

# General Terms and Conditions

## Ordering

- Once you submit all the necessary materials for manufacturing such as the order form, track list, master, and artwork, we will send you an estimate quotation (INVOICE). Your order will be confirmed after receiving the payment in full.
- Delivery time can vary based on our current workload, order specifications and quantity. Our sales team will provide you with an estimated delivery date once your order is confirmed. Please note that while you can request a preferred delivery date, we may not always be able to accommodate it.
- The delivery date could be delayed in cases where the test lacquer or artwork takes longer than expected to get approved.
- For Color vinyl, the delivery date will be determined after confirming the availability of your desired color.
- Any changes to the specifications or process will incur additional costs.
- Regardless of the specifications and customizations, the minimum order quantity for pressing records is 500.
- Payment is required before manufacturing. We are not liable for any delivery delays if payment cannot be confirmed. This includes cases where the order and transfer subject names do not match. Please make sure to include the same name when you make the transfer. For example: Order name: Toyo Kasei/ Transfer name subject: Taro (NOT okay). //Order name: Toyo Kasei/Transfer name subject: Toyo Kasei Taro (okay).
- Any other matters not agreed upon will be subject to separate consultation.

## Sound Quality Confirmation

- Please handle the lacquer disc with care. We are not liable for any damage that occurs after receipt or during playback. If you need a new test lacquer disc due to such damage, a recutting fee will apply.

- Lacquer discs are larger than regular records and may not play properly on some record players. Since the lacquer disc can be easily damaged, we recommend avoid using basic record players where you cannot adjust needle pressure.
- Once you confirm that there are no issues with the lacquer disc, no further changes to the audio will be accepted.

## **Printed materials**

- If you need to make corrections after submitting your design, please note that a data correction fee will be applied.
- Regarding record label paper
  - (1) We use special paper to ensure compatibility with our pressing process. Unfortunately, we cannot press on any other type of paper.
  - (2) Because of the type of paper, the heat and the pressure used during pressing, colors may appear to sink. This is a normal part of the manufacturing process, so please keep this in mind when submitting your design.
  - (3) To remove excess moisture and prevent bubbles printed materials are dried at high temperatures. This may cause colors such as blue and purple to shift towards red, and white areas to yellow. Please be aware that these may affect the colors in your original design.
  - (4) Metallic printing with gold or silver inks is not recommended as it is susceptible to scratching.
- PDF proofing (included at NO extra charge) is a basic preview method, therefore, the colors may not match the final print exactly. For precise color proofing, we recommend Prepress proofing (at additional cost).
  - (1) PDF proofing may look slightly different on monitors compared to the final print.
  - (2) Inkjet proofing uses a different type of paper, which can cause significant color variations, specially under different lighting conditions and with gray or light colors. Since inkjet proofing uses semi-glossy coated paper, there may be color differences when printing on uncoated or matte paper.

## **Shipping Overseas**

- Shipping terms will be set according to Incoterms, as agreed upon by both parties.

- Unfortunately, we cannot ship to all countries and regions due to various political, economic, or legal restrictions. Please check with our sales team in advance to confirm whether shipping to your destination is possible.
- After exporting goods from Japan and reaching your destination, you may need to pay import duties, consumption taxes, and other fees during customs clearance. The recipient will be fully responsible for all costs. Please follow the shipping company's payment instructions.
- Import regulations differ by country. To avoid any issues, please check with your local customs office beforehand to ensure the goods can be imported. We are not responsible for any import-related issues.
- When shipping internationally, it is crucial to include the country of origin. Ensure that a 'MADE IN JAPAN' or a similar label is clearly visible on all printed materials such as jackets and labels. Failure to do so may result in import issues, extra costs, delays, or damage, for which we cannot be held responsible.
- We currently do not offer split delivery for overseas orders. In addition to this, we generally do not accept shipments to a third country due to potential transportation issues. If you need to send the goods to a business partner, please make sure to arrange the delivery yourself.
- We cannot guarantee delivery times or schedules, as delays may occur due to shipping logistics, weather conditions or other unforeseen factors.
- If we arrange for the transportation, it will usually be by air given the nature of the product.
- If you have specific requirements for export packaging, please let us know. We will do our best to accommodate them.

## **Product Quality standards**

- During the pressing process, and on rare occasions, slight variations such as warping or misalignment may occur.
- We manufacture according to our in-house standards, which are based on the old JIS guidelines. We perform quality checks by sampling one record out of every 200. For orders of fewer than 200 records, we conduct a sampling inspection once during production.

## **Stamper Plate Storage Period**

- Stamper plates are stored for six months from the initial delivery date and will be discarded after this period.

## Regarding Intellectual Property and Rights

- Toyo Kasei Co. Ltd. is not liable for any copyright or any other legal issues.
- We do not produce bootleg records. If we discover that an order involves bootleg records, it will be cancelled immediately. Any costs incurred before the cancellation will not be refunded.
- Unauthorized sampling will be similarly treated as bootlegging and will lead to an immediate cancellation of your order.

## Other important considerations

- Due to the way our printing and pressing machines operate, repressed records may not look exactly the same as previous batches.
- Each colored record might have slight color variations. Please keep this in mind before ordering.
- Occasionally, small black marks of about 1mm may appear on colored records during pressing. We usually spot these during visual inspections, but a few might still get through. However, they do not impact the quality of the product.
- We provide five free spare copies with every order, regardless of the number of records pressed. If you would like more than five, please place an additional order.