

## 2019 Summer Holiday Support calendar

Customer Support during the Summer Holiday							
			Tsukaeru.net Support	Payment by Credit Card / Paypal		Confirmation of Payments by Bank Transfer	
				JCB/Visa/Master/American Express/DinersClub			
8-Aug	Thu		Normal support	Available 24 hours*	×	Normal support	*Bank transfers made after 15:00pm 7th Aug may be treated as being made on the next business day (8th Aug).
9-Aug	Fri		Normal support			Normal support	*Bank transfers made after 15:00pm 8th Aug may be treated as being made on the next business day (9th Aug).
10-Aug	Sat	Summer Holiday	Support mail and Chat only				Bank transfers made during this period will be affected on 20th of August.
11-Aug	Sun						
12-Aug	Mon						
13-Aug	Tue						
14-Aug	Wed						
15-Aug	Thu						
16-Aug	Fri						
17-Aug	Sat						
18-Aug	Sun						
19-Aug	Mon		Normal support				
20-Aug	Tue		Normal support	Normal support	Normal support	Normal mail support	
			We apologize for any inconvenience, but priority will be given to urgent inquiries if there is a concentration of inquiries.				As we expect a concentration of payment confirmations, there may be delays applying payments to accounts.
			* Support Mail is available in case of emergency (server trouble or server down due to hardware failure, etc) while office is closed. Please contact us from here: <a href="https://support.tsukaeru.net/hc/en-us/requests/new">https://support.tsukaeru.net/hc/en-us/requests/new</a> Please select "Reboot Request" under Departments. * Chat is available from 10:00 - 16:00 during the holidays.	* If you pay by credit card, procedures for confirming payment are not required and your account will be renewed or opened shortly after payment.		*Once you have made a payment by bank transfer. Please notify us from : <a href="https://www.tsukaeru.net/banktrnsfr-en.php">https://www.tsukaeru.net/banktrnsfr-en.php</a>	