

# Ibaraki Prefecture Consumer Affairs Center

Call this number for help!

**TEL 029-225-6445** Office **029-224-4722** FAX **029-226-9156**

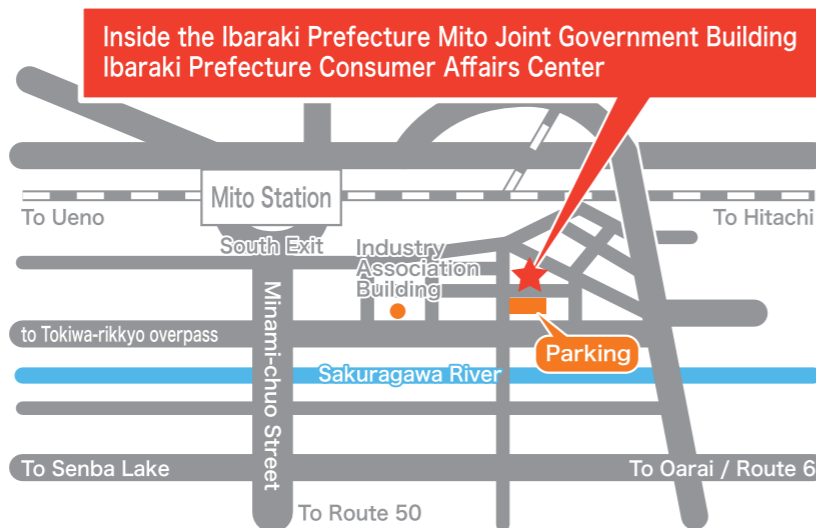
**Consultation hours** Monday through Friday **9:00~17:00**  
 Sunday **9:00~16:00** On Sundays, phone consultations only  
 Closed on Saturdays, Holidays, and New year's Holidays



<https://www.pref.ibaraki.jp/seikatsukankyo/syose/navi.html>

### Location

1-3-1 Saku-machi,  
Mito-shi, 310-0802  
(First floor of Mito Joint  
Government Building)



# Guide to Consumer Rights Consultations

英語版 (English)



Ibaraki International Association  
**Consultation Center for Foreigners** Consultations are free of charge and strictly confidential.  
 Consultations with a lawyer and an interpreter are available.

Call us at this number for a consultation!

**TEL 029-244-3811** FAX **029-241-7611** One hour break from 12 pm to 1 pm.

**Consultation hours** Monday through Friday **8:30~17:00**  
 except National Holidays and the New Year's Holidays

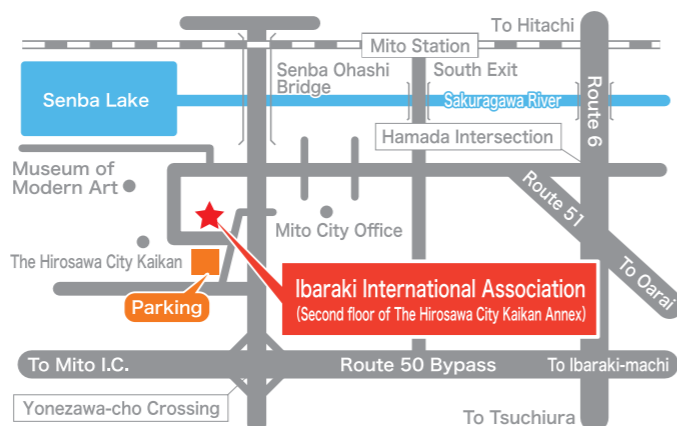
Monday	Tuesday	Wednesday	Thursday	Friday
Japanese English Vietnamese	Japanese English Korean Spanish	Japanese English Chinese Thai Vietnamese	Japanese English Portuguese Tagalog Indonesian	Japanese English Thai
Chinese (13:30~17:00)				Sinhalese (13:30~17:00)



<https://www.ia-ibaraki.or.jp/consultation/support-center/>

### Location

745 Ushirogawa, Senba-cho,  
Mito-shi, 310-0851  
Second floor of The Hirosawa  
City Kaikan Annex



# Ibaraki Prefecture Consumer Affairs Center

## ☑ Type of Consultations Available at the Consumer Affairs Center

### Any issues related to products and services

- ☑ Transaction methods
- ☑ Contracts
- ☑ Product quality
- ☑ Performance
- ☑ Safety

Please contact us if you need information or if you have any questions or doubts about any other consumer-related issues.

We will work together to help you reach a resolution.

## ☑ Consultation Method ／ In the case of foreign language consultation, an interpreter is required.

Please call or visit the Consumer Affairs Center with a reliable person who is fluent in Japanese.

Go to the Ibaraki International Association on the day they provide interpretation in your language and call the Consumer Affairs Center with the help of the interpreter of the association.

Call the Ibaraki International Association on the day they provide interpretation in your language and ask for help from the interpreter of the association to arrange a three-way call with the Consumer Affairs Center.

※Consultations at the Ibaraki International Association are only available on weekdays.

### How to arrange a three-way call (Triophone)?

### Three-way consultation.



Step 1

Call a consultant at the Ibaraki International Association (029-244-3811) and ask for a three-way call with the Consumer Affairs Center.

Step 2

The Ibaraki International Association consultant will call the Consumer Affairs Center and establish a three-way call.

Step 3

Three-way consultation with an interpreter (interpretation is provided by the consultant of the association)

## ⚠ For a consultation ⚠



The person in question must contact us him or herself.

Do not panic by yourself. Contact us immediately to keep your loss at minimum.

In the resolution phase, Consumer Affairs Center's consultants cannot represent either parties.

The Consumer Affairs Center does not oversee or direct businesses in any way.

After being advised by the Consumer Affairs Center's consultant, the contractor must directly negotiate with the business. However, if a business does not respond to negotiations, the center can mediate from a neutral position to assist you in reaching a resolution.

## Explain to us your problem as concretely and accurately as possible.

- ☑ What did you buy, how much did it cost, and when and where did you buy it? (Please have any written documents such as contracts ready.)
- ☑ What is the problem and how would you like it solved?
- ☑ Is the contract a cash transaction? Do you have a receipt? Do you have any credit agreement document?
- ☑ Are there any marks or labels attached to the product giving information such as the manufacturer, name and address of the retailer, product name, model or manufacturing number?
- ☑ Bring purchased items or, if you cannot bring them, have photographs ready.



# Ibaraki International Association Consultation Center for Foreigners

Consultations are free of charge and strictly confidential. Consultations with a lawyer and an interpreter are available.



## Q What is the Consultation Center for Foreigners?

A This consultation center was established to assist foreigners in Japan.

## Q What type of consultations are available?

A You can have consultation regarding all types of issues related to life in Japan such as visa status, laws, work, marriage, education, and other issues.

## Q How are consultations conducted?

A Consultations are conducted through phone calls or face-to-face meeting.