

~Issued in January, 2025~

Consumer affairs newsletter

This newsletter regularly delivers information about common consumer trouble such as a shopping-related problem.

Topic

Problem relating to regular purchase

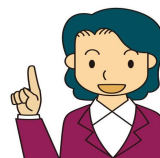
Cannot cancel the order though it should be cancelable!?



I ordered a cosmetic item advertised on SNS. The advertisement said the item was free of charge for the first-time order, and 5,000 yen from the second order onwards, but the order should be canceled anytime. The item did not agree with my skin so I tried to make a cancellation. I call the company but the line is always busy and I cannot reach them. I still cannot cancel the order.

Cited from the illustration collection of the Consumer Affairs Agency

To avoid trouble



Cited from the illustration collection of the Consumer Affairs Agency

- There are an increasing number of cases in which order cancellation cannot be made because the line is busy.
- Watch out for sweet words such as "Bargain" or "One-time offer".
- Confirm the cancellation and return policy before making purchases.
- Make sure to record the contract details, for example, by printing out or capturing a screenshot of the final confirmation screen of the sales site or application.

※Once you input some information on a purchase screen, you may receive the product even if the input was not complete.

Tochigi City consumer life center

In the Civil life department 2F of Tochigi City office main building

Open from Monday to Thursday

(Except Saturdays, Sundays, and the New Year holidays)

Opening hours: 9 a.m. to noon and 1 p.m. to 3 p.m.

Phone number: 0282-23-8899



Tochigi City's mascot Tochisukee

Consult us when you are in trouble!