

Dear our Valued Customers

13th April, 2020
Think Laboratory Co.,Ltd.
President Tatsuo Shigeta

Think's response to the spread of new coronavirus, COVID-19 infections

We would like to extend our deepest sympathies to all those affected by the new coronavirus infection and those involved.

In response to the spread of new coronavirus infection, we have taken steps to ensure the safety of our customers and our employees, prevent infection, prevent the spread of infection, and continue our business. Our company, which we belong under the 7 prefectures subject to the emergency declaration issued by the government this time, will carry out teleworking and home waiting for employees in response to a request for reduction of 70% of employees by the government. Therefore, we will continue to operate the business as usual, but we will guide you through the following inquiries and support.

We will continue to provide products and services to all of our customers as much as possible, while giving top priority to ensuring safety and preventing the spread of infection. We highly appreciate your understanding that this may cause some inconvenience to you all.

Telephone reception of customer inquiry (representative telephone # +81-4-7143-6760)

Reception hours 8: 30-12: 00/13: 00-17: 30 (Monday-Friday, except for our designated holidays)

It may be difficult or unreachable for the phone to connect. We may take some time to respond to you.

Depending on the content of your inquiry and the reception time, it may be temporarily accepted and it may be handled on the next business day.

Contact by Email

It may take some time for each person to answer. It may take days depending on the content.

Delay in repair service

Pick-up repair: It is expected that it will take several days to return the estimate and the repaired product.

On-site repair: It may take several days to respond depending on the quotation, repair details and area.

Depending on the work content, the priority order of correspondence may be changed.

In any case, there may be a delay due to our parts procurement delay.

Ordering work and delays in sending parts

It may take time to answer the delivery date. In addition, please note that we may not be able to meet the requested delivery date due to the above-mentioned delay in procurement.

Sincerely,