

Shimane Prefectural Government

LIFE INFORMATION FOR CONSUMERS

Watch out for Consumer Problems!

(Consultation Cases)

- My smartphone I brought to Japan cannot connect to services here (i.e. displays “no connection” message); there is a significant difference between the contract price I was told and the bill price.
- I cannot connect to the Internet optical fiber service; the shop gave me a false explanation about contract costs and monthly payment.
I want to cancel my contract, but I find it difficult to contact a salesperson.
- I was asked to pay for expensive repairs when moving out of rental housing.
- My credit card # might have been used illegally for unknown purchases.
- I ordered a brand-name watch through an online store, but the watch has not been sent to me (or the watch sent to me was counterfeit).
- I bought a used car at a dealer, which broke down the next day.

Free consultation services by licensed staff !

Shimane International Center**0852 - 31 - 5056**

Please phone, skype or come to Shimane International Center.

Consultation days: (2018)Oct.11, Nov.8, Dec.13 (2019) Jan.10, Feb.14, Mar.14

Consultation hours(phone/visit) : 10:00 to 12:00 a.m.

Skype : sic-honsho

The staff might introduce other organizations/consultation services for further assistance.

Consumers' HOTLINE**Dial 188**

If you cannot speak Japanese, please have an interpreter call 188.

Consultation service for consumers
Available by phone throughout Japan