**Same-day Delivery WEST Terms of Use** (1st Edition)

**(Notes on usage)**

**Use of Same-day Delivery WEST (hereinafter, the "Service") is subject to these Terms.**

## 1. Overview of Services

**The Service is a service to deliver luggage within the following sections.**

| Drop-off location | | Pick-up location | Reservation deadline | Drop-off deadline | Pick-up time |
|---|---|---|---|---|---|
| Crosta KYOTO, Crosta SHIN-OSAKA, Crosta OSAKA | → | Crosta HIROSHIMA, hotels within Hiroshima City | 11:00 AM on the day of delivery | Crosta KYOTO: 1:00 PM<br>Crosta SHIN-OSAKA: 2:00 PM<br>Crosta OSAKA: Noon | Station: 7:00 PM<br>Hotel: 9:00 PM |
| Crosta KYOTO, Crosta SHIN-OSAKA, Crosta OSAKA | → | Crosta HAKATA, hotels within Fukuoka City | | | |
| Crosta HIROSHIMA | → | Crosta SHIN-OSAKA, hotels within Osaka City, hotels within Kyoto City | | 1:00 PM on the day of delivery | |
| Crosta HAKATA | → | Crosta SHIN-OSAKA, hotels within Osaka City, hotels within Kyoto City | | 12:30 PM on the day of delivery | |

*** Please note that delivery is not available in some areas (please check the areas where we deliver to hotels).**

**(Reference) Areas where we deliver to hotels**

**We deliver to hotels in the following areas of each city.**

- **Kyoto… Hotels located in Kita, Sakyo, Ukyo, Kamigyo, Nakagyo, Higashiyama, Shimogyo, Fushimi, and Minami Wards of Kyoto City**
- **Osaka… Hotels located in Yodogawa, Kita, Chuo, Fukushima, Konohana, Nishi, Naniwa, Tennoji, and Abeno Wards of Osaka City**
- **Hiroshima… Hotels located in Higashi, Naka, and Minami Wards of Hiroshima City**
- **Fukuoka… Hotels located in Hakata and Chuo Wards of Fukuoka City**

*** We cannot deliver to unstaffed accommodations, such as vacation rentals.**

## 2. Handling Fees

| Section | Fee (Tax included) |
|---|---|
| (1) Crosta KYOTO, Crosta SHIN-OSAKA, Crosta OSAKA → Crosta HIROSHIMA, hotels within Hiroshima City | 11,000 JPY/item |
| (2) Crosta HIROSHIMA → Crosta SHIN-OSAKA, hotels within Osaka City, hotels within Kyoto City | |
| (3) Crosta KYOTO, Crosta SHIN-OSAKA, Crosta OSAKA → Crosta HAKATA, hotels within Fukuoka City | 12,000 JPY/item |
| (4) Crosta HAKATA → Crosta SHIN-OSAKA, hotels within Osaka City, hotels within Kyoto City | |

## 3. Service Provider

**The Service is provided by JR West Japan Marunix Co., Ltd. (hereinafter, "the Company").**

**The Company may entrust the transportation services involved in providing the Service to SAGAWA EXPRESS CO., LTD., West Japan Railway Company, or other contractors (hereinafter, "Transportation Companies, etc.").**

**In addition, the Company may provide your personal information to Transportation Companies, etc. as necessary to provide the Service.**

## 4. Eligible Luggage

**Each item of luggage must have total linear dimensions (length + width + height) of no more than 200 cm and must weigh less than 30 kg.**

## 5. Luggage Excluded from the Service

**(1) Bicycles (including folding bicycles);**

**(2) Explosives, flammable materials, and hazardous substances such as poisons and chemicals;**

**(3) Firearms, swords, and other such weapons, as well as items that could be used for criminal purposes;**

**(4) Items that may stain or damage other property;**

**(5) Items that are unclean or emit an odor;**

**(6) Items prone to spoilage or deterioration;**

**(7) Valuables (cash, securities, precious metals, important documents, and any other items that the Company deems to be valuables);**

**(8) Animals and seafood;**

**(9) Items that are not properly packed and are unsuitable for storage;**

**(10) Any other items that staff deem unsuitable for the Service.**

## 6. Application Procedure and Important Notes on Usage

**(1) To use the Service, complete the application procedure by registering your user information and reservation details with a travel agency (hereinafter, "Overseas OTA, etc."), and then register information such as the delivery destination accommodation via the SAGAWA Hands-Free Travel system.**

**(2) Delivery of luggage to accommodations is limited to cases where the destination accommodation has a record of your room reservation. If your room reservation at the accommodation cannot be verified or if the accommodation refuses to accept your luggage, delivery may not be possible.**

**(3) Delivery of luggage may not be possible where you have provided incorrect user information or reservation details, etc.**

**(4) If an item of luggage cannot be delivered in the situation described in item (2) or (3) above, it must be picked up at the temporary luggage storage facility or Crosta at the destination station listed in the registration information (hereinafter, "Destination Station Crosta, etc.").**

**(5) You are responsible for the full cost of the Service, even where you pick up luggage in accordance with the provisions of the preceding item.**

## 7. How to Use

**(1) Reservation and payment**

**Register your user information and reservation details through the Overseas OTA, etc. website, and pay the service usage fee in accordance with the method specified by the Overseas OTA, etc.**

**(2) Receive your reservation ticket**

**After you have completed payment, an E-Ticket will be sent to the e-mail address you registered.**

**(3) Register delivery destination information**

**When we send you your E-Ticket, we will include the URL for SAGAWA Hands-Free Travel. Please register information such as the delivery destination accommodation via the SAGAWA Hands-Free Travel system.**

(4) Receipt of registration complete notification

Once you have registered your delivery destination information, you will be sent a SAGAWA Hands-Free Travel 2D code.

(5) Drop off your luggage

Present your E-Ticket and SAGAWA Hands-Free Travel 2D code at the counter of your departure station, and drop off your luggage.

(6) Pick up your luggage

You can pick up your luggage at the destination station Crosta, etc. or the front desk of your delivery destination accommodation - just tell them your name.

You acknowledge in advance that the luggage pick-up time may be delayed due to traffic conditions on the day.

8. Prohibited Acts

You must not engage in the following acts in your use of the Service.

(1) Acts that violate laws and regulations; court judgments, rulings, or orders; or legally binding administrative measures;

(2) Acts that are contrary to public order and morals; acts of fraud or acts related to fraud; or acts that infringe or are likely to infringe the copyrights, trademark rights, or other intellectual property rights, reputation or privacy rights, or other statutory or contractual rights of the Company or third parties, including other users of the Service;

(3) Any act that causes or is likely to cause detriment or damage to the Company or any third party, including other users of the Service;

(4) Any act for commercial gain or for the purpose of preparing for such an act, conducted through or in connection with the Service without the consent of the Company;

(5) Using or providing harmful programs, such as computer viruses, in connection with the Service;

(6) Transmitting or posting information while impersonating the Company or any third party, or intentionally disseminating false information;

(7) Using the Service in any manner other than that approved by the Company;

(8) Reproducing or transmitting information obtained through the Service for any purpose other than personal use, or making such information available to third parties by any means, without the consent of the Company;

(9) Any act that directly or indirectly provides benefits to anti-social forces, or other acts of cooperation with anti-social forces;

(10) Any other act that the Company reasonably determines to be inappropriate.

9. Timing of Contract Establishment

A service agreement between you (the user of the Service) and the Company shall be deemed to have been established when you complete the application procedure on the website of the Overseas OTA, etc. and a reservation confirmation e-mail is sent to your email address.

In the case of any discrepancies between the Conditions of Carriage and these Terms, the provisions set forth in these Terms shall prevail.

<JR West Japan Marunix Co., Ltd. Conditions of Carriage>

https://jrwmarunix.com/pdf/transport_policy.pdf

The Company assumes no responsibility in connection with use of the Service if you fail to drop off or pick up your luggage at the location and time specified in your registration information. The Company will not issue any refund in this case.

10. Handling of Incidents in Delivery

Any delays, damage, loss, etc. in transportation occurring during the period from luggage drop-off to delivery will be handled in accordance with the Company’s Conditions of Carriage (refer to the link provided in the preceding paragraph).

11. Cancellation of Delivery

(1) You may cancel delivery by following the procedure on the Overseas OTA, etc. website. Please note that no refunds will be issued for cancellations made after 11:59 PM on the day before your intended date of use.

(2) If you have violated these Terms, or have used the Service in an improper or unlawful manner, or if the Company has determined that your registered information is not true or accurate, we may delete your registration information and refuse you further use of the Service without prior notice.

12. Responsibility of the User

You are solely responsible for your own actions when using the Service and the consequences thereof, regardless of whether or not there is any negligence on your part.

In the event that you cause damage to the other party or any third party in your use of the Service, you shall resolve any dispute with said other party or third party at your own responsibility and expense.

The Company assumes no responsibility for any such disputes or damage, except where there is willful misconduct or gross negligence on our part.

13. Suspension or Interruption of Transportation

The Company reserves the right to suspend or interrupt the operation of the Service or transportation without prior notice under any of the following circumstances, and we assume no responsibility for any damage that you have incurred in this case.

However, if we decide to suspend or interrupt transportation due to any of the following reasons after you have made a reservation, we will contact you and handle the cancellation of the reservation or the handover of luggage in transit on a case-by-case basis.

The Company assumes no responsibility for any damage that you have incurred due to such suspension or interruption of transportation.

(1) When performing regular or emergency system maintenance for the Service;

(2) When it is not possible to provide the Service as usual due to war, riots, civil unrest, labor disputes, earthquakes, volcanic eruptions, floods, tsunamis, fires, power outages, or other emergencies;

(3) When the Company has otherwise determined that a temporary suspension is necessary for the operation of the Service;

(4) In the event of train cancellations, disruptions to the Shinkansen schedule, or crowding on platforms, etc.

14. Handling of Personal Information

(1) In providing the Service, the Company will handle your personal information appropriately and comply with the Company’s Privacy Policy.

https://jrwmarunix.com/privacy

In addition, by using the Service, you acknowledge that you have read and agree to the terms of this Privacy Policy.

(2) In providing the Service, the Company will collect your name, contact information, accommodation information, delivery information, payment information, and other personal information necessary for the provision of the Service.

(3) The Company will use the personal information it has acquired for the following purposes.
- Handling reservations, payments, and delivery procedures for the Service;
- Communication and coordination with the destination accommodation facility and businesses involved in delivery services;
- Identity verification, responding to inquiries;
- Improving the quality of services.

(4) The Company may provide your personal information to delivery companies, accommodation providers, and other contractors as necessary to provide the Service.

(5) The Company will implement organizational, human, physical, and technical security measures to prevent the leakage, loss, damage, tampering, etc. of personal information.

(6) You may request the Company to disclose, correct, or discontinue use of your personal information, etc. in accordance with the provisions of the Company's Privacy Policy.

15. Modification, Suspension, and Termination of the Service

The Company may modify, suspend, or terminate the Service in whole or in part without prior notice.

16. Changes to the Terms of Use

The Company may add to or change the content of these Terms in accordance with laws and regulations.
In the event of any changes to these Terms, the Company will provide notice through the application process or other appropriate means, and will make known the fact that these Terms have been amended, the content of the amended Terms, and the effective date.

17. Disclaimer

1. The Company assumes no responsibility for any damage arising from any of the following causes:
   (1) Damage caused by faults inherent to the luggage, such as defects, natural wear and tear, deterioration, etc.; missing detachable casters and other protruding parts, or accessories; or minor damage (scratches, stains, dents);
   (2) Fire, explosion, dampness, mold, decay, discoloration, rust, or other similar causes resulting from the nature of the luggage;
   (3) Strike, civil disturbance or other commotion, or robbery;
   (4) Fire caused by force majeure;
   (5) Unforeseeable and extraordinary traffic disruptions;
   (6) Earthquakes, tsunamis, storm surges, floods, storms, landslides, mudslides, and other natural disasters;
   (7) Suspension of transportation, or opening, confiscation, seizure, or delivery of the luggage to a third party, pursuant to laws and regulations or the exercise of public authority;
   (8) Deficiencies in the information you have provided, or deficiencies in the accommodation facility's reservation management, etc.;
   (9) Disputes arising between you and other users or third parties, etc.
2. In the event that you suffer damage as a result of the Company's default or tortious conduct, the Company shall be liable only for damage which would ordinarily arise (excluding lost profits and other damages arising from special circumstances), except in the case of willful misconduct or gross negligence on the part of the Company.

18. Claims for Compensation for Damages

If you have violated these Terms, or used the Service in an improper or unlawful manner; or caused damage to the Company, the corporate group to which the Company belongs, or the provider(s) of the Service, etc., due to the luggage you have deposited; the Company or the Service provider(s), etc. may seek appropriate compensation for damage (including attorneys' fees) from you.

19. Court of Competent Jurisdiction

The Osaka District Court shall have exclusive jurisdiction to hear any dispute between you and the Company arising out of or in connection with the Service.

20. Governing Law

The establishment, effectiveness, interpretation, and application of these Terms shall be governed by the laws of Japan.

21. Language

These Terms are prepared in Japanese and may be translated into other languages. In any case, the Japanese-language version of these Terms is the original, and any versions prepared in other languages are provided for reference only.
In the case of any discrepancies between the Japanese-language version and translated version(s) of these Terms, the provisions set forth in the Japanese-language version shall prevail.

22. Validity of These Terms

These Terms shall take effect on June 24, 2026, Japan Standard Time.

23. Contact

| Content of the inquiry | Contact information | How to contact |
|---|---|---|
| Matters relating to the details of the Service; drop-off, delivery and pick-up of luggage; delivery delays, damage, and loss; matters related to compensation for damage | JR West Customer Relations Co., Ltd. | E-mail : sameday-deliverywest@westjr.co.jp<br>Tel : 06-7634-8967 |
| Reservation confirmation and change; matters relating to payment; cancellation and refund procedures | OTA (the booking platform where you purchased the Service) | OTA's customer support |