

August 8th, 2025, Rev. 1

Dear Valued Partner and Distributors,

Cancellation Policy of CKD Europe B.V.

Product Category

- 1) Standard Product – Standard catalog specifications
- 2) Custom Product – Nonstandard products & all INDEX/ ABSODEX/ Electric cylinder related products

Cancellation & Order Change Policy

*Please contact inside@ckdeu.com.

Standard Product & Custom Product

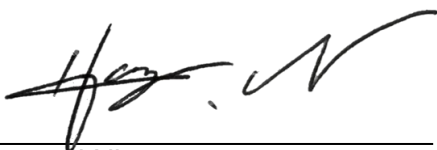
- A) No charge – After receiving orders, Customer may have up to 24 hours to cancel or make changes to purchase orders without any penalty. Provided the request is made prior to product shipment.
- B) After 24 hours – In-process costs will be incurred depending on the production progress, but if customer pay full of this cost, we may accept cancellation. Provided the request is made prior to product shipment.

Return Policy

*Please contact CKD Representative or inside@ckdeu.com.

- 1) Standard Product
30 % of NET price + Return flight cost to Amsterdam – Customer may return any standard products undamaged within 30 days from date of invoice provided all items are in its original package and saleable.
- 2) Custom Product
No return allowed.

Sincerely yours,



Harunori Niwa
Managing Director
CKD Europe B.V