

Important Information about Japanese Customs, Duty, and limited & restricted items.

You will have to pay Import duty if your order value is more than 16000 yen.

As long as you purchase products from iHerb for your personal use, you won't pay Custom duty and taxes if the order value is less than 16000 yen and the weight is less than 10 kg (22 LBS) per line item. (All items must be permitted to import to Japan.) **Please note: iHerb Reward Credits are Taxable.** Please make sure your order value plus Reward Credits are less than 16000 yen to avoid duty and taxes.

When you place a large order, please be careful with value and quantities and weight for products.

If Customs officers doubt that your order is not for personal use, your order might be stopped at Customs and will be sent back to us.

Please see the link below for quantities which are allowed for personal importation
http://www.customs.go.jp/english/c-answer_e/imtsukan/1806_e.htm

Generally speaking, you are allowed to import 2-months supply of Supplements and 24 quantities per line item of Cosmetics which includes Shampoos, Conditioners, and Soaps.

On the food item, 10kg (22 LBS) per line item is allowed to import to Japan. If you are buying heavy items such as protein and juice, please make sure that weight is less than 10 kg (22 LBS).

Please Note: Maximum weight in shopping cart for UPS, DHL is 150 LBS and Yamato Transport is 45 LBS.

First Class Postal shipping option will show up if your basket has a value of \$80.00 or less and weighs up to 3 pounds (1.361kg).

Please Note: No tracking information available for First Class International, even though you may get tracking information via email.

There is a Rate of Exchange which is used for calculating Custom duty. If you are interested, please see the link below.

http://www.customs.go.jp/english/kawase/index_e.htm

You should be able to find out if your order value is under 16500 yen or not. You must guess which date your order will pass the customs. (NOT the date you placed an order.)

Please do not make multiple orders within same day.

The total values of multiple orders have to be less than 16000 yen to avoid Custom duty and taxes. Also if total quantities of orders go beyond the permitted quantities, you will have to give up some of them or the worst scenario, your order will be sent back to us. Same thing applies to the weight limitation.

Please note: if customs confiscates any restricted items from your order we will be unable to refund you for the item.

If your order is returned to us due to banned / restricted products, a wrong address, or because no one was there to accept delivery of your order, we will refund your credit card as follows: You will be refunded the total amount of the order minus the shipping charge and 20 percent of the value of the order as a re-stocking fee. We will also subtract any other outside charges we have incurred during shipping, such as warehousing fees, return postage fees, etc.

Even though they might pick up shipments to our warehouse, there is no flight during weekend. If you place more than one order Friday through Monday, all of your orders might be on the same plane on Monday. That means multiple orders pass the Customs same day. That's something we would like to avoid. Since Yamato Transport can take only one order per day, please consider using DHL, UPS or USPS if you really need to make multiple orders.

There is more links for restricted items to Japan.

http://www.customs.go.jp/english/c-answer_e/kinseihin/2001_e.htm

As a general rule however, we suggest that you don't order any hormones, such as DHEA, Pregnenolone, HGH, 7-Keto etc.

Please Note: As of July 2009, Hemp products and any meat products are not allowed to bring into Japan.

If you need more help, please visit the link below and consult customs counselors.

http://www.customs.go.jp/english/c-answer_e/sonota/9301_e.htm