

[Save for reference] Planning a trip to Japan? How to use TaxFree.jp, a useful guide to tax-free shopping

The Japan Shopping Tourism Organization (JSTO) has recently updated TaxFree.jp (<https://taxfree.jp/>), its tax-free information website for foreign visitors to Japan, and expanded its information services so that travelers from overseas can easily obtain information on tax-free shopping in Japan.



For everyone planning a trip to Japan! Useful information and recommended tools for more convenient, comfortable shopping

Shopping in Japan is one of the great pleasures of a trip to Japan!

From 1 November 2026, Japan's consumption tax exemption system will change to the Refund Method. Before traveling to Japan, find out what is changing and explore the useful information website.

Before you travel: key points of the new tax-free system from November 2026

The system will change from an immediate consumption tax exemption at the store to a refund after confirmation at the airport or another departure point. Payment at the store includes tax: you will first pay the tax-inclusive price when purchasing goods.

Confirmation at the airport (Customs): when departing Japan, your passport and goods are checked at a designated terminal or by Customs before you check in your baggage.

Refund afterward: once confirmation is complete, the consumption tax amount will be refunded through the designated payment method, such as a credit card.

Save it for peace of mind: how to use TaxFree.jp, the tax-free website for visitors to Japan

Make use of TaxFree.jp (<https://taxfree.jp/>), the website that answers all your questions during your trip, from “What should I do?” to “Where can I buy it?”

1. Get answers in your language (multilingual information and FAQs)

Information on tax-free shopping in Japan is provided in a wide range of languages, including English, Chinese (Simplified and Traditional), Korean, Thai, Vietnamese, French and German.

2. Ask questions 24 hours a day with AI Chat

“Is this item eligible for tax-free shopping?” “How do I receive my refund?” Simply enter your question into the chat to receive immediate guidance based on official information.

3. Video guides to a smooth refund process

Videos are available showing the steps from purchasing goods at the store to completing airport procedures and receiving your refund.

Even if you are worried about the language barrier, the visuals show you what to expect and put you at ease.

4. Over 60,000 stores nationwide! A map to find nearby tax-free shops

Easily search for tax-free shops throughout Japan, from major cities such as Tokyo and Osaka to attractive stores in regional areas.

5. Interactive content that lets you learn while having fun, just like a game

Try a simulation of shopping in Japan before your trip! Play ahead of time so you can follow the actual procedures smoothly and without confusion!

Enquiries: Japan Shopping Tourism Organization pr@jsto.or.jp