NOTATION BASED ON THE SPECIFIED COMMERCIAL TRANSACTIONS ACT

XANDRE LLC | DENGA AI • Proposed updated disclosure • October 29, 2026

UPDATED COMMERCIAL DISCLOSURE — FOR FINAL LEGAL APPROVAL AND PUBLICATION

STATUTORY DISCLOSURE SUMMARY | 特定商取引法に基づく表記

Disclosure item	Updated Xandre LLC / Denga AI information
Seller / operator	Xandre LLC (合同会社). Denga AI is a service operated by Xandre LLC, not a separately identified seller.
Responsible representative	Roolse Alexandre (Alexandre Roolse).
Business address	218 Misaki, Kitanakagusuku, Nakagami-gun, Okinawa 901-2321, Japan.
Telephone / hours	+81 70-6569-1985 (Japan); +1 760 994 2746 (USA). Monday–Friday, 08:00–16:00 JST, excluding Japanese public holidays.
Email / website	contact@xandre.co.jp; roolse.alexandre@xandre.co.jp | https://www.xandre.co.jp
Products / services	Xandre Store company-owned goods and eligible third-party listings; Denga AI; Xandre Events; Advertising & Marketing; Services Marketplace; Stays where offered.
Prices / taxes	Prices and applicable consumption tax are shown on each product, service or order page before purchase. Denga AI paid plan prices must be displayed before any charge.
Additional charges	For Xandre-owned Store inventory, displayed prices include standard shipping and shipping insurance. Any exceptional shipping, international duties, payment-provider charges or service-specific fees must be shown before order confirmation.
Payment methods	Stripe-supported Visa, Mastercard, American Express and JCB; Link where presented at checkout. Other methods apply only when visibly enabled for the transaction.
Payment timing	One-time orders: payment at checkout as displayed. Paid Denga AI or other recurring services: billing frequency, start date, renewal and cancellation deadline displayed before subscription.
Delivery / commencement	Physical goods: estimated dispatch and delivery dates shown per listing/checkout. Digital access: upon activation or the stated start date. Advertising, bookings and events: the confirmed schedule and provider terms apply.
Returns / cancellation	Xandre-owned Store goods: final sale for change of mind, subject to mandatory statutory remedies for nonconformity, incorrect goods or other legally protected claims. Digital subscriptions, events, stays and advertising: transaction-specific cancellation/refund terms disclosed before order.
Contracting party	Xandre LLC for its own inventory and direct services;

	independent seller, organizer or provider where expressly identified for third-party transactions.
Support / disputes	https://www.xandre.co.jp/hotels/about?tab=Contact%20Us. Japanese law and non-excludable consumer rights apply.
Effective / revision date	Updated disclosure draft: October 29, 2026. Effective upon formal approval and publication; existing transaction terms remain governed by the terms applicable when agreed.

1. Business operator and contact details

Business operator / seller: Xandre LLC (Japanese registered legal name and registration particulars to be verified against the corporate registry).

Representative / person responsible for operations: Roolse Alexandre (confirm exact registered name and title).

Business address stated in the 2025 notice: 218 Misaki, Kitanakagusuku, Nakagami-gun, Okinawa 901-2321, Japan. Confirm whether this remains the current registered and customer-service address.

Telephone stated in the 2025 notice: +81 70-6569-1985; international contact +1 760 994 2746. The older English return instructions separately cite 080-7494-1985: reconcile before publishing.

Customer support: contact@xandre.co.jp; roolse.alexandre@xandre.co.jp. Hours stated previously: Monday–Friday 08:00–16:00 Japan time, excluding Japanese public holidays.

Official website: https://www.xandre.co.jp. Contact page: https://www.xandre.co.jp/hotels/about?tab=Contact%20Us.

2. Covered businesses and role of Xandre LLC

Xandre Store: retail of company-owned inventory and, where enabled, a marketplace for independent sellers. Xandre LLC is the seller for its own goods; a separately identified independent merchant is the seller for that merchant’s goods unless the transaction states otherwise.

Denga AI: multilingual AI information and discovery service operated by Xandre LLC, with supported text, image and document-assisted interactions. AI information is not a guarantee of event availability, product authenticity, legal outcomes or booking confirmation.

Xandre Events: event information, listings and promotion. Unless specifically disclosed for a transaction, Xandre LLC is not the event organizer, ticket issuer or venue operator.

Advertising & Marketing: self-service campaign placements and managed promotional services, subject to specific order, scope and acceptance terms.

Services and Stays: discovery, referrals and supported bookings; the responsible accommodation or service provider and its applicable terms must be identified before purchase.

The Xandre digital ecosystem may connect these functions, but a single disclosure must not obscure the legal seller, provider or contracting party for each purchase.

3. Selling price and additional charges

Product and service prices are displayed on their respective purchase or order pages, in Japanese yen or another expressly displayed currency, including applicable taxes where required. The exact payable amount must be shown before the final order is submitted.

For Xandre-owned physical inventory, the newer stated policy is that listed prices include applicable tax, standard shipping and shipping insurance. Confirm this for every eligible product and delivery destination. Expressly disclose any international surcharge, customs duties, import tax, remote-area charges or optional services that are not included.

The 2025 disclosure listed ¥1,000 per box for shipping and ¥100 for convenience-store payment. These legacy charges must not be carried forward unless they remain active and are shown in checkout.

For advertising, subscriptions, bookings and partner transactions, show all setup fees, service charges, taxes, commissions and recurring charges applicable to the specific order. Merchant-side platform commissions should be disclosed in the partner agreement rather than misrepresented as consumer fees.

4. Payment methods and payment timing

Supported card processing is provided through Stripe. Reported card networks include Visa, Mastercard, American Express and JCB, subject to actual merchant configuration, country, issuer and payment eligibility. Link accelerated checkout and 3-D Secure authentication may be available where supported.

Payment methods must match the live checkout. Do not list bank transfer or convenience-store payment merely because they appeared in the 2025 notice.

For one-time purchases, payment is generally authorized or charged at checkout as displayed. For subscriptions, state the billing date, interval, renewal method and any automatic renewal clearly before consent. For paid campaigns, deposits, milestones or invoices, the agreed written order governs.

5. Delivery, fulfillment and service commencement

Physical merchandise: the estimated processing period, dispatch timing, delivery region, shipping method and any material limitations must be disclosed for each order. The 2025 notice stated processing in 3–5 business days and typical delivery within 14 days; reconfirm actual operating performance before reusing these periods.

Digital AI services: access begins upon account activation, payment confirmation or the disclosed subscription start date, as applicable.

Advertising: campaign publication or managed-service delivery begins under the accepted schedule and approval workflow.

Bookings and events: dates, availability and confirmation are governed by the identified organizer or service provider; a search result or AI answer alone is not a confirmed booking.

6. Returns, cancellations and refunds

For company-owned collectible, artisan and other physical inventory, the proposed current commercial policy is final sale / no returns for change of mind, where legally permissible and clearly disclosed before purchase. Any condition descriptions, item-specific exclusions and the meaning of “as is” must be prominent.

A final-sale term does not extinguish remedies for nonconforming goods, incorrect items, damage, misrepresentation or other rights that cannot lawfully be excluded. State a practical claims contact, evidence requirements, response procedure and who pays necessary return costs when legally required. Shipping insurance is an additional claims channel, not an automatic substitute for seller obligations.

The 2025 policy offered a ten-day return period for unopened merchandise and company-paid remedies for defective items. Adopt one authoritative policy and announce the effective date; do not apply new terms retroactively to prior orders.

For Denga AI digital subscriptions: state any trial period, subscription charges, renewal, cancellation deadline, effective cancellation date and refund treatment before enrollment. A stated free trial through January 2027 is a business plan, not a universally binding offer unless the live terms confirm it.

For event bookings, stays and independent services: show the responsible contracting party, cancellation deadline, penalties, postponement arrangements and refund procedure before confirmation.

For advertising services: specify cancellation before campaign launch, charges for completed work, committed media spend and any nonrefundable third-party costs, subject to applicable law.

7. Final confirmation screen and order records

Immediately before a consumer submits an online order, display an understandable confirmation of item/service, quantity, total price and fees, payment timing, delivery or service start, cancellation/return terms and any recurring billing. Provide a clear way to review and correct input errors before final submission.

After the order, issue a confirmation containing the transaction identifier, contracting party, selected goods/services, payment amount and the applicable conditions. Preserve transaction and consent records under the applicable retention and privacy rules.

8. Consumer protection, regulated goods and security

Provide accurate descriptions and avoid misleading claims about provenance, condition, scarcity, affiliation, availability, AI accuracy or promotional performance.

Where alcohol-related listings or transactions are legally permitted, require applicable licensing checks and age verification (20 years or older in Japan). An age confirmation checkbox alone may be insufficient for all regulated transactions.

Use account authentication, supported payment authentication, fraud controls and proportionate security safeguards. Explain data handling through the published privacy policy and comply with Japan’s Act on the Protection of Personal Information.

Do not suggest that Stripe payment processing, legal consultation or a pending patent application amounts to governmental approval or certification.

9. Seller identification and marketplace accountability

Each third-party listing or checkout must clearly identify the legal seller or service provider and provide the disclosures required for that seller and transaction. Distinguish Xandre-owned stock from merchant-owned stock in the user interface and receipts.

If Xandre LLC itself sells goods, receives payment as seller, or contracts to deliver a service, it must not rely on a generic intermediary disclaimer to avoid its own obligations. Marketplace rules, seller verification, complaint escalation and refunds should align with actual payment and fulfillment flows.

10. Governing rules, complaints and updates

Japanese law applies, subject to mandatory consumer protections and any other overriding rules. Disputes may be brought before a court with jurisdiction under applicable law; no blanket exclusive venue is asserted here.

Complaints: contact@xandre.co.jp or the official support page above. Publish a verified response window and escalation procedure.

This disclosure should be linked from the footer, relevant listing pages and the pre-payment confirmation flow. Updates must be dated and must not retrospectively remove accrued consumer rights.

Related documents: Xandre E-Commerce Seller & Consumer Policies; Denga AI Terms of Use, Responsible AI & Information Protection Policies; Xandre Events Listing, Organizer & Consumer Protection Policies; Advertising & Marketing Terms; Privacy & Information Protection Policy; and applicable service-specific agreements.

11. Final publication and quality-control checklist

[ ] Verify Japanese registered legal name, registration address, representative and customer-facing telephone numbers.

[ ] Confirm whether the company or independent merchant is the seller for every checkout pathway.

[ ] Reconcile 2025 shipping/return promises with current final-sale and shipping-inclusive pricing; decide transitional treatment for existing orders.

[ ] Test actual Stripe methods, fees, tax and currency display for domestic and overseas purchases.

[ ] Publish specific fulfillment windows and lawful nonconformity/insurance claims procedure.

[ ] Finalize Denga AI paid plans, trial expiration, recurring-billing terms and cancellation workflow before charging users.

[ ] Add transaction-specific advertising, events, stays and service disclosures before enabling payment.

[ ] Verify final-confirmation-screen design and transaction record retention.

[ ] Obtain Japanese counsel review of the Specified Commercial Transactions Act, Consumer Contract Act, Civil Code, privacy and any sector-specific licensing requirements.

[ ] Prepare a Japanese-language public version matching the final approved English text.

Document control: Draft v2026.10.29 | Replaces neither the 2025 public notice nor any prior customer contract until approved and published.