

Return & Exchange Policy

< "Wrappon" series (must be returned) >

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 1 year (approx. 320 days after delivery) has passed since the product was shipped from the manufacturer
- If you have not contacted us in advance.

(2) **Return shipping costs**

If the product is different from the one you ordered, or if there is a quality problem such as damage to the product, we will pay for the return shipping fee.

The procedure is that the customer pays the return shipping fee in advance, and then the refund will be made by bank transfer.

(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**

The product must be returned to us within 1 year after shipment from the manufacturer (approx. 320 days after delivery).

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

(5) **Specific steps for international return**

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 international return

<“Wrappon ” series (must be returned) >

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 according to the following procedure.

(1) **Notify our store by email that you wish to return the products and obtain our approval.**

- ① Please check the period for accepting returns/exchanges.
(approx. 320 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
- ③ Please obtain the store's approval for the return of the product.

(2) **Pack the products and clearly mark "Retuned Goods" on the outer box.**

Please pack the product and the invoice in the original package in which it arrived or in cardboard boxes provided by the customer.

※ The outer box must be clearly marked "Retuned Goods".

(3) **Complete the shipping procedures at the local post office.**

▶ Click here for a list of local post office URLs. :

https://www.post.japanpost.jp/int/ems/delivery/link_en.html

<Recommendations>.

- On the shipping label, clearly indicate [**Returned goods**].
- In the "Invoice" remarks field, check [Other for " No commercial value"].
- It is recommended that tracking/insurance services be applied as much as possible.

▶ Return address specified by our store :

Yakou Building 7F, 4-20-11 Taito, Taito-ku, Tokyo 110-0016 JAPAN

TRUSTIA CORPORATION

TEL : +81 (0)3-3834-3145

(4) **Pay the fee and email the evidence to our store.**

Please pay the return shipping fee in advance and send the receipt and a copy of the shipping label to our shop by e-mail.

We will refund your money by bank transfer after we receive the product.

(or more)