



Official Freight Forwarder of GOOD DESIGN AWARD 2025

INTERNATIONAL COURIER SHIPMENT SHIPPING MANUAL & TARIFF



Kintetsu World Express Group

Kintetsu World Express Sales, Inc.

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INTRODUCTION

Kintetsu World Express Sales, Inc. (KSI), which is representative of **Kintetsu World Express, Inc. (KWE)** is appointed as an **Official International Freight Forwarder** for the Second Screening of GOOD DESIGN AWARD 2025 organized by Japan Institute of Design Promotion (JDP).

KSI will be acting as not only offers freight forwarding but also coordinating the products displays and its supplemental task as well.

1. Planning and supervising for in-bound and out-bound arrangement to and from the screening site.
2. Storage before and after the screening (limited period).
3. Special arrangement for loading, storage and installation to the venue.
4. Arrangement for returning to originated country.
5. Transport arrangement for local delivery upon request and disposing of wastes of inner and outer packages.

Please Contact for further details,

KINTETSU WORLD EXPRESS SALES, INC.

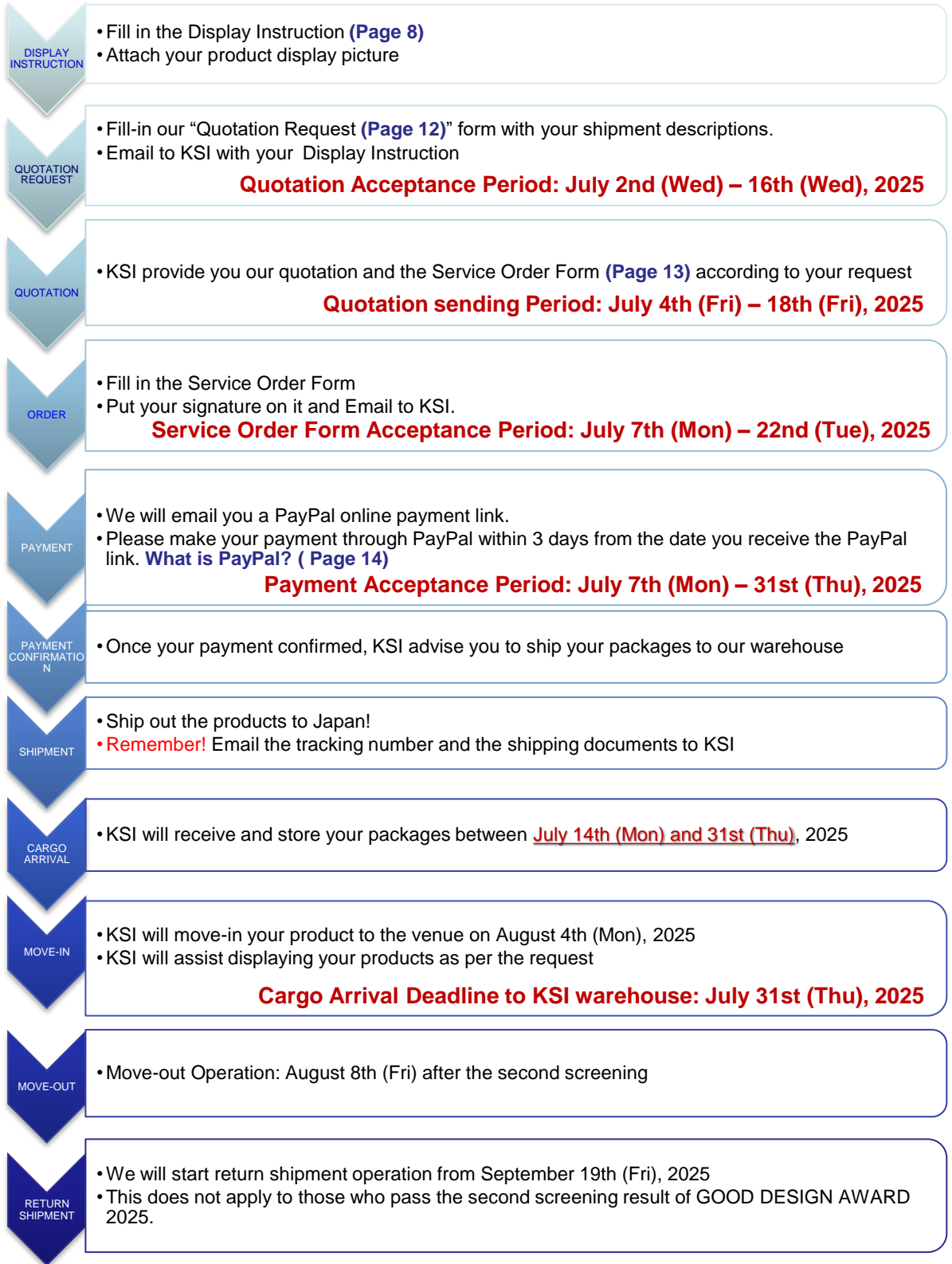
Exclusive Logistics Sales Dept.

Contact: KSI G Mark 2025 Team

Email: gmark2025_ksi@kwe.com

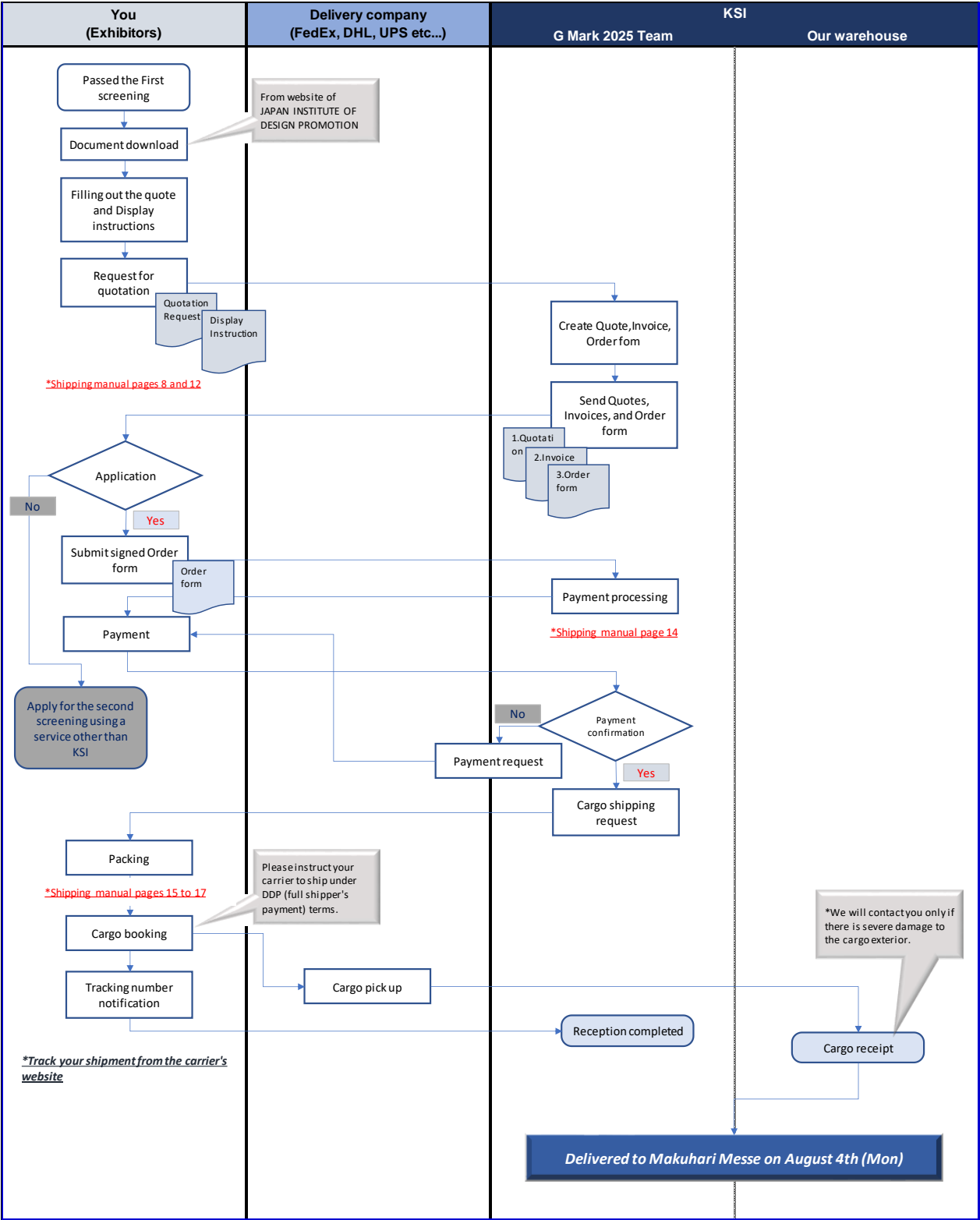
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OUTLINE



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2nd screening request flow



IMPORTANT NOTICE

1. Warehouse availability

Our warehouse can receive your package between July 14th (Mon) and 31st (Thu), 2025. Our warehouse will be closed on Saturday, Sunday and Japanese public holiday (July 21st, 2025).

2. Unaccepted items

Live animals, animal products, especially which is relevant to the CITES (the Washington Convention). Alcohol products, tobacco, food, beverage, plants, seed, medicals, cosmetics, pharmaceuticals, drugs, chemicals, human remains, arms and explosives are subject to Japan import restrictions.

3. Cargo Damage – Domestic Insurance

KSI will not compensate for any reasons other than damage due to the accident during our operation. All entrants will be charged a domestic insurance fee. The insurance doesn't cover during the screening period. International transport insurance needs to be prepared by each entrants.

4. Charges not include in our tariff

- a. Japan Duty, Import consumption tax and other taxes.
- b. Courier Company's Storage Fee
- c. Extra Packing material fee
- d. Freight from origin and Return shipment freight from Tokyo, Japan
- e. Any other special handling requirement by the entrant
- f. 10% Japan consumption tax

5. Payment

We only accept all charges in Japanese Yen (JPY) with advanced payment by PayPal. We will Email you a PayPal online payment link by Email.

[What is PayPal?](#) --> P14

6. Transport Terms

We only accept DDP shipment terms. Japan Duty and Import Tax must be billed to the sender by the courier company. **JDP, KSI and the warehouse DO NOT pay those charges for entrants for any reasons.**

7. Cancellation

Your order will be automatically cancelled on August 1st (Fri), 2025 if we don't receive your order form and payment by that day.

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IMPORTANT NOTICE

8. 2nd PAYMENT for GOOD DESIGN EXHIBITION

After The second screening, JDP will announce the applicants who have passed the second screening on August 26th (Tue).

We will send a 2nd payment invoice to applicants who have passed the second screening and need to apply for agency services for GOOD DESIGN EXHIBITION 2025.

9. SHIPPING FOR GENERAL CARGO (AIR & OCEAN SHIPMENT)


If your entry goods are overweight/size compared with the acceptable regulation of Courier/Express Service and need to ship as GENERAL CARGO, Please also ask the KSI G Mark 2025 team by Email.

We are going to answer individually with the best solution and quote.

DISPLAY INSTRUCTION

Display Instruction with pictures needs to be submit to KSI G Mark 2025 team by Email along with a Quotation Request no later than July 16th (Wed), 2025 and also put 1 copy in the parcel.

Without this instruction, KSI G Mark 2025 team cannot submit a quotation.

GOOD DESIGN AWARD 2025 Display Instruction	
To be submitted in EXCEL form.	
KSI REF No.	
GDA No.	G0000000
<p>1. Return Shipment / Disposal Instruction (after the 2nd screening)</p> <div style="display: flex; justify-content: space-between;"> <input checked="" type="checkbox"/> Return (返却) <input type="checkbox"/> </div>	
<p>2. Battery installation (バッテリー / 乾電池 の 取付)</p> <div style="display: flex; justify-content: space-between;"> <input type="checkbox"/> <input checked="" type="checkbox"/> No </div>	
<p>3. Electric power connecting (電源接続)</p> <div style="display: flex; justify-content: space-between;"> <input type="checkbox"/> <input checked="" type="checkbox"/> No </div>	
<p>4. Special Request (if any)</p> <div style="border: 1px solid black; padding: 5px;"> A4 Panel and Leaflet needs to be dispalyd with pen. </div>	
<p>5. Display image</p> <div style="border: 1px solid black; padding: 10px;">  </div>	

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- The Second Screening for GOOD DESIGN AWARD - FULL SERVICE COURIER HANDLING TARIFF

KSI offers FULL HANDLING SERVICE

We, KSI, offer you FULL SERVICES for The Second Screening Works of GOOD DESIGN AWARD 2025 who has many handling achievements.

You will be free from relevant complicated things such as your package receiving in Japan, storing, transportation, move-in, display, empty cases storage during the screening, repacking, Move-out, transportation and disposal/courier returning with our KSI support.

* The partial services would be **more expensive** than using our full service because of the customized arrangements as per your request.

<Move-In Transfer Fee>

from the warehouse to the venue on August 4th (Mon), 2025.

Operation		Remark	UNIT PRICE 10% Taxable
1	MOVE-IN Transfer	Minimum 25.0kg & PCS Charge	¥5,000 / PCE
		Thereafter over 25kg per 10kg	¥1,000 / 10kgs
2	Unpacking & Display		¥2,000 / GDA No.
3	Handling Fee		¥25,000 / Consignment
4	MHLW License Application Fee ※Import permission for food related items		¥8,000 / Shpt
5	Storage Fee	Minimum 25.0kg & PCS Charge	¥5,000
		Thereafter over 25kg per 10kg	¥500 / 10kg
6	Multiple GDA Items in One (1) Carton		¥10,000 / GDA

Above mentioned charges except insurance are taxable. 10% Consumption tax will be added.

All charges mentioned in this tariff are in **JPY**.

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- Second Screening for GOOD DESIGN AWARD -

FULL SERVICE COURIER HANDLING TARIFF

<Move-Out Transfer Fee>

from the venue to the warehouse on August 8th (Fri), 2025.

Operation		Remark	UNIT PRICE JPY10%Taxable
7	MOVE-OUT Transfer	Minimum 25.0kg & PCS Charge	¥5,000 / PCE
		Thereafter over 25kg per 10kg	¥1,000 / 10kgs
8	Dismantling and Repacking		¥2,000 / GDA No.
9	Handling Fee		¥25,000 / Consignment
10	Handling Fee For Return Shipment		¥3,000 / Consignment
11	DISPOSAL FEE (Incl. Agency Fee)	Minimum 25.0kg & PCS Charge	¥3,000 / PCE
		Thereafter over 25kg per 10kg	¥1,000 / 10kgs

Above mentioned charges except insurance are taxable. 10% Consumption tax will be added.

<Other Charges>

Operation		Remark	UNIT PRICE 10% Taxable
12	STICKING GDA No. Stickers to each item		¥500 / GDA No.
13	PURCHASING HANDLING FEE (Shopping necessary item for the display along with the entry item in Japan)		¥1,000 / Entry
14	SPECIAL REQUIREMENT (IF ANY)		As per outlay

Above mentioned charges except insurance are taxable. 10% Consumption tax will be added.

All charges mentioned in this tariff are in **JPY**.

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FULL SERVICE COURIER HANDLING TARIFF

<INSURANCE AND RETURN SHIPPING>

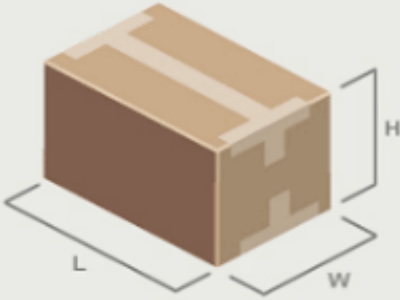
	Operation	Remark	UNIT PRICE Non-Taxable
15	DOMESTIC INSURANCE FEE	Minimum	¥3,000
		Thereafter Exhibit value x 0.5%	as per outlay
16	INT'L COURIER FEE	Depends on the Destination ※ including Fuel / Security charge	as per outlay
17	DOMESTIC COURIER FEE	Depends on the Destination ※ including Fuel / Security charge	as per outlay

All charges mentioned in this tariff are in **JPY**.

As total measurement should be under 1 cbm / Total Gross Weight 100kg.

The chargeable weight will be calculated as the actual weight (Gross Weight) or the Volumetric weight (5,000 cubic centimeters per kilogram) of the shipment, whichever is the greater. (5,000 cm³/kg)

For example: 50(L) x 50(W) x 50(H)cm ÷ 5,000cm³ = Volumetric Weight 25.0kgs



Dimensional weight
(kg)

= $\frac{L \times W \times H}{305}$

L : Length in inches
W : Width in inches
H : Height in inches

Dimensional weight
(kg)

= $\frac{L \times W \times H}{5,000}$

L : Length in centimeters
W : Width in centimeters
H : Height in centimeters

QUOTATION REQUEST

For your product shipment, please ask KSI G Mark 2025 team to send Quotation Request form along with your Display Instruction. Fill in the following form and Email us no later than **July 16th (Wed), 2025**.


KSI will Email you our quotation within 3 business days.

* Exhibit value you write on the Quotation Request will be used for the return shipping invoice value.

GOOD DESIGN AWARD 2025

2nd Screening - Makuhari Messe

Kindly please send this Quotation Request by email : gmark2025_ksi@kwe.com
Kintetsu World Express Sales,Inc.



Quotation Request

MUST E-MAIL BY
16th/Jul,2025

*Please add the extra pages if there is not enough for your requirement *

1-1. Applicant's Information

Company Name	ABC Company		
Address Line	#00, Xxxx ROAD, Nanshan District,	City	shenzhen
State/Province	Guangzhou	Country	China
Zip code	510000	Department	marketing department
Contact Person	JONH SMITH	Phone number	86-13700000000
Title		E-mail	john.smith@xxxxx.xxx

1-2. Billing information

Company Name	ABC Company	Department	Accounting department
Contact Person	Mary Jones	E-mail	mary.jones@xxxxx.xxx

2. Exhibit's Information (Please send the invoice if you already can fill the form.)

*Panels or any decoration items which doesn't have GDA number, also need to be written

No.	GDA Entry No.	Commodity Description	QTY	Currency	Unit Value	Value *1	After the 2nd screening *2	Carton No. *3
I	G0000000	Pen	1	JPY	1000.00	1,000.00	Return to Origin	1
II		A4 Panel for Pen(G00000000)	1	JPY	500.00	500.00	Return to Origin	1
III		Leaflet for Pen(G00000000)	1	JPY	500.00	500.00	Return to Origin	1
IV	G00000001	Pen stand	1	JPY	1500.00	1,500.00	Ship to Japan	2
V						0.00		
VI						0.00		
VII						0.00		
VIII						0.00		
IX						0.00		
X						0.00		

*1 The information on the above values will be used for insurance, re-export customs clearance and re-shipping from Japan.
Therefore, please fill out the correct information.

*2 Please fill in "6. Return Shipment Information", if you select anything other than "Dispose"

*3 Please fill in the Carton No. of below "3. Shipping Package Information".

*4 Please contact us if you need additional lines.

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SERVICE ORDER FORM

Once you confirm our quotation, please fill in, out your signature on it and Email to KSI
G Mark 2025 team by July 22 (Tue), 2025.
We will send you **PayPal** payment notice shortly.

Kintetsu World Express Sales, Inc. 1-11-1 Kaigan, Minato-ku Tokyo 105-0022 JAPAN		Service Order Form			
Kintetsu World Express Sales, Inc(KSI) is entrusted with this service as a sales agent of Kintetsu World Express, Inc.(KWE)					
Please send this "Service Order Form" to the email gmark2025_ksi@kwe.com until July 22 (Tue) 2025 (REF# A-001)					
Exhibition Name	GOOD DESIGN AWARD 2025 =Second Screening Period=				
	August 6 (Wed) - August 8 (Fri) , 2025 at Makuhari Messe				
In signing this form, I grant Kintetsu World Express, Inc. full power and authority to act as an agent and to appoint a sub-agent, where required. This authority is granted for all shipments in relation to the event and/or shipment(s) detailed below.					
1. Applicant's Information					
Company Name		City			
Address Line		Country			
State/Province		Department			
Zip code		Phone number			
Contact Person		E-mail			
Title					
2. Exhibit's Information					
GDA Entry No.	Description	Qty	Currency	Value(FOB)	
3. Shipping Information for General Cargo					
No of Packages	0	Total Weight(kg)	0.0	Total M3	0.000
QUOTATION No. :	As per the tariff in our shipping manual		In case of payment settle by Paypal, Paypal fee will occurs separately. Paypal fee : 4.1% of total amount(including 10% consumption tax) +JPY40.		
TERMS OF PAYMENT :					
Charges for all services should be paid to Kintetsu World Express Sales, Inc. by Paypal within 3 days from receipt of Invoice.					
Company shall make full payment to Kintetsu World Express Sales inc within 3days from receipt of invoice. Kintetsu World Express Sales Inc shall make a claim by Paypal (Online payment system) and Company shall make full payment to Kintetsu World Express Sales Inc through Paypal with its Service handling charge in advance.					
*All payments are not refundable under any circumstances.					
TERMS AND CONDITIONS:					
This order is placed w ith the specific understanding that w e hereby release Kintetsu World Express Sales, Inc. and/or agents from all liability for loss, damage and/or theft to our merchandise and property, no matter how caused, and w e have insured all such properties being handled;					
1) Kintetsu World Express Sales, Inc. shall not be responsible for damage to uncrated materials, improperly packaged goods or concealed damage.					
2) Kintetsu World Express Sales, Inc. w ill not be responsible for any loss/damage/delay due to fire, acts of god, strikes, lock outs of any kind beyond its control.					
3) We are self-insured, or have made other appropriate insurance arrangements and paid applicable charges.					
4) Kintetsu World Express Sales, Inc. shall not be liable to any extent w hatsoever for the actual, potential or assumed losses or profits or revenues, or for any collateral costs w hich may result from any loss or damage to materials.					
5) Kintetsu World Express Sales, Inc do not handle any products that fall under the all category of hazardous goods.					
6) I f payment is not received by August 2nd or the package does not arrive, your order w ill be automatically canceled w ithout notice.					
Client Signature		Accepted by Kintetsu World Express Sales, Inc.			
I have read and agree to the terms and conditions of this Contract.		on behalf of Kintetsu World Express, Inc.			
Signature:		Signature:			
Name:		Name:			
Title:		Title:			
Date:		Date:			
PLEASE SEND THIS SERVICE ORDER FORM UNTIL THE DEADLINE DATE ABOVE MENTIONED!					

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PayPal Payment



Visit your country [PayPal](#) website

PayPal is trusted by over 400 million users worldwide as the simpler and safer way to shop. Shoppers enjoy Buyer Protection on eligible purchases. You can send payments through their payment link issued by KSI Email without sharing your financial info.

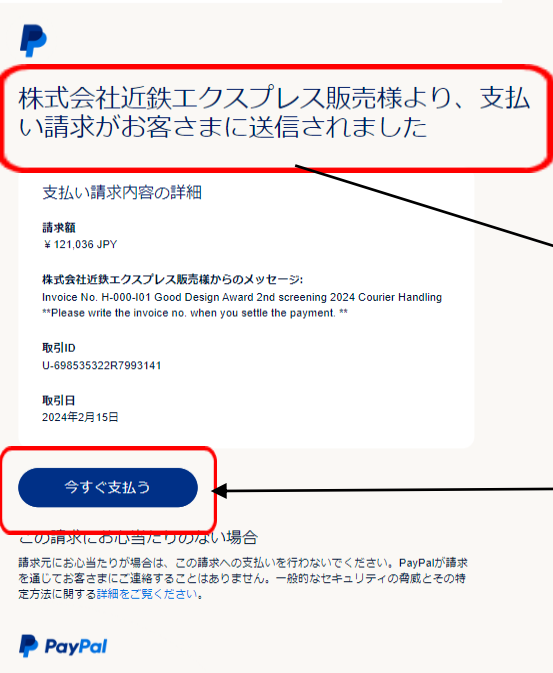
- Upon receipt of the Service Order Form, KSI will Email you a link to pay via PayPal within one business day.
✕Please check your junk mail folder as well.
- The Email will be sent to the Billing Information contact you indicated in your Quotation Request.
- No need to register your information with PayPal, just click on the link and proceed with the payment.
- A credit card is required to execute PayPal online payments.
- Payment must be made within 3 business days of receipt of the link.
- When making payment, please enter your invoice number issued by KSI.

If you do not receive the link after two business days of sending the Service Order Form, please contact us.

PayPal Payment



- When KSI send you payment link, you will receive an email like the one in the image.



Email subject : 支払い請求を受け取りました

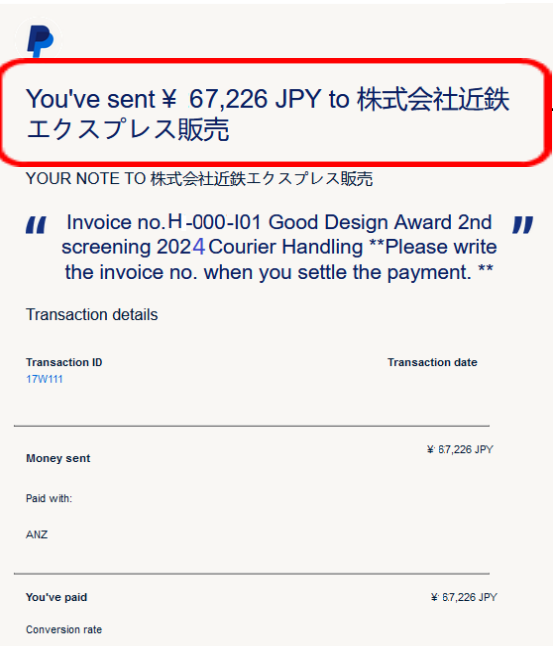
In English **Payment request received**

In English

A payment request has been sent to you by Kintetsu World Express Sales, Inc.

Click here to proceed with payment

- Once the payment is completed, you will receive an email like the one in the image.



In English

You've sent ¥ 67,226 JPY to Kintetsu World Express Sales, Inc.

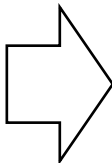
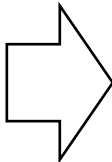
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PACKING INSTRUCTION - 1

GDA ENTRY No.

G0000000

【Stick the own GDA ENTRY No. bottom or back side of your product.】



Do Not forget to put your GDA entry number to each products not only the product itself, but also its cases, accessory and outer package to avoid any missing items.

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PACKING INSTRUCTION - 2

Packing



1. Put cushioning material to avoid product damage.
2. Pack the product inside
3. Use cushioning material on top of it.
4. Wooden case must use bolts. Do not use nails.

Marking

	
REF# Issued by KSI	A-001
GDA ENTRY NUMBER	G0000000
APPLICANT'S NAME	ABC Company
Number of boxes per GDA ENTRY NUMBER	1/1
SAMPLE	

Write the total number of packages **per GDA entry in the denominator.**
If there are 2 boxes in 1 entry, create 4 labels in total, 1/2 and 2/2.

1. Put a case label on **2 lateral Sides** of the carton.
2. We **Do Not receive** a parcel without Case Mark Label for security reasons.



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PACKING INSTRUCTION - 3

!! DO NOT PACK plural GDA ITEM in 1 package !!

① Pack the one (1) GDA Number item into one (1) case.

② Put **CASE LABEL** on each case.

- REF#
- GDA ENTRY Number
- APPLICANT'S NAME
- Number of boxes



③ **DO NOT PACK plural GDA ITEMS in 1 package!**



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JAPAN DUTY & IMPORT TAX

Shipping Terms

All parcels must be sent with **DDP*** term.

* **DDP (Bill sender)**: The Sender is responsible for delivering the goods to our designated warehouse in Japan, including all costs and risks in bringing the goods to import destination. This includes all export and import duties, taxes and customs formalities. Duty and Import tax must pay by the Sender through your courier company.

Neither JDP nor KSI pay Japan DUTY and Import tax for any shipment.

KSI only receive DDP terms shipments otherwise all parcels will be returned to origin with the original Sender's responsible and expense.

We strongly recommend using major courier/express parcel service such as DHL, FedEx, UPS, OCS and TNT to ship your entry goods to Japan.

Do not use SF Express, EMS which can't be used DDP terms.



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DOCUMENT INSTRUCTION

Documents for Japan Customs Formalities

The following shipping documents are required by the Japanese Government for import / re-export customs clearance.

All the documents need to be clearly stated followings in **English** and should be sent accompanied with Courier waybill.

Shipping Invoice (Following items must be written)

- (A) All export items description.
- (B) Each item's country of origin, quantity, unit price, total value and its material.
- (C) Please write "Exhibition Goods / No Commercial Value" in the invoice.
- (D) Unit price and Total Value's Currency : (JPY, US\$, €, etc.)
- (E) **INCOTERMS: "DDP" or Choose "Japan Duty and Tax Bill sender" *1**
- (F) **IMPORTER*2:**

JAPAN INSTITUTE OF DESIGN PROMOTION
5th Fl, Midtown Tower, 9-7-1 Akasaka, Minato-ku,
Tokyo 107-6205 Japan
TEL : + 81-36743-3777
CORPORATE ID 9010405009619

(G) NOTIFY:

Kintetsu World Express Sales, Inc.
Attn: G Mark 2025 Team
Email: gmark2025_ksi@kwe.com

(H) Deliver To:

KITAZAWA HIKKOSHI CENTER CO., LTD.
C/O Fukuyama Transport
1-13-6 Shinsuna, Koto-Ku, Tokyo 136-0075 JAPAN
Phone: +81-80-6618-7352
Attn: Kudo / Yano

*1 Neither KSI nor warehouse will be an importer for your shipment.

*2 Must write the importer on the shipping invoice.

DOCUMENT INSTRUCTION

Sample Shipping Invoice

You need to issue a shipping invoice as same as below for the JAPAN customs formalities.

Proforma Invoice

SHIP FROM:

Notify :

Kintetsu World Express Sales, Inc.
24F New Pier Takeshiba North Tower
1-11-1 Kaigan, Minato-ku
Tokyo 105-0022 JAPAN
Tel : +81-80-6618-7352

Your company or your agent who will be an Exporter information.
Company name, address, phone no. etc.

IMPORTER** :

JAPAN INSTITUTE OF DESIGN PROMOTION
5th Fl, Midtown Tower, 9-7-1 Akasaka, Minato-ku,
Tokyo 107-6205 Japan
TEL : + 81-36743-3777
CORPORATE ID 9010405009619
IMPORTER ID: 1000J0F0000

SHIP TO :

KITAZAWA HIKKOSHI CENTER CO., LTD.
C/O Fukuyama Transport
1-13-6 Shinsuna, Koto-Ku, Tokyo 136-0075 JAPAN
Tel : +81-80-6618-7352
Attn: Kudo / Yano

Item	Description	QTY	Net Weight	Gross Weight	Country of origin	Unit Value	Currency	Sub-Total Value
1								0.0
2								0.0
3								0.0
4								0.0
5								0.0
6								0.0
7								0.0
8								0.0
9								0.0
10								0.0
Total			0.00	0.00				0.0

Term of Trade : DDP
Duties&taxes Shipper will pay
No commercial value. The value for the customs purpose only.
Good Design Award 2025 2nd screening at Makuhari Messe use only.

I/We hereby certify that information contained in the invoice is true and correct and that the contents of this shipment are as stated above.

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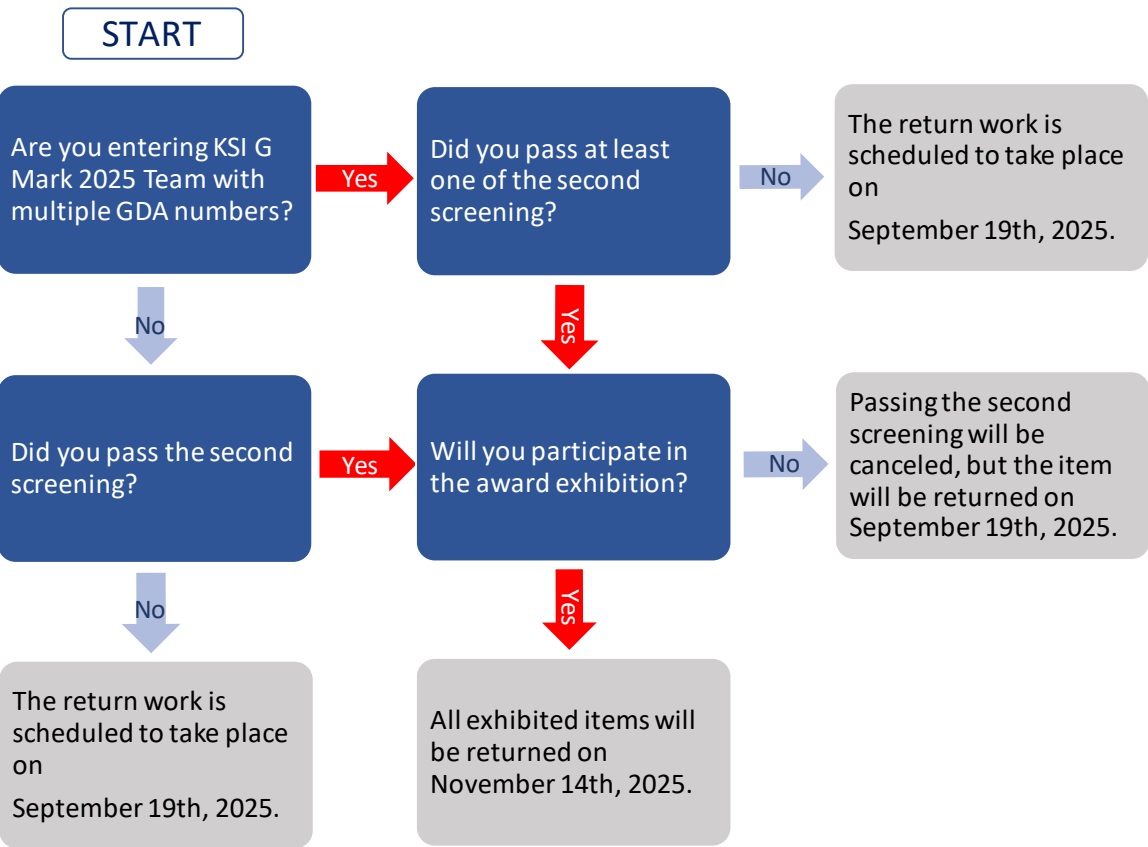
RETUN SHIPMENT

Items that did not pass the second screening will be shipped in order from September 19th (Fri), 2025.

Items that pass the second screening and will be exhibited at the award-winning exhibition will begin shipping from , November 14st (Fri), 2025.

Please use the flowchart below to see when your shipment will be shipped out from our warehouse.

[Please also check FAQ Page 25](#)



***The shipping date is an estimate.**

***Delivery dates cannot be specified for all shipments.**

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Frequently Asked Questions

Category	Questions	Answers
Quotation	I plan to exhibit in the second round. Are there any items that cannot be shipped to Japan?	<p>1.The following items cannot be imported into Japan and should not be sent. Alcohol products, tobacco, foodstuff, beverage, plants, seeds, animals, or any item containing leather, animal parts, animal products, pet medicines, pet cosmetics, pharmaceuticals, cosmetics, chemicals, or arms are subject to Japan import restrictions. In any case before shipping the goods you will need to send us well in advance a detailed invoice showing.</p> <p>2.Empty boxes and empty bottles of food, beverages, medicines, and cosmetics can be imported to Japan. Please contact us if you have any questions.</p> <p>3.In addition to food itself, utensils for the mouth such as cups and chopsticks, toys and baby items such as strollers may be treated the same as food and subject to quarantine. Please ask us before you ship.</p>
Quotation	Can you print posters or panels?	We Kintetsu will only provide transport (Move-in/Move-out return) service of your physical screening entry goods. We do not provide poster and panel printing services. Please request printing services to the Organizer (JIDP / Japan Institute of Design Promotion).
Quotation	Could you send me a photo of our exhibit after it was displayed in the second screening?	The rights to the exhibited products are reserved by the Japan Institute of Design Promotion. Please ask the organizer if necessary.
Quotation	Is there a problem if there are two different currencies for the price of the product?	Please unify one type of currency for Quotation Requests.

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Frequently Asked Questions

Category	Questions	Answers
Payment	Please tell me about PayPal.	<p>1. One business day after receiving your Service Order Form, KSI will send an Email with a link for Web payment to the Email address of the contact person indicated in the Billing Information. When you proceed to the link in the Email, you will be taken to a screen where you can enter your credit card information for payment.</p> <p>2. Please enter your credit card information and click the payment button. We do not provide our PayPal ID information. Also, please do not send payment to KSI G Mark 2025 Team Email address.</p> <p>3. Please see page 14 of the shipping manual for details.</p>
Payment	Will you, KSI, contact me after confirming the payment?	<p>1. Once the payment with PayPal is completed, you will receive a payment completion email from PayPal, so please check there. After confirming your payment, KSI will contact you to request shipping of the cargo.</p> <p>2. Please see page 15 of the shipping manual for details.</p>
Payment	Is there a problem if the credit card holder name and exhibitor name are different?	No problem. When making payment, please enter the invoice number issued by us.

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Frequently Asked Questions

Category	Questions	Answers
Ship to Japan	Are you, KSI, going to pay Japan duty and import tax for us?	<p>1.We, KSI, do not pay import duties and consumption taxes in Japan on behalf of you. Please instruct your carrier to ship under DDP (full shipper's payment) terms.</p> <p>2.The package will be returned to the origin of shipment if a package is sent under conditions other than DDP. We will not be held responsible if this prevents you from submitting your entry to the screening in time.</p> <p>3.For example, if you ship a package using the transport terms "DAP", our warehouse will not be able to pay the customs duties and consumption tax, so we will refuse to receive the cargo.</p>
Ship to Japan	Can I ship my cargo to Japan by a method other than courier?	In principle, please use courier to ship your cargo to Japan. If you prefer other method, please contact us, KSI, in advance.
Cargo tracking	Will you, KSI, inform me of the delivery progress and receipt status of my cargo?	Please track the delivery progress of your cargo by yourself on the courier website with your tracking number. We, KSI, will not contact you unless there are irregularities, such as when damage is detected upon receipt, when the package does not arrive by the deadline and so on.

Frequently Asked Questions

Category	Questions	Answers
Return shipment	Who is the exporter when returning the product after the second screening?	The re-exporter will be the Japan Institute of Design Promotion, which will not export or import under the name of KSI.
Return shipment	After the second screening, when will the items be returned from Japan?	We will start returning your products around September 19th (Fri) after the announcement of the results of the second screening. You will probably be able to receive it in about a week or so.
Return shipment	Are you, KSI, going to inform us return shipment tracking number?	We will inform you the tracking number based on your request.
Return shipment	The exhibit item which includes batteries, can you ship those batteries too from Japan?	As stated in the Service Order Form, batteries will be disposed of in Japan due to the difficulty in handling hazardous materials. We can ship to your suppliers in Japan based on your request.