Japan Tourism Agency
Ministry of Land, Infrastructure, Transport and Tourism
METI
Ministry of Economy, Trade and Industry
National Tax Agency
Japan Customs
Japan. Tax-free Shop

The Tax-Free Shopping System Has Changed to a

Refund Method



Revised Procedure Flow

Main Revisions

When purchasing

Revision

❶ Purchase items with tax included

Register your refund information (e.g. credit card)

Select your refund method

Present your passport at the Tax-Free Shop, etc.

When departing

Revision

❷ Complete customs inspection before security (General access area)

* Within 90 days of purchase

Before checking luggage

Terminal for Customs Tax Refund Kiosk

Check luggage at the airline counter

Customs inspection

Verification

GREEN → OK → Tax-free procedures completed

RED → Check → OK → Tax-free procedures completed

RED → Check → Not OK → Not eligible for a refund

At some airports*, you can use the Visit Japan Web (VJW) instead of the terminal for Customs Tax Refund Kiosk for a faster, more convenient process

*Available within the designated wireless LAN areas (international departure lobby) at Narita, Haneda, Kansai, Chubu, New Chitose, Fukuoka, and Naha Airports

Speed up immigration procedures and tax-free store procedures by registering with the VJW before or after arriving in Japan

After customs inspection

Revision

❸ Receive your refund from Tax-Free Shop,etc.

* Refunds are processed after the customs inspection

FAQs About the Refund Method

When Purchasing



Q. Are there any restrictions on the quantity of items that can be purchased at Tax-Free Shop?

A. The items you purchase must be limited to **quantities that you can personally carry and take out of Japan upon departure.** Please ensure that you can present your purchased items at customs.





Q. I heard that the refund method eliminates the need for special packaging for snacks and cosmetics, so does that mean they can be consumed or used in Japan?

A. Though special packaging is no longer required, food, **beverages, cosmetics, and other consumable goods are not eligible for a tax refund if used or consumed in Japan.**





Q. I hold Japanese nationality but have been living abroad for over two years. Are there any changes to the verification documents I need for the tax-free procedures?

A. To verify that you have lived outside Japan continuously for two years or more, the **Individual Number Card (My Number Card)** may also be accepted in addition to the currently accepted documents.





Q. How do I go about applying for a refund?

A. The steps required to receive a consumption tax refund will be explained to you at the Tax-Free Shop you visit. Please be sure to ask when purchasing.



When Departing



Q. When should I complete the inspection procedures at customs?

A. As you need to complete inspection procedures at customs before checking your hand luggage, **please arrive at the airport (or seaport) early and complete these at the terminal provided for Customs Tax Refund Kiosk, etc.**

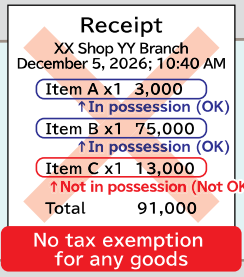
* To receive a refund, you must have your purchased goods inspected by customs officials when departing Japan within 90 days of the date of purchase. * If you are transferring from a domestic flight to an international flight before departing Japan, you must complete all refund procedures at the outbound airport.

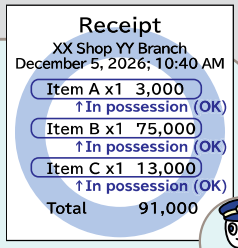




Q. I have already used or consumed some of the goods for which I completed the tax-free procedures. Can I present only the unused items for customs inspection?

A. **Customs inspections are conducted per each purchase transaction (such as a receipt).** If you are not in possession of even one item included in a single purchase transaction (such as a receipt), **none of your goods** will be eligible for customs inspection, including others you purchased.









Q. I purchased an item that cost over 1 million yen. Do I need any documents for the customs inspection?

A. When purchasing goods costing **1 million yen or more excluding tax,** customs officials may ask you to **present certificates of authenticity or warranties** along with the actual items. Having these documents ready will allow you to clear customs smoothly.







Q. If I don't take goods that have been cleared by customs out of Japan, will I be subject to a penalty?

A. The amount of consumption tax equivalent to the exempted consumption tax **shall be collected, and you will be subject to a penalty.**



For Further Information

For details on the refund method (including leaflets and FAQs), please refer to the Japan Tourism Agency and National Tax Agency websites.

Tourism Agency Tax-Free Shop Website

National Tax Agency Website

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