

ZENZAI service terms

Use these terms stipulate the handling when the customer uses the ZENZAI (hereinafter referred to as “the Service”) provided by Rely On Ako, ltd (hereinafter referred to as “the Company”). Please use this service after agreeing to this agreement.

Article 1 (Definition)

The definitions of terms used in this agreement are as follows.

(1) This service	The service operated by The company and related services
(2) This application	PWA type application that the function of this application is provided as a service for members such as stores managed by the operator.
(3) This content	This service Generic name for characters, sounds, still images, videos, software programs, codes, etc. provided above. (including posted information)
(4) Users Use	This service provides this application to customers operated by themselves.
(5) Registered users	Those who have completed user registration for this application.
(6) Operator account	Login information unique to the user who operates this application for using this service.
(7) ID	Character string unique to the registered user for the use of this application.
(8) Password	Encryption code uniquely set by the registered user corresponding to the ID.
(9) Stamp	Registration set by the user in accordance with the rules set by the Company Benefits that can be used with this application that users acquire through product purchases and campaigns. (cannot be redeemed)
(10) Stamp card	Digital sheet that stores the acquired.
(11) Coupon	Registered users can receive benefits with the stamps they have acquired.
(12) Personal information	The name of information that can identify an individual such as address, name, occupation, telephone number.
(13) Registration information	General name of information registered by the registered user with this application.
(14) Intellectual property	Invention, Ideas, New varieties of plants, Designs, Works, Creative activities of human beings (including discovered or elucidated laws or phenomena of nature that have industrial potential), Trademarks, Trade names and other items that display products or services used in business activities, and business secrets and other technical or business information useful for business activities.
(15) Intellectual property rights	Patent rights, utility model rights, trainers Rights, design rights, copyrights, trademark rights and other intellectual property rights stipulated by law or rights

	related to legally protected interests.
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Article 2(Our role / position)

- 1 This service is provided by the user. This is to provide this application between the stores that operate it and registered users. Therefore, the Company will not be a party to individual transactions and will not be involved in any individual transactions such as contracts, cancellations, returns / refunds or guarantees related to membership registration, unless otherwise specified.
- 2 The user shall fulfill all obligations in individual transactions at his / her own expense and responsibility.

Article 3 (Contents of service)

- 1 This service provides various services such as member authentication, campaign and stamp function for users to improve customer service in this application.
- 2 Stamps can be given when a registered user receives shopping or services in accordance with the "stamp rules" set by the user. The stamp does not guarantee the right to use the coupon in the future, and the issued stamp card will be invalid for up to 2 years. The rules for granting stamps are applied, and the rules for using coupons are applied when using coupons.
- 3 The content of the coupon according to the stamp can be freely set by the user.
- 4 Member authentication and stamping are done by scanning the QR code.
- 5 Users can carry out as many campaigns as there are plans.

Article 4 (Agreement to these Terms)

- 1 The user shall be able to use this service after agreeing to these Terms of Use.
- 2 When the user completes the procedure for agreeing to this agreement when applying for use of this service, a usage contract in accordance with the provisions of this agreement shall be established between the user and the Company.

Article 5 (Change of Terms)

1. The Company shall be able to revise the contents of these Terms at any time without obtaining the consent of the user, and the user shall consent to this without objection.
2. When we revise this agreement, we will notify the user of the contents by the method prescribed by us.
3. The revision of this agreement shall take effect from the time when the Company gives notice pursuant to the preceding paragraph.
- 4 The user is deemed to have agreed to the changed Terms of Use without any objection at the time of using this service after changing these Terms.

Article 6 (Usage fee)

- 1 The user shall bear the cost specified for each plan regarding the use of this service. You can choose to pay the fee by credit card or PayPal, and we can start using it after the payment is confirmed by us.
- 2 Users do not have to pay any special fees such as membership fees for using this

application. In addition, the user cannot request the user to bear the cost for using this application.

Article 7 (Application for use)

- 1 Those who wish to use this service (hereinafter referred to as "registration applicants") should apply for use by the prescribed method after agreeing to this agreement.
- 2 Those who have applied for use will become users from the time when The company accepts the application and ID registration is completed.
- 3 We will notify users by email of contact information, advertisements and other information. Please note.
- 4 The Company may not accept the usage application at the discretion of the Company if the applicant for registration falls under any one of the following items.
 - (1) When the applicant for registration applies for use regardless of the method specified by the Company.
 - (2) The applicant for registration has been withdrawn because he / she has violated this agreement or other terms of use specified by the Company in the past.
 - (3) The Company determines that the applicant for registration is registering by improper means.
 - (4) When the applicant for registration has registered information other than the person.
 - (5) Other cases the Company has determined that it is inappropriate.

Article 8 (Account Management)

- 1 The user can voluntarily register the information (hereinafter referred to as "registration information", including the login information of the operator account) at his / her own risk. It shall be registered and managed. The user shall not allow a third party to use this, or lend, transfer, change the name, buy or sell, etc.
- 2 If the service is used by the registered information, the Company can treat it as the one used by the person who registered the use, and the use registration shall be made for the result caused by the use and all the responsibilities associated therewith. It shall belong to the person who went.
- 3 If the unauthorized use of the registered information causes damage to the Company or a third party, the user shall compensate the Company and the third party for the damage.
- 4 The management of registered information shall be carried out by the user at his / her own risk, and the Company shall not be liable for any disadvantage or damage suffered by the user due to the registered information being inaccurate or false. Suppose.
- 5 If it is found that the registered information has been stolen or used by a third party, the user shall immediately notify the Company and follow the instructions from the Company.

Article 9 (Cancellation procedure)

- 1 If the user wishes to cancel this service, please follow the cancellation procedure according to the method prescribed by the Company. In that case, even if the contract period remains, the cost paid will not be refunded.
- 2 The Company will forcibly cancel the contract at the discretion of the Company if the user falls under any one of the following items.
 - (1) When it becomes clear that the operator registration has been performed regardless of the method specified by the Company.
 - (2) When it violates this agreement or other terms of use specified by the

the Company deems it inappropriate.

(3) At the time of cancellation If the user has not paid the cost of this service and has other obligations and obligations to the Company, the user shall continue to bear these payments and other obligations even after withdrawal.

Article 10 (Handling of personal information, etc.)

Personal information and user information will be handled appropriately in accordance with the ZENZA privacy policy separately set by the Company.

Article 11 (Prohibited Acts)

When using this service, the Company prohibits the following acts from the user. In case of violation,immediate suspension of use, deletion of registration information and posts, etc. without prior notice we can take measures that we deem necessary, such as

- (1) Acts that infringe the intellectual property rights of the Company or a third party.
- (2) Acts that damage the honor or credibility of the Company or a third party, or unfairly discriminate or injure the property.
- (3) Property of the Company or a third party Acts that infringe or may infringe.
- (4) Acts that cause financial damage to the Company or a third party.
- (5) Acts that threaten the Company or a third party.
- (6) The following information.
 - A. May damage the rights and property of third parties.
 - B. Information that is harmful to third parties and information that physically or psychologically injures third parties.
 - C. Crimes and torts , Information belonging to dangerous acts and information that induces or assists them.
 - D. Illegal, harmful, threatening, abuse, racial discrimination, defamation, defamation, insult, harassment, incitement, or such Information with content that may cause results.
 - E. Information that is contrary to the facts or that is known to not exist.
 - F. Information that the user does not have the right to control.
 - G. Intellectual property rights including copyrights of third parties Information that infringes on other property rights, information that infringes public interests or personal rights.
 - H. Information on images, documents, etc. that are obscene, child pornography or child abuse.
 - I. Information that violates laws and regulations such as the Doctors Act.
 - J. OtherInformation judged to be inappropriate.
- (7) Computer virus, act of using or inducing harmful programs.
- (8) Act of exerting excessive burden on the infrastructure equipment for this service.
- (9) Server of this site Attacks on the system and security.
- (10) Acts of attempting to access our services by methods other than the interface provided by The company.
- (11) In addition to the above, acts that we deem inappropriate.

Article 12 (Handling of content)

- 1 We reserve the right to all content provided by the service, and we reserve the right to use this non-exclusive service, which cannot be transferred or sublicensed, to the user.
- 2 The user may copy, transmit, transfer (including buying and selling between users), lend,

translate, adapt, reprint without permission, disassemble, for commercial purposes by any method beyond the scope of use specified by the Company. It is prohibited to use, modify, disassemble, decompile, reverse engineer, etc.

- 3 Notwithstanding Paragraph 1, if the user loses the user qualification due to cancellation, etc., the right to use the provided content shall also be extinguished.
- 4 The user infringes the copyright of a third party. Information must be posted so that it does not happen. Unauthorized reproduction of texts from various information media such as the Internet, TV, magazines, and books is prohibited. However, this does not apply if the permission of the right holder is obtained in advance.
- 5 All copyrights (including the rights stipulated in Articles 21 to 28 of the Copyright Act) regarding the content (still images, videos, text information and all other information) posted on this service by the user.) Belongs to the user.
- 6 The user shall not exercise the moral rights of the author within this service.

Article 13 (Disclaimer)

- 1 We between users and registered users, individual transactions provided campaigns and coupons do not guarantee the content, quality, legality, safety, usefulness, etc. of. Therefore, even if there is a defect or defect in the product or service, we shall not take any responsibility.
- 2 The Company shall not be liable for any discussions, disputes or other troubles between the user and the registered user.
- 3 Even if there is a problem between the user and the registered user, it is the responsibility of both parties to resolve it, and the Company will not make any claims.
- 4 The company does not take any responsibility for any damage caused by the change, interruption or termination of this service.
- 5 The company does not take any responsibility for the usage environment of this service.
- 6 The Company is a law that applies this service to the user, that the service fits the specific purpose of the user, that it has the expected functions, commercial value, accuracy, and usefulness, and that the use of this service by the user is applicable to the user. We do not guarantee that the product will comply with the internal rules of industry groups and that no problems will occur.
7. The company does not guarantee that this service is compatible with all information terminals, and there is a possibility that problems may occur in the operation of this service due to the version upgrade of the OS of the information terminal used for using this service. The user acknowledges in advance that there is a sex. The Company does not guarantee that such a defect will be resolved by modifying the program, etc. performed by the Company when such a defect occurs.
- 8 The user acknowledges in advance that the use of part or all of this service may be restricted due to changes in the terms of use and operation policy related to the OS of the information terminal.
- 9 The Company shall not be liable for any damages directly or indirectly caused to the user by using this service.
- 10 The Company has been notified in advance of the possibility of such damages for lost opportunities, business interruptions and any other damages (including indirect damages and lost profits) that occur to users and other third parties. Even so, we do not take any responsibility.
11. The provisions of paragraph 1 to the preceding paragraph do not apply if the Company has intentional or gross negligence, or if the contract falls under the consumer contract law.
- 12 Even if the preceding paragraph applies, the Company shall be liable for any damages caused by special circumstances among the damages caused to the user due to the act of negligence (excluding gross negligence)I will not bear it.

- 13 If the Company is liable for damages related to the use of this service, it shall be liable for damages up to the usage amount received from the user in the month in which the damage occurred.
- 14 If the user causes damage to another user or causes a dispute with a third party in connection with the use of this service, he / she will compensate or dispute such damage at his / her own expense and responsibility. We shall resolve the matter and shall not cause any inconvenience or damage to The company.
- 15 If the Company makes a claim for damages, etc. from a third party due to the actions of the user, it shall be resolved at the user's expense (attorney's fee) and responsibility. If the Company pays damages to the third party, the user shall pay the Company all costs including the damages (including attorney's fees and lost profits).
- 16 If the user causes damage to the Company in connection with the use of this service, the damage shall be compensated to the Company (including legal fees and attorney's fees) at the user's expense and responsibility.
- 17 We do not guarantee the accuracy of the information posted by users in this service. We are not responsible for any disputes or troubles regarding the information posted on this service.

Article 14 (Monitoring Business)

The Company shall, at the discretion of the Company, perform the business of monitoring whether or not the user is using this service properly, and the user agrees to it.

Article 15 (Prohibition of assignment of rights)

- 1 The user transfers all or part of the status under this agreement and the rights or obligations based on this agreement to a third party without the prior written consent of the Company. It shall not be.
- 2 The Company may transfer all or part of the Service to a third party at the discretion of the Company, in which case the user related to the Service, including the user's account within the scope of the transferred rights. All rights shall be transferred to the transferee.

Article 16 (Severability)

Even if any provision of this Agreement or a part thereof is determined to be invalid or unenforceable by the Consumer Contract Law or other laws and regulations, the remaining provisions of this Agreement And the rest of the provisions, part of which is determined to be invalid or unenforceable, shall continue to be in full force.

Article 17 (How to contact us)

For inquiries and inquiries from users regarding this service to us, please send from the inquiry form set up at an appropriate place in this service or the website operated by The company. Shall do.

Article 18 (Governing Law, Court of Jurisdiction)

1. The validity, interpretation and performance of this Agreement shall be governed by and construed in accordance with Japanese law.
2. For discussions, proceedings and all other disputes between the Company and users,

the Tokyo Summary Court or the Tokyo District Court shall be the exclusive agreement jurisdiction court, depending on the amount of the complaint.

Enforced on January 1, 2022
Revised on April 30, 2022

Rely On Ako, Ltd. Representative Director Kenichi Tamura