

## Return & Exchange Policy

< "General Products" (no need to return) >

We will exchange the products if damage and trouble caused solely by the company and if the wrong product is being sent in international transactions. However, if the same product you ordered is already out of stock, we may offer you a refund or an exchange for an alternative product by the below procedure.

### (1) Return & Exchange terms and conditions

Notify our customer service of the damage with detailed and reasonable explanation.

※ Please note that we cannot accept returns or exchanges in any of the following cases.

- Products that have been damaged or soiled by the customer.
- No product package (bag, box, or case).
- The product was not purchased from our online store.
- If more than 30 days have passed since the product was received
- If you have not contacted us in advance.

### (2) Return shipping costs

If the product is different from the ordered product, or if there is a quality problem such as damage to the product, we will reship the same product as the ordered product at our expense. ※Customers are not required to return the product.

### (3) Handling of Sale and Special sales Products

Our store does not accept returns or exchanges of sale or special sale products.

### (4) Period for accepting returns & exchanges

You must contact us Within 30 days after delivery.

\*Business hours: 10:00 - 17:00 weekdays (Japan time)

### (5) Specific steps for returns & exchanges

Please refer to the reverse side of this page.

※ Sorry, return policy will not apply to the products shipped overseas,  
due to customer's convenience.

(continued on reverse side)

## Specific steps for returns & exchanges

< "General Products" (no need to return) >

If you have received the wrong product from the one you ordered, or if the product is damaged or has quality problems, we accept returns & exchanges according to the following procedure. ※ Customers are not required to return the product.

① Please check the period for accepting returns/exchanges.

(Within 30 days after delivery)

② Please send us the invoice upon arrival and a photo of the product (condition and model number) by e-mail. ▶ Shop-Email : [contact-en@jbshop.jp](mailto:contact-en@jbshop.jp)

③ Please obtain an approval from our store that the product will be exchangeable

- ※ In case of out-of-stock,  
we will respond with a refund or exchange for an alternative product.
- ※ Refunds will be processed by bank transfer.

④ Please receive the same product (or an alternative) as you ordered.

- We will redeliver your order at our full cost.



(or more)