

Kirara21 Co., Ltd.

Return and Refund Policy

Last updated: August 19, 2022

Thank you for shopping at Kirara21 Co., Ltd.

If, for any reason, You are not completely satisfied with a purchase We invite You to review our policy on refunds and returns.

The following terms are applicable for any products that You purchased with Us.

Interpretation and Definitions

Interpretation

The words of which the initial letter is capitalized have meanings defined under the following conditions. The following definitions shall have the same meaning regardless of whether they appear in singular or in plural.

Definitions

For the purposes of this Return and Refund Policy:

- **Application** means the software program provided by the Company downloaded by You.
- **License Key** means a text string that You receive when You purchased the Application license.
- **License File** means a file on Your computer that holds license information. It is created by performing activation processing using Your License Key.
- **Company** (referred to as either "the Company", "We", "Us" or "Our" in this Agreement) refers to Kirara21 Co., Ltd., MB Build. 382 Motohonouji-Cho, Nakagyo-Ku, Kyoto, JAPAN.
- **Orders** mean a request by You to purchase Service from Us.
- **Service** refers to the Application.
- **You** means the individual or the company, or other legal entity using the Service.

Your Order Cancellation Rights

You are entitled to cancel Your Order within 14 days without giving any reason for doing so.

The deadline for cancelling an Order is 14 days from the date on which You received the License Key.

In order to exercise Your right of cancellation, You must inform Us of your decision by means of a clear statement.

You can inform us of your decision by:

- By email: support@kirara21.com

We will reimburse You no later than 14 days from the day on which We receive the email of Your cancel decision.

We will use the same means of payment as You used for the Order, and You will not incur any fees for such reimbursement.

Conditions for Returns

In order for the Goods, License to be eligible for a return, please make sure that:

- The Goods, License were purchased in the last 14 days

Returning Goods, Deleting License

You are not required to return any goods, but You are responsible for deleting all License Key and all License File on Your computer or any device.

Contact Us

If you have any questions about our Returns and Refunds Policy, please contact us:

- By email: support@kirara21.com