

Sports-W

Online Store Shipping Regulations for Non-Residents / International Visitors (Hotel Delivery)

These regulations apply to international visitors placing orders for delivery within Japan.
Please review all conditions before completing your purchase.

1. Stay & Delivery Conditions

Category	Requirement	Notes
Accommodation	Accepted: Hotels with a front desk (general or business hotels capable of receiving luggage).	Not Accepted: Airbnb, private residences, or any form of private lodging.
Check-in Details	Check-in date and estimated duration of stay must be clearly specified upon ordering.	
Stay Duration	Minimum stay of five (5) full days is mandatory, including weekdays.	This minimum duration accounts for potential delivery delays due to traffic, weather, or other unforeseen circumstances.
Contact Number	Must provide a domestic Japanese phone number that is reliably reachable.	The phone number of the hotel front desk is acceptable if the hotel confirms they will handle package communication for the customer. It is the customer's responsibility to confirm the hotel's policy on accepting personal packages.
Addresses	The Shipping Address must be within Japan. The Billing Address must be an international (non-Japanese) address.	

2. Order & Acceptance Liability

Condition	Regulation
Cancellation	Strictly no cancellation after payment has been completed.
Non-Acceptance	No returns or refunds will be issued if the customer is unable to receive the product for any reason (e.g., failed hotel acceptance, customer checkout).
Exceptions	Exceptions for unavoidable circumstances (such as natural disasters) will be handled on a case-by-case basis.
Delivery Period	The period from the date of order to the customer's hotel check-in date must be within two (2) weeks (14 days) .
Liability	Our responsibility is fulfilled once the product is handed over to the shipping carrier. We assume no liability for subsequent loss, damage, delivery delay, or refusal of acceptance by the hotel/customer.

3. Fraud Prevention & Tax

Condition	Regulation
Identity Verification	For fraud prevention, we may require a copy of your passport or hotel reservation confirmation upon request.
Tax Status	Purchases from this store are NOT eligible for consumption tax exemption (duty-free) . Japanese consumption tax will be charged on all sales.
Export/Customs	Any customs declaration, duties, or taxes incurred when carrying the purchased item out of Japan are the sole responsibility of the customer .

4. Important Request Regarding Order Timing

We kindly ask that you complete your payment/purchase at longest **two (2) weeks (14 days)** prior to your desired delivery date (your hotel check-in date).

This lead time is requested for the following reasons:

- It ensures your travel plans are firmly established, minimizing the possibility of cancellation.
- It allows us sufficient time to ship your product securely, enabling delivery to the hotel several days before your check-in, when package acceptance is typically easier for the hotel staff.

5. Return Policies for Non-Residents/International Visitors (e.g., Hotel Delivery)

Based on our **Shipping & Return Policies** (<https://sports-w.com/faqs>), we are renewing our Return Policies for International Visitors (Hotel Delivery).

Items purchased at <sports-w.com> can be returned within **14 days (including weekends and holidays)** after the item arrives.

Returns are possible only if the purchaser or the receiver **must physically take possession** of the product, and the return is processed **within 14 days** after the product arrival. Returns are not accepted if the product cannot be received, return shipment cannot be arranged, the deadline is exceeded, or the product has left Japan once.

We cannot accept returns if any of the following happens:

- The product has been **used** even once.
- Any **alterations or modifications** have been made to the product.
- **Tags, labels, or protective seals** have been cut or removed.
- The product has been **submerged in water** or exposed to excessive moisture.
- The product shows any **scratches, stains, or signs of damage/dirt**.
- You cannot complete the return shipping arrangements while you are in Japan.
- The returned product arrives at our warehouse **after the 14-day deadline**.
- The product **has left Japan** for any reason.

Return Procedure and Conditions

1. Return Period and Shipping

- All returns must be shipped back to us **within 14 days** of the product arrival date. This 14-day period includes weekends and public holidays.
- The customer is responsible for all return shipping costs (**Prepaid Shipment**). We will not accept packages sent via cash-on-delivery (C.O.D.) or freight collect.
- We will provide you with the specific return address and details regarding necessary enclosed documents separately.

2. Packaging and Method

- The returned product must be sent back using a **traceable shipping method** (such as a parcel delivery service) and must be prepaid by the customer.
- The item must be returned in the **exact same condition** as it was upon arrival, including all original packaging, boxes, and protective bags.