TAX REFUND PROCEDURES

1 Tax Free Shop

Purchase

Tax Free Process

Get refund instructions

2 Tax Refund Operators

Sign up with Tax Refund Operators

Japan Tax Free Association

Register refund method

3 Customs at Airport or Seaport

＜Find KIOSK＞



Customs KIOSK

GREEN



OK → Proceed to 4

RED



→ TAX REFUND (Inspection by Customs)

OK → Proceed to 4

NG → NO Refund

4 Get Tax Refund

CASH

Go To Cash Refund Operators' Counter

＜For details of Cash Refund Operators＞

Cash Japan

Self Tax Refund

CASHLESS

Wait for refunds from Tax Refund Operators

IMPORTANT NOTICE

- **Multiple Operators:**
  Each shop may use a different Tax Refund Operator. You must register with each operator. Not all operators support cash refunds.
- **Customs First (Mandatory):**
  At airports/seaports, You **MUST** scan your passport at the Customs KIOSK before Check in to receive any refund.
- **Inquiries:**
  Customs officers **CANNOT** answer refund questions. Please contact your Tax Refund Operators.

税関 Japan Customs 日本海关 日本海關 일본 세관

国税庁 National Tax Agency 国税庁 國稅廳 국세청

Japan. Tax-free Shop