

~Issued in July 2025.~

## Newsletter for Consumer Life

This newsletter will regularly inform you of frequent consumer affairs such as shopping problems.

### Topic

Problems with point-based reward websites.

### Be careful of problems with use of point-based reward websites.



Cited from the collection of illustrations by the Consumer Affairs Agency.

I saw an advertisement on SNS for the point-based reward website regarding getting 2,000-yen worth of flea market points through registration for the designated site. Thereafter, I registered my personal information such as my name/TEL on the designated 10 apps, because I thought I could get the points free of charge after cancellation during a free trial.

An invoice email for 5,000 yen per month has arrived one week later. However, I still cannot cancel it because of lack of understanding the cancellation procedure/inquiry.

## In order to avoid problems

- Carefully confirm the terms of use and cancellation conditions before registration for the point-based reward website during a free trial / campaign period, etc.
- Refrain from registering for any websites not specifying the contact address and cancellation procedure.
- The “no fixed-term restrictions (*teiki-shibari-nashi*)” will not mean the “only one time purchase allowed.”
- Some point-based reward websites aim to collect personal information. In addition, an email may be received from some business operators jointly using the user information.

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Tochigi City Consumer Affairs Center (*Tochigi-shi-Shohi- Seikatsu-Center*)

In the Citizen's Life Division (*Shimin-Seikatsu-ka*) at Tochigi City Office Main Bldg. 2F

Available Days: Monday - Thursday (excluding Saturday / Sunday / New Year's Holidays)

Available Hours: 9:00 a.m. – Noon / 1:00 p.m. – 4:00 p.m. (\*)

(\*) First consultation available until 3:00 p.m.

TEL: 0282-23-8899

**In case of trouble, consult with the Consumer Affairs Center!**



Tohisuke for a mascot of Tochigi City