

How to Get Help from the Fukui Consumer Affairs Center

English



When you buy something or use a service...

Please come and consult at Consumer Affairs Center if you have issues with it.



Have you ever encountered these issues

Fukui

Problems online

- You ordered a product by email but I haven't received the product
- The product you bought was counterfeit or defective
- You ordered a product thinking it seemed cheap but then realized you had been enrolled in a subscription service.
- When you were browsing a website, a popup appeared requesting to "pay money."
- You received an email asking you to pay for something regarding services or products you were not aware of.



Problems in everyday life

- You received a phone call or letter asking you to pay for something regarding services or products you were not aware of.
- Pyramid schemes/MLM : you lost money after you were told "you would get rich if you purchased a lot of products and then told your friends to purchase those products."



Problems when using a product.

- You got injured because your bicycle suddenly broke down
- Your portable charger caught on fire while you were charging your cellphone



If you have issues like these, please consult the Consumer Affairs Center
You can also use a translator or interpreter* to consult in a foreign language.



*Please tell the Fukui Consultation Center for Foreign Residents that you will consult with the "Consumer Affairs Center"

What to keep in mind when you consult us:

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Whoever is having the issue should contact us directly.



You don't need to worry about this alone: consult us as soon as possible so that we can avoid the issue worsening.



Our consultants cannot act on your behalf to resolve the issue.

You will listen to the advice of the consultant and talk to the company directly.

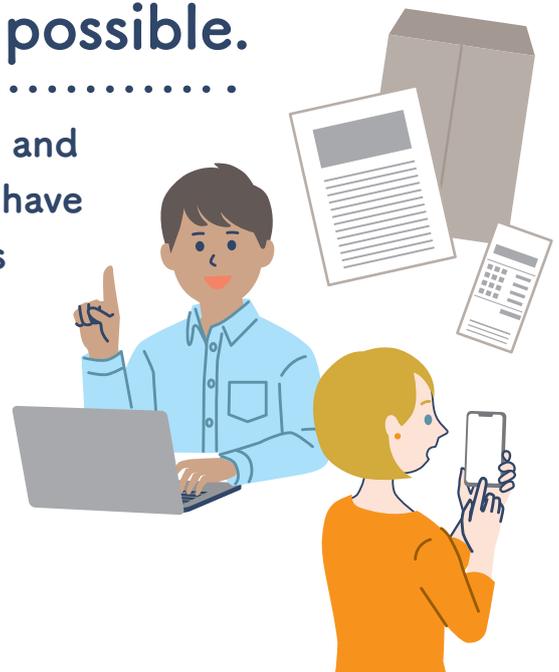
If you have issues such as the company refusing to discuss the matter with you, our consultants will assist you.



Please explain to us your concern in as much detail and as accurately as possible.

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- 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?
- Bring purchased items or, if you cannot bring them, have photographs ready.



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Free!



Confidential!

People living in **Reihoku**

**Fukui Consumer Affairs Center
(AOSSA 7nd Floor)**

1-4-1 Teyose, Fukui City, 910-0858
(AOSSA 7nd Floor)

TEL (0776) 22-1102

Consultation hours: 9:00 ~ 17:00

Closed on: National Holidays,
Substitute Holidays and
December 29-January 3



Reinan

For People living in **Reinan**

**Fukui Reinan Consumer Affairs Center
(Shirahige Business Building 3rd Floor)**

112 Obama Shirahige, Obama City 917-0069
Shirahige Business Building 3rd Floor

TEL (0770) 52-7830

Consultation hours: 9:00 ~ 17:00

Closed on: 3rd Sunday National Holidays,
Substitute Holidays and
December 29-January 3



▼ Consultation for other problems in your daily life ▼

**Fukui Consultation Center
for Foreign Residents**

Closed on: Monday, National Holidays,
Substitute Holidays and
December 29-January 3

TEL: (0776) 88-0062

In-person interpretation languages available:
English • Chinese • Portuguese • Vietnamese



**Fukui Reinan Consultation Center
for Foreign Residents**

Closed on: Monday, 2nd, 4th and 5th Sunday
of the month, National Holidays,
Substitute Holidays and December 29-January 3

TEL: (0770) 21-3455

In-person interpretation languages available:
English

