

From November 1, 2026

Tax Refund System for Shopping in Japan

Refunds will be credited back to the credit card used for the purchase at the Kumamoto Airport.

Cash refunds are NOT available



1 Purchase with Tax



You pay consumption tax at the store register for shopping.

You must register a refund method (credit card, bank transfer, or payment app) at the time of purchase.

2 Departure Procedure



Complete the procedure at the dedicated tax refund kiosk when departing Japan.



If marked **GREEN**, the procedure is complete.



If marked **RED**, Customs check required.



Caution

Please complete the procedures before checking in your baggage.

3 Customs Inspection



You may be required to present your purchased items to customs.

Notes

If Customs cannot confirm purchases, a refund may not be available.

4 Refund from Tax-Free Retailers

Credit Card



Bank Transfer



App Transfer



Your refund will be issued after Customs confirmation is completed.

① Refunds will be made to the cashless refund method (credit card, bank transfer, or payment app) registered in Step 1.



At the Kumamoto Airport, refunds are only available through registered cashless refund method such as credit cards, bank transfers, and payment apps.

Cash refunds are NOT available.

* Refund services are provided by private operators, not by Customs.



Procedure Location

1 F

TAX REFUND



International Airline
Check-in Counter

Domestic Airline Check-in Counter

Domestic Arrivals

International Arrivals

Information Counter

A

Entrance/Exit

B

Entrance/Exit

C

Entrance/Exit



Japan Customs
Website

Scan this QR code
to see information.



Japan Tourism Agency
Website

Scan this QR code
to see detailed
information about
the system.



Kumamoto Airport Map



Please complete
check-in
before your flight.

