



Tax exemption procedures with PIE VAT app



STEP 1

Please have your passport ready and inform our staff that you would like to make a tax free purchase. The tax free application must be completed in the store.



STEP 2

Download the PIE VAT app and create an account.



STEP 3

Make your purchase and pay the total price including tax at our store. The purchase total for a single day in the same store must be 5,000 yen or more (excluding tax).



STEP 4

Apply for tax exemption through the PIE VAT app. Please inform our staff when you have fully completed the application.



STEP 5

PIE VAT and our store staff will check the content of your application. Your purchased goods will be handed over to you after confirmation. (It will take time if your application is incomplete.)



STEP 6

Your tax-free refund minus a handling fee (1.5% of the sales price) will be credited to your PIE Wallet (app). Please check the app for instructions on how to withdraw your refund to your bank account or credit card.

Important considerations before/after purchasing

Tax exemption is not possible for persons who do not present their passport and other relevant documentation.

If you enter Japan through an automated entry gate or similar, you must receive a stamp in your passport verifying your entry date in order to apply for tax exemption.

Items purchased on the day of application are eligible for tax exemption.

Please present your passport and purchased items at customs at the airport or port when leaving the country.

When leaving Japan, please consult with airport customs regarding items that are prohibited as carry-on baggage on the airplane before completing flight check-in procedures.



Japan. Tax-free Shop