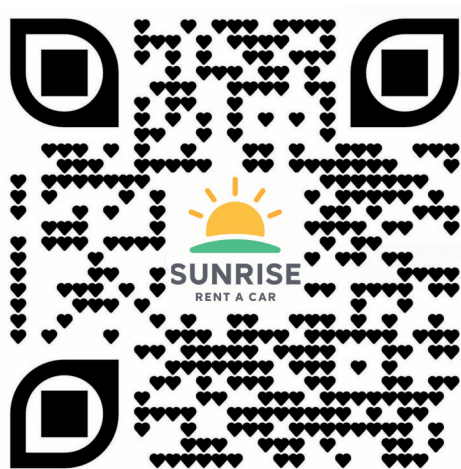


SUNRISE

日の出 レンタカー RENT A CAR

Cancellation and Refund Policy



website

sunrise-rent.com

1. Cancellation by the Customer

If the customer requests to cancel the reservation, the following refund conditions shall apply, based on the number of days remaining before the scheduled service date:

- **Up to 8 days before the service date: refund of 100% of the amount paid;**
- **Up to 4 days before the service date: refund of 50% of the amount paid;**
- **Up to 2 days before the service date: no refund (0%).**

2. Administrative Fee

For all cancellations initiated by the customer, an administrative fee of 4% of the total payment amount will be deducted to cover banking and processing costs.

3. Cancellation by the Company

In the event that the company cancels the reservation, the customer will receive a full refund (100%) of the amount paid, and no administrative fee will be charged.

4. Refund Method and Processing Time

Refunds will be processed within 3 business days, based on Japan's local time zone and business calendar.

- For payments made by any type of card – including credit, debit, or prepaid cards (such as Visa, MasterCard, JCB, AMEX, Wise, Revolut, etc.) – or through any electronic payment method (including PayPal, WePay, Wise, bank transfer, cryptocurrency, or digital wallets), refunds shall be returned through the same payment channel.
- The actual time for the refund to appear may vary depending on the payment provider, typically within 4 to 10 days.
- For cash payments, the same refund conditions and percentages apply; however, no administrative fee will be charged, and the refund will be issued immediately after the cancellation is confirmed.

5. Refund via Different Method (e.g., Card → Cash)

If the original payment was made by any card or electronic method and the customer requests a cash refund, a 4% administrative fee will apply in addition to a fixed operational fee of ¥2,000.

6. General Provision on Payment Methods

All rules and conditions described in this policy apply equally to any payment method, whether processed by a financial institution, payment gateway, or digital service provider.

The nature of the payment method (credit, debit, prepaid, digital, or virtual) does not alter the refund or cancellation conditions stated herein.