

We hereby disclose our policy regarding complaints and dispute resolution related to our products and services.

Handling of Complaints by the Company

The Company has established “Complaint and Dispute Handling Regulations” and strives to respond sincerely and promptly to complaints from customers and others, aiming to gain their understanding.

The standard process for resolving complaints by the Company is as follows:

1. Receiving complaints from customers
2. Fact-finding and considering resolution proposals by internal personnel
3. Presenting resolution proposals and reaching resolution

Contact Point for Inquiries

Retail Customer Support Department

Business Hours: 9:00 AM to 5:00 PM (excluding public holidays)