the product.

<Payment Methods>

1. The total amount is product price and shipping fee.
Tax-free that delivery from Japan to abroad.
2. Payment due is within one week after order confirmation.
We will start making order made product after order confirmation.
3. It may charge additional fees (import duty, Value Added Tax, customs fee, and so on.).
Additional fees are paid by the customers.
4. Payment by bank transfer or PayPal. Please note that no refund after payment because of customers' personal preferences.
5. We are not responsible for accidents between customers and payment company.

<Service availability countries and regions>

Products may be prohibited by some countries/regions even if shipping is available.
Please note that we cannot ship in this case.
Refer to the shipping companies' website to details.

EMS: https://www.post.japanpost.jp/int/ems/index_en.html

Check the Service menu "Information by country and regions".

There is Japanese Version Only. If you have some question, please contact us via "Contact form".

UPS: [ApprovedCountryListLimitedServiceAreaTable.pdf \(ups.com\)](#)

<Privacy Policy>

Minosaka manages customers' personal information according to the "Privacy Policy".
For more information, check the "Privacy Policy".

<Indemnification>

1. We reserves the right to suspend or discontinue operation of overseas shipping without notice, and may make changes to any part or all of overseas shipping agreement.
2. Minosaka do not bear responsibility for any damages caused by using this website or by not being able to use this website from any causes.
However, this provision will not apply if there is a reason attributable to Minosaka.
3. We are not responsible for damage to packages during transportation.

<Governing Law and Court with Jurisdiction>

This Agreement is subject to Japanese law.

Any and all disputes arising out of or in connection with this Agreement shall submit to the jurisdiction of the Gifu District Court.

Act on specified commercial transactions

Company name	Minosaka Co., Ltd.
President	WAKIHARA Yutaka
Address	2-146, Sohara Furuichiba-cho, Kakamigahara City, Gifu 504-0852, Japan
Phone number	+ 81-58-371-6801
Phone reception hours	9am~6pm (JST)
E-mail	custom@minosaka.co.jp
Web site	https://www.minosaka.co.jp/
Available amount of order	Available form one product. All products are one-of-a-kind.
Price	Refer to each product page.
Payment due	Payment within one week after order confirmation. We will start making order made product after order confirmation. The order may canceled if we don't confirm payment within one week. *Unavailable to cancel after payment.

Payment methods	<ul style="list-style-type: none"> • Bank transfer • PayPal
Delivery	<p>Domestic(Japan) shipping</p> <ul style="list-style-type: none"> • Sagawa Express • Yamato Transport • Yu-Pack (JAPAN POST) <p>Overseas shipping</p> <ul style="list-style-type: none"> • EMS • Air parcel post • SAL • UPS
Returns	<ul style="list-style-type: none"> • For overseas shipping, unavailable returns, exchange, repair, etc. under any circumstances. • For domestic (Japan) shipping <p>Within 10 days after delivery, contact us by email and return the product. Please note that we will not be able to respond to any requests, even if there is a reason, after 10 days.</p> <p>Exchange the product or Repairing: The product is different from the order, damaged during shipping or defective product.</p> <p>If we don't have stock products, we will refund on your bank account.</p> <p>*We pay bank transfer fee in this case.</p> <p>*Note that the customers are to pay the shipping fee for returns.</p>
Fees other than product price	<ul style="list-style-type: none"> • Tax • Bank transfer fee • Shipping fee <p>Shipping fee depends on the order.</p> <p>The total amount, including shipping fee, is decided after order confirmation.</p>
Shipping time	About 2 weeks to one month after confirming payment.