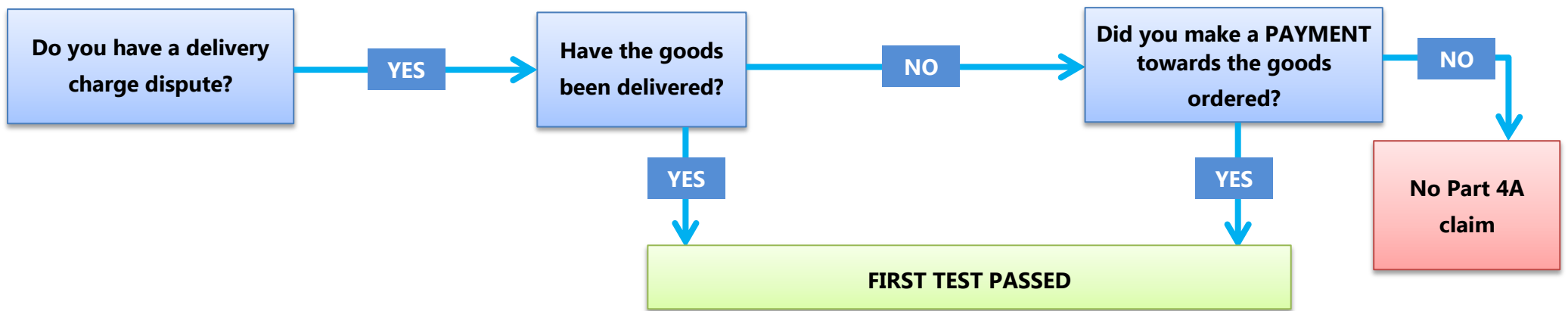
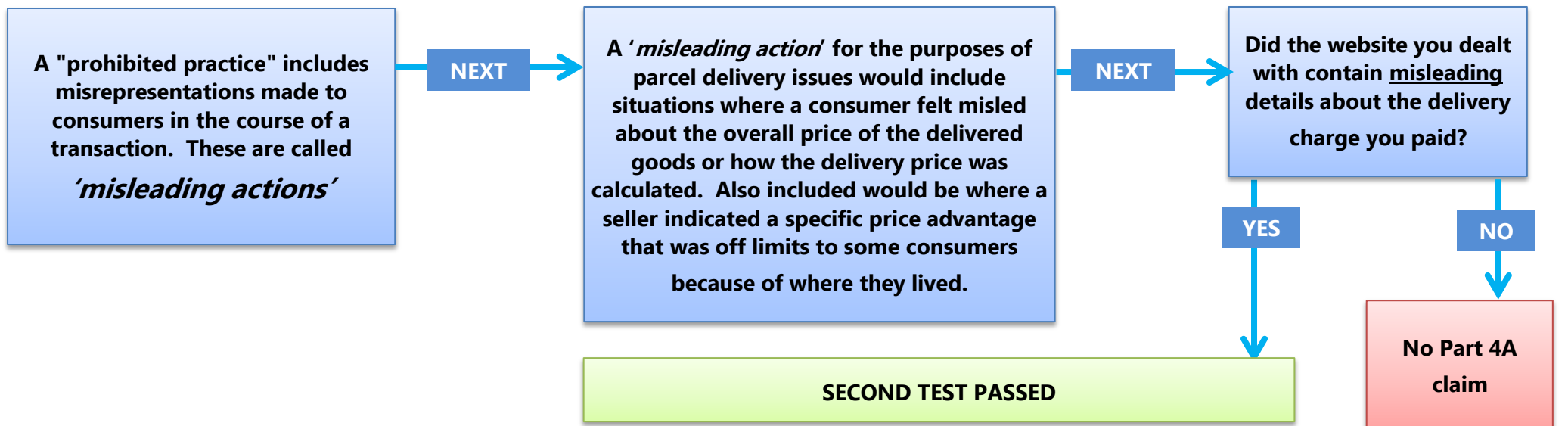


① First Test - Do you have a relevant delivery charge dispute?



② Second Test - Is the delivery charge dispute a 'prohibited practice'?



③ Third Test - Was the misleading action a 'significant factor' in your delivery charge dispute?

