




## Frequently Asked Questions

**What is a shopping cart?** We've provided a shopping cart to hold all of your Kuraray Company Store gear while you shop. When you're ready to check out, the items you've selected will be all set to order.

**How do I place an order?** When you see an item you'd like to buy, simply select the  button, then select your desired size, color or other relevant information and click on . The shopping cart holds all your items (which can be changed or removed at any time) until you are ready to purchase. Once you've finished shopping, select . Then, just follow the instructions to place your order. It's that easy!

**Which credit cards does Kuraray's Company Store accept?** Your Visa, MasterCard, Discover, and American Express cards are all welcome. All prices are in U.S. dollars. Your Credit Card statement will reflect a purchase from **OSO promotions**.

**Why is Kuraray paying 25% of the cost of the merchandise?** As a company, Kuraray is not able to give all of our employees' free promotional items on a regular basis and we realize that many are interested in those items. To make this merchandise more affordable so that everyone can support our brand, we have decided that we will pay 25% of the cost. If you are interested in purchasing materials for your group, please use the Kuraray Department Store which will come out of your department's budget.

**Are my payment and purchasing information kept confidential?** Yes, our secure server uses Secure Socket Layer (SSL) technology developed by Network Solutions, and works with most Web browsers that support SSL. SSL is the current standard for secure Internet transactions. This server encrypts information, keeping it private, protected, and safe to transmit over the Internet. Any encrypted information cannot be read in transit, and once received it is housed in a protected realm that can only be accessed by Kuraray's Company Store authorized customer service personnel. Kuraray's Company Store will not sell or rent our list of customers to anyone.

**What if I want to return or exchange something?** Please double check your sizes with the size chart before ordering! Since all merchandise has the Kuraray logo it cannot be returned or exchanged.

**Will I be charged sales tax on my order?** We charge the appropriate sales tax in Texas only. Your order verification will reflect an estimated sales tax charge. However, the actual charge to your credit card will reflect all applicable state and local sales taxes.

**How can I find my correct size?** Please select the 'Size Charts' link in the upper right corner of the Kuraray Company Store website to view size chart for the items you are interested in.

**Where does Kuraray's Company Store ship to?** Our shipments are limited to the Continental U.S.

**What are the costs for shipping & delivery?** Shipping costs are computed based on the total dollar amount of merchandise ordered. This amount is automatically calculated in your order total.

**When can I expect my order?** We will be opening Kuraray's Company Store a few times a year for employees to purchase merchandise of their choice. The store will be open for 2-3 weeks twice per year. Once the ordering period is complete, all credit cards will be run and merchandise will ship between 7-10 business days via USPS Priority Mail.

**What is the shipping process for Kuraray Company Store merchandise?** Items ordered from Kuraray's Company Store are shipped directly to you from the Kuraray Company Store fulfillment warehouse. We use USPS Priority Mail Tracking for most orders. Standard Delivery is available within the continental United States only. In most cases, Kuraray Company Store products are available at the time of order. Items ordered together will be shipped together. If your entire order is not available and will cause a delay, you will be notified. Requested split shipments will be subject to individual shipment charges.

**Will I be notified if my item is back ordered?** Yes, If there is to be any extended delay in shipping your complete order, we will notify you of the status of your order. However, since the Kuraray Company Store will only be available a few times a year, this shouldn't be an issue.

**What if I have a question?** If you have any questions please email us at [kuraray@osopromo.com](mailto:kuraray@osopromo.com). We will respond as quickly as possible, typically within 24 hours, Mon-Fri, excluding holidays.