

## IKIGAI CONNECTIONS LLC RETURNS / REFUNDS

**Nihongo Jobs online job board fees, Ikigai Connections on-demand and live training digital items, speaking and sponsorship:** we do not generally offer a refund or credit on a purchase unless required under United States law or other relevant consumer protection laws.

However, we understand that some instances may occur where a refund is necessary.

**Nihongo Jobs job board:** individual Job Ads and Bulk Job Ad Packages are not eligible for a refund after 24 hours of purchase. As stated in the [Terms of Use](#), Ikigai Connections does not guarantee that the services will result in applications being received. If you have any particular requests for a refund, please explain why by [submitting your form here](#) within 30 days of purchase and include your name, email address, purchase date, and job ad title.

**Ikigai Connections on-demand and live training programs** are not eligible for a refund after 24 hours of purchase. We may approve a refund request under the following conditions:

- provided written notice is sent within 7 calendar days, and;
- in case of a bundle purchase, the student has completed less than one module or;
- in case of a single course, the student has completed less than 10% of the total course time.

**In-person training or speaking fees** are refundable up to 7 calendar days before the start of the event if no presentation slides were included. If presentation slides were initially requested as a part of the engagement, then 50% of the total fee can be refunded if requested up to 7 calendar days before the start of the event, and any presentation slide drafts must be destroyed. Please [submit your form here](#) and include your name and email address.

**Sponsorship fees** are not refundable after 24 hours of payment, but may be transferred to a different time within the following 6-12 months.

**Consulting calls:** Refund requests are accepted up to 48 hours before the call, and rescheduling requests are possible up to 24 hours before the call.

*We will notify you with receipt of your email within 24 business hours, as well as information regarding the approval or rejection of your refund.*

*If you are approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment.*

Effective as of August 29, 2018