

Information Provided Under Japan's Act on Specified Commercial Transactions

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The information on this page is provided in accordance with the requirements outlined in Article 11 (Advertisements of Mail Order Sales) of Japan's Act on Specified Commercial Transactions.

Name of Distributor Amazon Japan G.K.

1-8-1 Shimomeguro, Meguro-ku
Tokyo 153-0064

Japan

If you have an account, please send any inquiries regarding the use of Amazon.co.jp via [the Contact Us page](#) (24 hours/365 days).

If you have no account, please call to Tel: 0120-899-543. Please make sure to dial correctly when contacting us. Also, you can create one [here](#).

We do not accept inquiries sent by mail. Please prepare your account or order information, including your e-mail address, the order ID, shipping ID and/or your phone number (if registered to your account) to identify your account and/or

order at issue when you contact us.)

Person in Charge

Jasper Cheung

President

Our Kindle (eBooks), Appstore product (apps and in-app products) and Alexa Skill product (Alexa Skills and in-skill products) distributor is Amazon Services International LLC, whose address is 410 Terry Avenue North, Seattle, WA 98109-5210, U.S.A. The person in charge is David Naggar.

Our digital videos, digital music, and software downloads distributor is Amazon.com Sales, Inc., whose address is 410 Terry Avenue North, Seattle, WA 98109-5210, U.S.A. The person in charge is Michael Miller.

Our Amazon Gift Cards and Amazon Coins issuer and distributor, and Specialty Gift Cards distributor is Amazon Gift Cards Japan G.K., whose address is 1-8-1 Shimomeguro, Meguro-ku, Tokyo 153-0064, Japan. The person in charge is Angela Krantz.

Pricing

Learn more about product pricing [here](#).

(Items that are subject to the resale system in Japan (saihan) are sold at fixed prices.)

Shipping and Handling Fees:

(1) Orders shipped within Japan:

Learn more about shipping fee [here](#).

Handling fee: In most cases you will not be charged a handling fee. Learn more about handling fees for COD (cash on delivery) [here](#), and handling fees for items that require special handling [here](#).

(2) Orders shipped outside Japan:

Learn more about overseas shipping and handling fees [here](#).

Gift-wrapping

Learn more about gift-wrapping [here](#).

Consumption Tax

Consumption tax will only be charged to customers residing in Japan. We charge consumption tax for all goods and services purchased by Japan based customers on Amazon.co.jp. However, consumption tax will not apply to purchases of Amazon Gift Cards Amazon Coins and products which are prepaid payment instruments.

Learn more about consumption tax [here](#).

Returns Policy

When returning an item, please do so by going to our [Online Returns Center](#) and following the instructions provided to complete the returns process.

Learn more about item returns [here](#).

Learn more about our returns policies [here](#).

Refunds: Learn more about refunds [here](#). Learn more about refunds for Amazon Marketplace items [here](#).

Return Shipping Costs: Learn more about return shipping costs [here](#).

Unless otherwise stated in the warranty of the manufacturer or stipulated by applicable Japanese and international laws, we are unable to accept returns once 30 days or more have passed since delivery, including returns claimed due to defective or damaged items.

Liability for Refunds

Amazon.co.jp is not liable for paying interest on refunds.

Delivery Period

Learn more about availability estimate definitions [here](#), and general shipping information [here](#).

Learn more about expedited shipping [here](#).

Learn more about the shipment of your order when you choose to pay by convenience store/ATM/Internet banking/e-Money payment [here](#).

Learn more about delivery periods for items requiring special handling [here](#).

Digital contents can be downloaded immediately after you purchase. For Kindle contents, digital music, and digital games and software, if you pre-order the product, you may download the product on the release date. Learn more about: Amazon Device Support [here](#); Digital Music and Digital Library [here](#); Amazon Video [here](#); Android App Store [here](#); and Digital Games and Software [here](#).

Payment Methods

Learn more about payment methods [here](#).

Learn more about handling fees for cash on delivery [here](#).

There are no handling fees for making a payment using a convenience store/ATM/Internet banking.

Payment methods for digital content can be found under the "Preferences" tab in the

["Manage Your Content and Devices"](#) section of your account.

Payment Period

Learn more about when the timing of payment for credit cards [here](#).

Learn more about the timing of payment for cash on delivery [here](#).

Learn more about the timing of payment for convenience store/ATM/Internet banking/e-Money payment [here](#).

Limitations to Purchase

Quantity and Purchase

Conditions

Some items sold in Amazon.co.jp are subject to a limitation on purchase quantity. Generally, if the limitation is not specifically mentioned there will not be a quantity limitation to purchase. However, there may be cases where we may impose such a limitation due to order and transporting situations.