

# Tax Refund

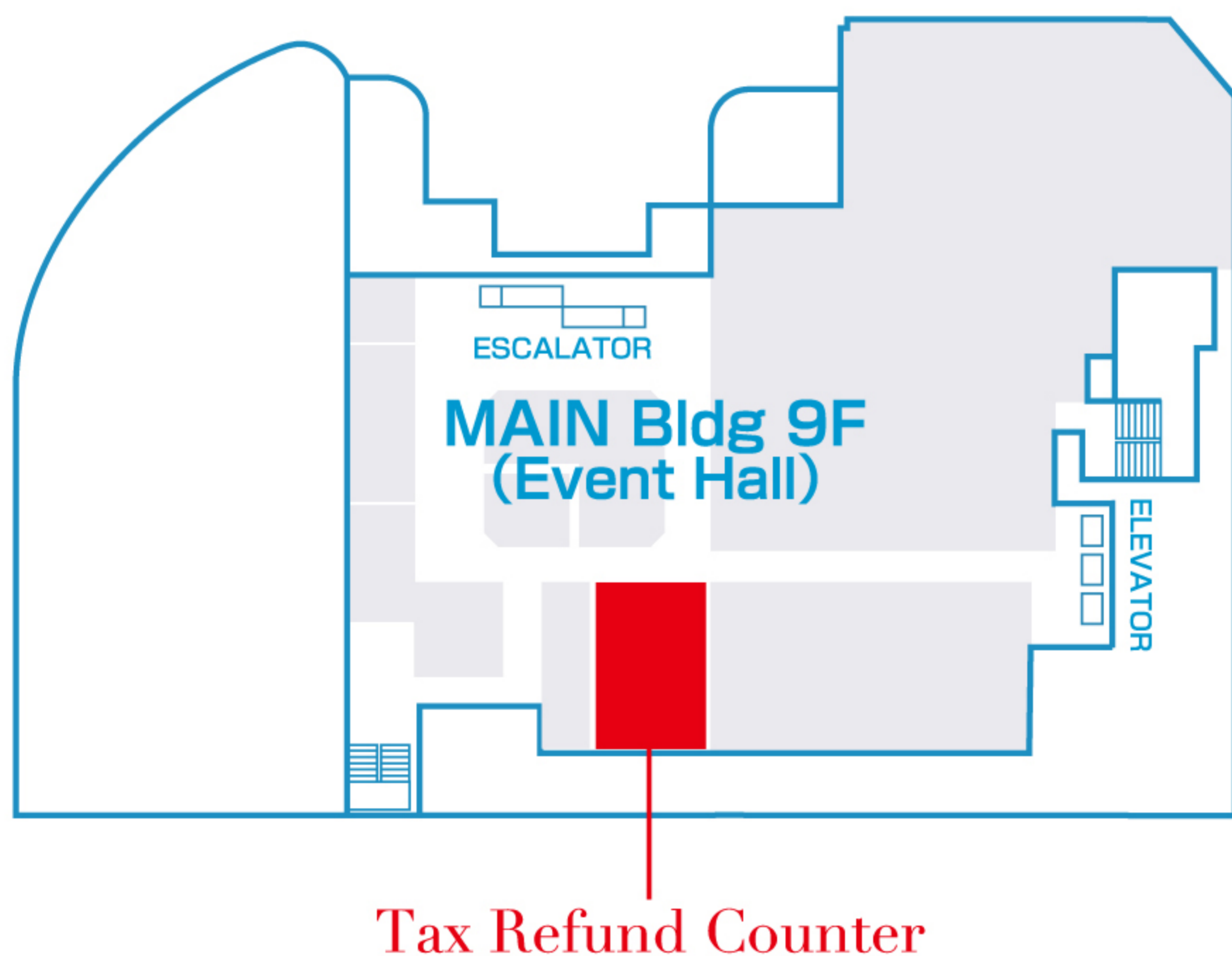
- Please review the list of applicable products and conditions for receiving a tax refund, and bring any eligible products to the Tax Refund Counter to receive a tax refund. A service fee of 1.55% of the pre-tax price of the taxed item that you are claiming will apply. (The tax refund service fee will not be refunded even if the product is returned.)
- Please come to the Tax Refund Counter as soon as you can, as it becomes very crowded at closing time.

Where to apply	● 9F (Main Bldg.) — Tax Refund Counter (Voucher Sales Counter)	
Eligibility for claim application	<ul style="list-style-type: none"> <li>● Non-resident foreign citizens with "Temporary Visitor," "Diplomat," or "Official" visa status who have been in Japan no longer than 6 months. (No proxy applications allowed)</li> <li>● Non-resident Japanese citizens who can provide documentary proof of residing outside of Japan continuously for at least 2 years. (No proxy applications allowed)</li> </ul>	
Application period	● Day of the purchase (during business hours)	
Documents to present	<p>① Items purchased</p> <p>② Passport of the person applying for refund (copies are not accepted; a relevant entry stamp must be presented)</p> <ul style="list-style-type: none"> <li>● Diplomats are required to present their "DS card"</li> <li>● Crew members are required to present their "Crew Member's Landing Permit"</li> <li>● Non-resident Japanese citizens must provide proof (proof of residency or copy of Supplementary Family Register) of residing outside of Japan for at least 2 years.</li> </ul> <p>③ Receipts (handwritten receipts not acceptable)</p> <p>④ Credit cards or other cards used (if used)</p> <ul style="list-style-type: none"> <li>● The cardholder name must be the same as that of the passport holder</li> <li>● Corporate cards are not accepted</li> </ul>	
Eligible Items	General items	Consumable items
	Clothing • Fashion accessories Watches • Accessories Household items *Excluding some specialty shops	Foods Beverages (incl. alcoholic beverages) Cosmetics • Medicine *Excluding some specialty shops
Eligible Amounts	Minimum purchase amount at the store on the same day 5,000 yen (not including tax)	Minimum / maximum purchase amount at the store on the same day Minimum 5,000 yen and maximum 500,000 yen (not including tax)
Packaging	Not specified	Packaged as specified by the government. Do not open the packaging until you are out of Japan. If you consume the item inside Japan, you will be charged the consumption tax.
General items and consumable items combined	<ul style="list-style-type: none"> <li>● Minimum / maximum purchase amount at the store on the same day Minimum 5,000 yen and maximum 500,000 yen (not including tax)</li> <li>● The same conditions for consumable items apply to packaging.</li> </ul>	
Refund Method	<ul style="list-style-type: none"> <li>● Cash</li> <li>● WeChat Pay, Alipay</li> <li>● Credit Card (The card user must be verified as the authorized cardholder)</li> </ul> <p>〈These credit cards are accepted〉 VISA, Mastercard, American Express®, Diners Club, Union Pay</p>	



## Tax Refund Counter (10:00~20:00)

- 9F (Main Bldg.) — Tax Refund Counter (Voucher Sales Counter)
- 本馆9F 退税柜台 (购物券卖场)
- 본관 9층 면세 카운터 (상품권 매장)



9F

Kobe Hankyu  
神戸阪急  
고베 한큐

**Hankyu**

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Opening Hours 10:00-20:00  
[www.hankyu-dept.co.jp/kobe/](http://www.hankyu-dept.co.jp/kobe/)