Announcement About the Application Procedure for Tax Refunds

This store charges a tax-refund processing fee (for expenses related to data processing and remittance, etc.) that is equal to 1.50% of the total purchase amount. When you receive your tax refund, the amount of the consumption tax minus the processing fee will be refunded to you. The amount you receive may vary depending on exchange rates and fees charged by payment providers. For cash refunds at airport counters, applicable counter fees will be deducted from your refund amount. For further details, please contact your payment provider.

People Who Can Receive a Tax Refund : Non-Residents

Anyone with foreign citizenship who meets any of the following criteria

①If your residence status is "short-term stay" and if you have been in Japan for less than 6 months ②If your residence status is "Diplomat" or "Official."

We will check your landing permit to verify that you have been in Japan for less than 6 months. Please make sure to get an entry stamp in your passport when you arrive in Japan.

・Landing permits with a "re-entry" date are not acceptable. ・If you extend your stay in Japan, and it has been over 6 months since your original entry date, you do not qualify for a tax refund.

Japanese citizens who have lived abroad continuously for 2 or more years and have temporarily returned to Japan for a period of less than 6 months

・In addition to your passport, please present either your "Residency Certificate", "Copy of the Address History Attached to the Family Register", or "My Number Card."

・We will check the period of time from the date you started residing abroad/your scheduled date of moving abroad to your last entry date into Japan (the date of your return entry stamp in your passport).

・If you use a "Residency Certificate" or a "Copy of the Address History Attached to the Family Register", we can only accept documents that were made within 6 months before your last re-entry date.

・If you use a "My Number Card", we can only accept cards that are within the validity period and that show you have moved abroad.

＊We will check your return entry stamp to verify if less than 6 months have passed since you returned to Japan.Please make sure to get your passport stamped when you return to Japan.

・A stamp is required even if you entered Japan through an automated immigration gate or a facial recognition gate.
Without proof of your entry date (or your return date for Japanese citizens temporarily returning to Japan) you cannot apply for a tax refund.

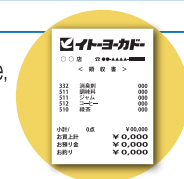
・This store does not support tax-free procedures by Visit Japan Web (VJW).

Application Period Only on the date of purchase (During the Tax Refund Service Counter's Hours of Operations)

Eligible Purchase Amount 5,000 yen or more (excluding tax) in total at the same store per day.

Eligible Products for a Tax Refund

・Receipts that have Ito-Yokado's seal on it. (Receipts from tenant shops, specialty stores, and sales events are not eligible, as well as receipts that are from different stores, even if they are located in the same shopping complex.)
・The quantity of products that you can receive a tax refund for is limited to the number of products you can personally carry with you and take out of Japan when you leave the country.



About Ineligible Products for a Tax Refund

・Products bought at a different store (not Ito-Yokado) ・Tax-Free Products (Gift Certificates, etc.)
・Products that will be consumed in Japan ・Refrigerated, Frozen, or other products designated by our company
・Products that have a relatively short best-by-date and will go bad quickly after expiring Ex) ice cream, sashimi, fresh food, fruit, bento, cakes, etc.
・Excludes repair costs and processing costs.

⚠Please Read

・We cannot accept responsibility for problems arising from the consumption of goods that are past their expiration date or for goods that were not properly stored when taken out of Japan. ・We may limit the number of goods you can purchase for some products. ・As a general rule, unless the product is defective, you cannot return or exchange purchases after the tax refund processing.
・By law, we cannot sell alcohol or tobacco to you if we cannot confirm that you are at least 20 years old.

How to Apply for a Tax Refund

Process at the Store

1) After making your purchase, the person who purchased the products must go to the tax refund service counter. They must go to the counter on the same day they made the purchase. Please head to the tax refund service counter after you have finished making all of your purchases in the store.
2) Please present the following:
・Passport (must have a landing permit or a stamp showing when you returned to Japan) ・Receipt (Including Tax)
・Purchased Products ・Credit Card You Used (If you used a credit card)
*Hand-written sales acknowledgment slips (Ryoshusho) are not acceptable, if you lose the receipt, you cannot apply for a tax refund, Corporate cards are not acceptable.
3) Notice to Foreign Travelers Who Purchase Tax-Free Products
☐When departing Japan within 90 days of the tax-free products' purchase date, you must show your passport to customs and complete the customs inspection.
☐You must show the purchased items upon custom's request.
If you plan to put the purchased goods inside your checked luggage, please make sure that you complete the customs inspection before checking your luggage. The customs inspection cannot be completed after you have checked your luggage at the airport or seaport when you are leaving Japan.
☐After the customs inspection has been completed, you must take the tax-free products out of Japan right away. If you do not, an amount equivalent to the consumption tax will be collected, and you will be subject to a penalty.
☐Customs verification is conducted on a tax-free purchase record basis. If you do not have even one of the items listed on a single tax-free purchase record, you will not be eligible for customs verification (refund) for any of the items on that record, including the others.
☐Special packaging for consumable products (snacks, makeup, etc.) has been discontinued, but if food, drinks, or makeup products have been used/consumed in Japan, then the customs inspection cannot be done and you will not receive a tax refund.
4) Consumption Tax Refund Method and Important Points
・Please register the necessary information (passport information, where you'd like the refund to be sent to, etc.) yourself on the J-TaxRefund website.
5) After the application procedure has been completed, you will be given your tax-free goods (sold with tax included).

Procedure When Leaving Japan

6) When you are leaving Japan, please complete the customs inspection at a tax-free procedure terminal (kiosk terminal).
7) If you pass the inspection (GREEN), then you will receive a refund equivalent to the consumption tax amount.
An amount equivalent to the consumption tax less the handling fee will be refunded to the registered address・If products that underwent the customs inspection are not taken out of Japan, then the consumption tax will be collected, and you will be subject to a penalty.

⚠Important Points About the Refund Procedure

・Please complete the refund procedure on J-TaxRefund within 180 days from the day following the date of purchase.
・If a period of 180 days has passed, you will not be able to get a refund. Please register where you would like the refund sent to ahead of time.
・If you returning products you purchased, please be aware that the tax-free service handling fee will not be refunded to you.