

Dear Customer,

We sincerely thank you for your continued patronage of our products.

We have confirmed that products falsely marked with the name of our company (“Counterfeit Products”) have been distributed in the Chinese market for several years. Further, we also confirmed distribution of Counterfeit Products (such as the below mentioned grease, etc.) which our company does not produce or handle.

Some of the Counterfeit Products are in containers to which a label showing our company’s name, address, logo, etc., or marks similar thereto, are attached and it is difficult for a Customer to differentiate it from our genuine product from its appearance.

The Counterfeit Products are different from our genuine products in specification and quality and are not covered by our warranty. We are deeply concerned about the damage which may be incurred by our Customers.

We will take legal procedures against the counterfeiter to protect our Customers, but we also kindly request our Customers to purchase our product only through legitimate channels and be careful not to mistakenly purchase Counterfeit Products.

Please note that we shall not be responsible for any quality problem, failure, accident or any similar matter arising from use of Counterfeit Products by a Customer.

Our message to Customers

Please purchase our products only through legitimate channels.

If you do not know our legitimate channels, please contact us or our affiliate company or use the contact form on our website for inquiries.

Our response to this matter

We are currently investigating the distribution channels for Counterfeit Products and are filing a claim with the E-commerce sites where we confirm sales of Counterfeit Products. We are also reviewing possible legal procedures to be taken. In order to protect the interests of our Customers, we will continue to monitor infringements and illegal acts in the market, and when we find such acts, we will immediately expose and exclude them.

We will not change our following policies:

- Warning against counterfeiters, and implementation of administrative and criminal detection;
- Taking legal procedures, such as a claim of damages, against counterfeiters;
- Request deletion of counterfeiters from E-commerce sites; and
- Posting warning statements of Counterfeit Products on our website.

We will continue to investigate distribution channels of Counterfeit Products, provide information to police authorities, and prevent proliferation of Counterfeit Products in cooperation with relevant parties.

For the avoidance of doubt, we will not appraise or warrant Counterfeit Products, or exchange Counterfeit Products with genuine products. We will not be responsible for any damages incurred from an accident or failure of Counterfeit Products. We would appreciate your understanding on this matter.

We hope that you will continue to use our products.

(attach a photo of the label on the Counterfeit Product)



August 1st, 2020
KANEDA CO.,LTD.