



YAMADA CORPORATION

NO. 1-3, 1-CHOME, MINAMIMAGOME, OTA-KU, TOKYO, 143-8504, JAPAN
PHONE: 81-3-3777-0241 FAX: 81-3-3777-0584
E-mail: ind@yamadacorp.co.jp URL: <http://www.yamadacorp.co.jp/global/>

June, 20th. 2023

To whom it may concern

Subject: Copy parts and unauthorized seller

Dear Valuable Customers,

Thank you very much for always using our products. We are really having trouble with our customers whether buying parts are Genuine or not, because of some party is giving incorrect information into the Taiwanese market.

For resolved perplexity, we would like to explain our brand policy and business relationship with the party who is oneself "Yamada" or "Yamada distributor".

YAMADA CORPORATION does not have any other YAMADA subsidiaries or relative company who sells pumps or parts into Taiwanese market. If you have contact with those companies, please confirm with our authorized distributors in Taiwan who have "Certificate of Distributor" of YAMADA CORPORATION.

Also, in the case if customer use non-genuine parts, it will not cover our warranty. And if use non-genuine parts which are wearable on YAMADA AODD pump, it may cause of unexpected damage on the pump or it may cause of serious trouble for user and yourself.

Again, we are very sorry to hear you are in trouble disorder situation it has made by faithless party.

Sincerely yours,

A handwritten signature in black ink that reads "SKameyama". The signature is written in a cursive style and is positioned above a horizontal dashed line.

Shinji Kameyama

Director

Yamada Corporation

2023 年 6 月 20 日

敬啟者

主旨：仿冒零件及未經授權業者

敬愛的貴賓客戶

非常感謝您長久以來對我們產品的支持。對於在台灣市場有不肖業者散佈不實資訊混淆消費者視聽，這件事讓我們感到相當困擾。

為了解決這個問題，特要在此說明「Yamada」或「Yamada 代理商」和我們山田公司之間的商業關係以及品牌政策。

山田公司在台灣沒有其他山田子公司或是山田相關企業提供販售山田公司的幫浦或是零件。如果您曾經接洽過未經山田公司合法授權的業者，請聯絡持有山田公司合法授權證明文件的台灣代理商。

萬一您使用了非原廠零件且將該零件裝配在山田公司氣動雙隔膜幫浦上，這可能會造成幫浦不可預期的損壞，或讓您和使用者衍生其他嚴重的後果，倘若如此請恕我們將無法提供產品保固。

對於您因不肖業者而陷入紊亂我們再一次地深感遺憾。

謹啟

龜山慎史

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山田公司海外業務部 執行長