

Naganuma Japanese Online Cancellation and Refund Policy

Article 1 (Scope of Application)

This Policy sets forth the terms and conditions regarding cancellations and refunds following application for Naganuma Japanese Online (hereinafter referred to as the "Service").

Article 2 (Cancellation Method)

If a student wishes to cancel the Service, the student shall notify the school via email or another method designated by the school in accordance with the procedures prescribed by the School. A cancellation request shall be deemed accepted at the date and time when the school receives the notice. The deadline for cancellation (hereinafter referred to as the "Cancellation Deadline") shall be 23:59 (Japan Standard Time, JST) on the day prior to the course start date.

Article 3 (Refunds)

In the event of a cancellation request submitted by a student, the refund amount shall be determined as follows:

1. Cancellation after Class Confirmation and before the Cancellation Deadline Specified in Article 2):

A refund will be issued for the tuition fee after deducting a cancellation fee of JPY 10,000.

Note: "Class Confirmation" refers to the point in time when the school transmits the Class Confirmation Notice to the student.

2. Cancellation after the Course Start Date:

No refunds will be granted for cancellations requested after the Cancellation Deadline specified in Article 2, regardless of any reasons. The first lesson shall be deemed to have been conducted on its scheduled date, regardless of whether the student attends the lesson.

Article 4 (Cancellation by the School)

Notwithstanding Article 3, if the school is unable to offer the Service or if continuing the Service becomes unfeasible due to the school's circumstances, the school shall refund the portion of the tuition fee corresponding to unconducted lessons. The amount corresponding to conducted lessons shall be calculated by dividing the total tuition fee by the total number of lessons, and multiplying the resulting per-lesson rate by the number of conducted lessons.

Article 5 (Refund Method)

In principle, refunds shall be processed via bank transfer to an account under the student's name or through the original payment method used at the time of transaction. Any bank transfer fees or other actual expenses incurred for the refund shall be borne by the student.

Article 6 (Non-refundable Items)

Refunds will not be issued under the following circumstances:

- Absence due to the student's personal circumstances.
- Inability to attend lessons due to issues on the student's side, such as telecommunication environment or equipment failures.
- Other cases separately designated by the school as non-refundable.

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