Regarding tax refund procedures

You can apply for tax refund procedures if you make purchases at our store totaling at least 5,000 yen (not including tax) in a single day. However, please be aware that certain items (such as gold and platinum bullion) are ineligible for tax refunds, and some shops do not offer tax refunds. In addition, **we will not accept product returns or refunds once cleared through customs**. Please note that tax refund procedures are only available for quantities that can be taken out of Japan.

Persons eligible for tax refunds

Tax refund eligibility	Status of residence	Eligible period for tax refunds	Required ID (in passport)
Foreign visitors	Temporary Visitor	Less than 6 months from entry into Japan	Entry permit sticker
	Diplomat/Official	No restrictions	
U.S. military personnel	Status of Forces Agreement (SOFA) member	No restrictions	Confirmation of SOFA stamp

*For more details, please speak to a staff member at the Tax Refund Counter.

***Tax refund procedures will not be possible** for persons who entered Japan via the automated entry gates and do not have an entry stamp in their passport.

Tax refund procedure

Step 1 After purchasing applicable items, visit the Tax Refund Counter **in person** on the **same day** the purchase was made.

Step 2 **Please have the following four items with you:**

❶ Items purchased

❷ Your passport **(with valid entry stamp)** or **Visit Japan Web (foreign visitors only)***1

❸ Receipts

❹ Card used for purchase (if paid by credit/debit card, etc.)

***The name on your passport or Visit Japan Web must match the name on your receipts and card used to make the purchase.**

***For electronic payments or payments via the MITSUKOSHI ISETAN JAPAN Application for international customers, bring the smartphone, etc., used to make the purchase.**

*1 Present your passport information via the Digital Agency of Japan's support service for foreign visitor procedures.

Step 3

The Tax Refund Counter will create a record of your purchase and send it to customs. We will confirm how you would like to receive your tax refund.

Step 4

Please have your purchase verified by customs at the airport when leaving Japan.

Step 5

If cleared through customs, the amount of consumption tax paid (minus the tax refund processing fee) will be refunded at a later date.

Notes

① Purchased items for which consumption tax is to be refunded must be taken out of Japan.
② Laws and regulations in some countries/regions may prohibit you from bringing in agricultural or livestock products.
③ Liquids cannot be carried into the aircraft cabin. After clearing customs at a kiosk or counter, please pack the items in a suitcase, etc., and take it to your airline's check-in counter.
④ Tax refund procedures may be suspended if a system outage or other issue prevents the transmission of purchase records.
We appreciate your understanding in such cases.
⑤ **Please note that we cannot process tax refund procedures in the following situations:**
- When we cannot confirm that tax refund procedures are being conducted by the person who made the purchase
(e.g., the names on your credit card and passport do not match)
- When you use a shareholder benefit, MICARD, or MI TOMONOKAI shopping card to make a purchase
- When you pay for the items via bank transfer, etc., instead of at the store
- When you purchase items with different payment and pickup dates (such as custom orders)