

# Lost and Found

Please check the following notes and contact us at the email address below.

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## Important Notes

- Lost items found outside the following areas are not held by Customs:
  - Before immigration procedures for international flights at Terminal 2 (after getting off the plane to the customs inspection area)
  - After departure procedures for international flights at Terminal 3 (after security screening to the boarding gate)
  - Before immigration procedures for international flights at Terminal 3 (after getting off the plane to the customs inspection area)
- For items left in other areas, please contact [the airport management company via “Find Chat” or your airline.](#)
- Please configure your email settings to allow messages from the domain (@customs.go.jp).
- Inquiries received outside business hours (9:00–17:00) or on weekends and public holidays will be answered on or after the next business day.
- We will make every effort to respond promptly, but please note that response times may vary depending on the time of receipt, receiving status, and the details of your inquiry.
- Some items may require payment of taxes when picking them up.
- In principle, lost items will be handed over to the owners. If someone else is to pick up the item, a letter of attorney and a copy of the owner's passport will be required.
- Personal information provided will be used only for responding to inquiries and returning lost items.

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## Inquiries by email

When sending your email, please write the following information:

- **Subject:**[Lost and Found] Date when the item was lost, Lost Item  
*Example: [Lost and Found] November 28, Wallet*
- **Date when the item was lost**
- **Location where the item was lost**
- **Lost Item**  
*Please provide a detailed description of your lost item (such as dimensions, shape, color, brand name, and for electronic devices, the serial number).*  
*Example: Wallet (long wallet, black, brand name, containing a driver's license and a credit card under the name ZEIKAN TARO)*
- **Please let us know if your item contains valuables such as cash or identification documents**
- **Name of the person who lost the item**
- **Name of the person making the inquiry and relationship to the person who lost the item**
- **Contact phone number**

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## Contact Email Address

**tyo-haneda6931★customs.go.jp**

*(Note: Please replace ★with @ when sending the email.)*