～ Clarification of FAQ: Service Contract Termination Policies ～

Dear Valued Clients

Thank you very much for your continued patronage in Kurashinity!

To ensure that clients have a full understanding of the service terms regarding Termination of the Service Contract.
We hope below explanation can clarify any ambiguity regarding this policy.

Contract Termination Policy:

If you contact us **by 18:00 on the 10th of the current month (or the previous business day if the 10th is a holiday), the contract will be terminated on the last day of the following month.**

Example ①
If you contact us by e-mail or phone by 18:00 on June 10 → Termination at the end of July

Example ②
If you contact us after 18:00 on June 10 → Termination at the end of August.

Application of Penalties

Penalty: Example ①
If you still prefer to terminate the contract at the end of July, minimum usage fee of August (One-time Regular Service Hours) shall apply.

Penalty: Example ②
If you prefer to terminate the contract ASAP, the minimum usage fee for each month of July and August shall apply

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Penalties is equivalent to your Minimum Usage Fee.

Minimum Usage Fee is your One-Time regular service fee (excluding the transportation fees of ¥990).

※If the user member's contracted plan is provided in multiple service days with different service hours, whichever is higher will apply.

		June	July	August	September
Example ①	Notice By 18:00 of June 10th	Full Service		Service Stop w/o Penalty	
Example ②		Notice After 18:00 of June 10th	Full Service		Service Stop w/o Penalty
Penalty: Example ①		Notice After 18:00 of June 10th	Full Service	Service Stop w/ Penalty	
Penalty: Example ②		Notice After 18:00 of June 10th	Service Stop w/ Penalty	Service Stop w/ Penalty	

【For Further Inquiries】

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