

Service Agreement

Version 1.0 — June 2026

1. Scope of services

Kintsugi Partners ("Kintsugi") provides either: (a) the 360° Japan Listing Audit — a written teardown (PDF) plus a recorded walkthrough (Loom) of the client's Amazon Japan presence; or (b) the Amazon Japan Listing Transformation — a complete rebuild of one Amazon Japan listing: seven listing images, full A+ content (Premium where eligible), native Japanese copywriting (transcreation) for title, bullets, and description, Japanese keyword research including backend search terms, and strategic positioning, delivered as an upload-ready package.

The scope covers one ASIN per transformation slot. Additional ASINs require additional slots.

2. Timeline

Audit: delivered within 3 business days of purchase and receipt of the completed intake form.

Transformation: delivered within 30–40 days from project start. Project start is the business day after Kintsugi confirms receipt of payment and the completed intake.

3. Payment

All services are paid in full, upfront, via Stripe. Prices are in USD and tax-inclusive.

The \$300 audit fee is credited in full toward a transformation slot if the client proceeds. If the client does not proceed, the audit fee is not refundable once the audit has been delivered.

Transformation pricing follows the published monthly slot bands (\$2,900–\$5,500); the price locked at payment is the price for that project.

4. Revisions

Revisions are included until the client signs off, up to two (2) structured revision rounds for the transformation. A revision round is one consolidated set of change requests. Additional rounds are quoted separately before any work begins.

5. Intellectual property

Upon full payment, the client owns all final deliverables.

Kintsugi may display the work in its portfolio: anonymized (category descriptor only, no brand name) without further permission; with brand attribution only with the client's written permission.

6. Cancellation

Before work begins: full refund.

After work begins: no refund as a default; a pro-rata refund for unperformed work may be granted at Kintsugi's discretion.

If the service is not delivered as agreed, Kintsugi will re-perform the work or refund the corresponding amount.

7. Liability

Kintsugi's total liability under this agreement is capped at the amount the client paid for the affected service. Kintsugi does not guarantee specific commercial outcomes (conversion rates, sales, rankings); deliverable quality and the revision process in §4 are the remedy.

8. Governing law

This agreement is governed by the laws of Japan. Exclusive jurisdiction: the courts of Nagoya, Japan.

9. No non-compete

Nothing in this agreement restricts either party from working with any other company, including competitors of the other party.

10. Acceptance

The agreement is accepted when the client clicks the "I agree" link sent with the order confirmation email, or replies to that email confirming acceptance, or makes payment after receiving this agreement — whichever happens first.

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