

Dear overseas customers

Thank you for shopping with us.

Please read the following to understand Phiten's Return and Exchange Policy.

Phiten's Return and Exchange Policy

▶ For Tax-free Items:

Phiten's tax-free products are not subject to be returned or exchanged. Please be sure to check the condition of the item before purchasing.

As a matter of principle, no repair services are available regardless of whether or not there is a written guarantee or whether or not compensation is received.

▶ For Purchases other than the above

We have taken all possible measures to ensure the quality of our products. If there is any defect, please contact the Phiten Shop in Japan where you bought the product within 3 months of purchase and bring the product and the receipt to the shop within the set period of time.

All returns or exchanges must be accompanied by the original receipt. Please keep your receipt as proof of purchase.

※ Returns or exchanges can be accepted only when the initial failure of the product or it is unused.

※ Products cannot be refunded or exchanged without the receipt.

※ The Return and Exchange Policy mentioned above is applied only to the Phiten Shop in Japan where you bought the product.

※ No return or exchange services are available at Phiten Shops or retail stores handling Phiten products in countries outside Japan.

◎ For refunds:

The refund method differs depending on the payment method.

Credit card payment ⇒ Refund to your credit card

Payment by cash or other means ⇒ Refund by cash

⇒ During your stay in Japan: The above refund policy is applicable.

⇒ When you visit Japan next time: The above refund policy is applicable.

※ Please note that you will receive a refund only when the product fails to work when taken out of the box and when it is not in use (within 3 months of purchase).

● For repairs:

As a matter of principle, no repair services are available regardless of whether or not there is a written guarantee and whether or not compensation is received.

This policy also applies to Phiten Shops and retail stores handling Phiten products in countries outside Japan.

● Request to our customers:

You are kindly requested to, together with shop staff, check the condition of the item you purchased at the time of payment.

Thank you for your understanding and cooperation in this matter.