



that the device is faulty.

➤ Hardware maintenance

🕒 Send-back warranty (*)

We offer a one-year hardware send-back warranty. This can be extended for up to five years for an additional fee.

*The warranty does not cover malfunctions caused by the internal storage (eMMC) reaching its write limit. Additional charges will apply for repairs.

📌 Important points to note when purchasing from Plat Online

➤ Payment Methods

The following payment methods are available.



[Credit Accounts \(Post-Payment\)](#) | [Bank Transfer \(Post-Payment\)](#) | [Bank Transfer \(Pre-Payment\)](#) | [Cash on Delivery](#) | [Seven-Eleven Payment](#)

⇒ [Click here for details on payment methods](#)

➤ About shipping costs

A flat rate of 1,100 yen (tax included) per order.

*Free shipping for orders of 33,000 yen (tax included) or more for customers using credit accounts (post-payment.)

⇒ [Click here for more details on shipping costs.](#)

➤ Shipping Information

For orders where items are in stock, we will ship them from our company on the shipping date indicated in the details of each product.

Please note that if you order multiple items, shipping will only occur once all items are available.

*You can choose between Sagawa Express or Yamato Transport for delivery .

⇒ [Click here for more details about delivery.](#)

➤ Regarding the issuance of quotations, invoices, delivery slips, etc.

■ About Quotations

Plat Online allows you to issue online quotations 24 hours a day.

*Registration as a general corporate member (BizID) is required to issue online quotations.

⇒ [Click here for details on general corporate membership \(BizID\)](#)

⇒ [Click here for details on quotations](#)

■ Regarding Invoices:

For customers who requested an invoice at the time of ordering, we will mail it separately after your order is placed.

Please note that invoices are issued during business hours, so depending on the date and time of your order (e.g., if it falls on a weekend or public holiday), it may take some time for the invoice to arrive.

⇒ [Click here for more details about invoices](#)

■ Regarding the delivery slip:

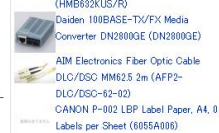
It will be included with the delivered product.

⇒ [Click here for details about the delivery slip.](#)

➤ Regarding returns

For returns or exchanges due to customer reasons, please contact us within 7 days of receiving the product. We cannot accept returns or exchanges after the product has been opened or after 8 days have passed without special circumstances.

⇒ [Click here for more details on returns.](#)



Product update history

2026

[April](#) [March](#) [February](#)[January](#)

2025

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2024

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2023

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2022

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2021

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2020

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2019

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2018

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2017

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2016

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2015

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2014

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2013

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2008

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