

Guide to Tax Exemption (Refund) Procedure for International Visitors

～at Kansai International Airport～

From 1 November 2026, Japan's tax-free shopping system for international visitors will be shifted to **"Refund Method"**. Under this new method, the consumption tax equivalent will be refunded after Customs confirms at the airport that the purchased goods are being taken out of Japan with the visitors.

Current System (Until the End of October 2026)

Tax-Free Store



Purchase
Tax-Free



Shopper

Customs
confirmation



Customs

Departure



If Tax-Free goods are not confirmed,
consumption tax will be collected.

Refund Method (From 1 November 2026)

Tax-Free Store



Purchase
Tax Included



Shopper

Customs
confirmation



Customs

Departure



After Customs confirmation, your refund
will be issued by the Tax-Free Stores, etc.

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Customs Procedures at Departure

- To receive a refund of the consumption tax equivalent on tax-free purchases, you must complete the procedure using either method ① or ② below.

Please note that the tax refund kiosk at the airport might be congested. To ensure your smoother procedure, we recommend the method ②, Wi-Fi method.

- ① Scan your passport at the tax refund kiosk installed at Kansai International Airport and complete the procedure.
- ② Use Visit Japan Web and complete the procedure using a smartphone or similar device connected to the dedicated Wi-Fi service within the designated areas of the international departure.

After completing the procedure above, the system will notify whether a Customs inspection is required.

- **Green Status:** All procedures are completed, please proceed to the boarding gate.
- **Red Status:** Please proceed to the Customs inspection area for Customs inspection.

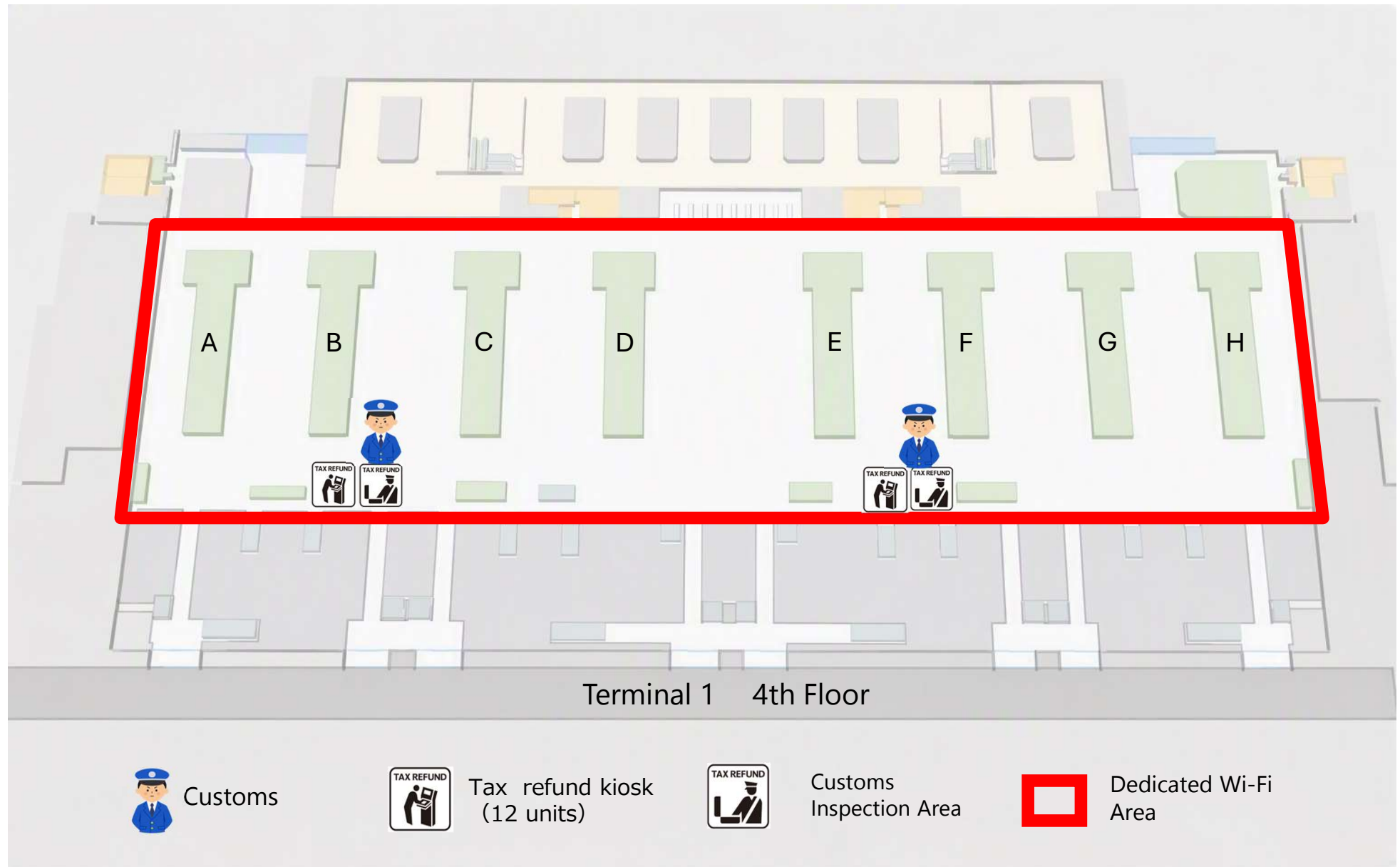
Note:

- **Please complete the tax refund procedure before checking in your baggage.**
- **A connection to the dedicated Wi-Fi network is required to complete the Wi-Fi procedure.**
- Locations of the dedicated Wi-Fi area, tax refund kiosk and the Customs inspection area in **Terminal 1** are shown on **P.3**.
- Locations of the dedicated Wi-Fi area, tax refund kiosk and the Customs inspection area in **Terminal 2** are shown on **P.4**.

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Dedicated Wi-Fi area, tax refund kiosk and the Customs inspection area in **Terminal 1**



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dedicated Wi-Fi area, tax refund kiosk and the Customs inspection area in **Terminal 2**

