

# Are you experiencing problems like these?



If you're having trouble with a purchase or service, don't deal with it alone. Contact your local Consumer Affairs Center for advice.

## Example 1

### The product never arrived!

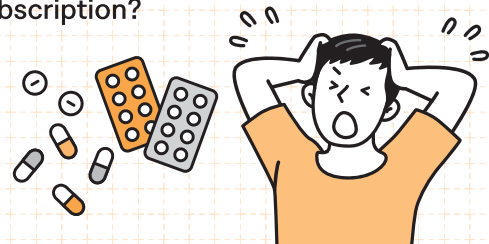
I ordered an item from an online store and paid for it, but the product never arrived. I tried calling the store, but I can't get through.



## Example 2

### I thought it was just a trial...

I bought a health supplement at a discounted price, thinking it was a one-time trial, but the same product was sent again the following month. How can I cancel the subscription?



## Example 3

### There's an issue with my smartphone contract

When I signed up for a smartphone plan, I was told the monthly fee would be cheaper if I added a package of services. I felt pressured and ended up agreeing to the contract.



## Example 4

### There's an issue with my rental contract

When I moved out of my apartment, I was told that my security deposit would be used to cover renovation costs, so it was not returned. But I thought I kept the apartment in good condition.



Check this, too!

National Consumer Affairs Center website (English version)

You can find many examples of consumer consultations and useful information about consumer issues.

[https://www.kokusen.go.jp/ncac\\_index\\_e.html](https://www.kokusen.go.jp/ncac_index_e.html)




# Please feel free to contact us!

Free  
consultation


The Okayama Prefecture Consumer Affairs Center provides consultation services for residents of Okayama Prefecture who have complaints or problems related to products or services. We offer advice and help mediate to resolve consumer issues.

## Consumer Hotline

 **TEL:188 (No area code needed)**

- We will connect you to a Consumer Affairs Center or consultation office in your area.
- Standard Navi Dial call charges apply.

## Okayama Prefecture Consumer Affairs Center (2-13-1 Minamigata, Kita-ku, Okayama City)


 **TEL:086-226-0999**

 **Consultation Hours: Tuesday – Sunday, 9:00 am – 4:30 pm**

\* Closed on national holidays and New Year holidays

## Okayama Prefecture Consumer Affairs Center – Tsuyama Office (53 Yamashita, Tsuyama City)

 **TEL:0868-23-1247**

 **Consultation Hours: Monday – Friday,  
9:00 am – 12:00 pm & 1:00 pm – 4:30 pm**

\* Closed on national holidays and New Year holidays

\* If you do not speak Japanese, please come with someone who can speak Japanese. Consultations are also available by phone.

## Okayama Prefecture Foreign Residents Consultation Center

 **TEL:0120-007-173**

(Monday – Saturday, 9:00 am – 5:00 pm)

Consultation is available in about 20 languages using telephone interpretation services.

 <https://www.opief.or.jp/consulting/#1>

