

# MOON PARKA

EVERY GIANT LEAP  
BEGINS WITH ONE SMALL STEP

For customers who purchased the MOON PARKA

The MOON PARKA, released after more than four years of R&D and product evolution, utilizes Spiber's newly-developed Brewed Protein™ material in the parka's outer shell layer. Brewed Protein materials are produced through a fermentation process that primarily uses sugars and microbes rather than petrochemical or animal-derived raw materials. GOLDWIN and Spiber have worked together to develop these new materials in order to encourage a shift away from a short-term, consumerist economic outlook based on the use of non-renewable petroleum resources, towards a more sustainable, long-term economic outlook based on the use of renewable and sustainable resources.

With this goal in mind, GOLDWIN is pleased to offer an unlimited maintenance program for those customers who purchased the MOON PARKA. Through this program, our specialist staff will perform free maintenance on your MOON PARKA once per year during the off-season. This maintenance program will track and optimize the condition of your parka in order to prolong its product lifetime.

GOLDWIN wishes to build a long-term relationship with each of our customers and their MOON PARKAs, while continuing to pursue product and material development initiatives that create low environmental impact. We thank you for your understanding and support in this endeavor.

## Maintenance Program

Products covered: MOON PARKA (2019 version)

Price: Free (GOLDWIN will cover any shipping and maintenance fees.)

We kindly ask customers to send their MOON PARKA to the GOLDWIN Customer Service Center once per year. We will examine the condition of your parka's material, perform any necessary maintenance, repairs, or cleaning, and return it to you. Please note that we are also happy to respond to any requests for cleaning or repairs outside of this annually-scheduled maintenance should such a need arise.

If you have any thoughts concerning your MOON PARKA while using it, please reach out and let us know at the Customer Service number listed below. Your feedback will inform future product development initiatives. Additionally, please do not hesitate to contact us should you have any questions about this maintenance program.

For inquiries regarding this maintenance program, please contact:

GOLDWIN Customer Service Center

2-20-6 Shoto, Shibuya, Tokyo 150-8517, Japan

Phone: 0120-307-560 (Japanese only; 9:30 -17:00, except on Saturdays, Sundays, and national/designated holidays)

Email: [customer@goldwin.co.jp](mailto:customer@goldwin.co.jp)

"MOON PARKA" is a registered trademark of GOLDWIN Inc. and Spiber Inc.

"Brewed Protein" is a registered trademark of Spiber Inc.