

IKIGAI CONNECTIONS LLC

REFUND POLICY

Ikigai Connections does 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 and Conditions](#), Ikigai Connections does not guarantee that the services will result in applications being received from job seekers.

On-demand digital 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.

Live 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.

Affiliate sponsorship fees are not refundable after 24 hours of payment. If no work has been done yet on the part of Ikigai Connections (ie. graphic creation, social media posts, newsletter drafts), the sponsorship fee may be transferred to a different promotion within the following 6 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.

REFUND REQUEST INSTRUCTIONS

If you have a refund request, please explain why by [submitting your form here](#) and include your name, email address, purchase date, and purchased service.

Ikigai Connections 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.