

Consultation for consumer affair issues

A specialized consultant supports you to find a solution for consumer affair issues, such as trouble over product- or service-related contracts, damage due to fraudulent business practices, multiple debts, and product-related accidents.

For instance, are any of these issues causing you trouble?
Please contact us if you encounter problems like these.

Case ①

I signed the contract because I was told that the price for the smartphone model would become cheaper, but it didn't.

Case ②

I paid the full amount by mail order, but the product didn't arrive.



Case ③

I was accidentally registered to an adult site with one click.

Case ④

The used car that I bought "as is" broke down, so I want a free repair.

Case ⑤

Should I pay the high repair cost that was charged when I moved out of the apartment?

We are here to consult for any issue at all!

If you can neither communicate in Japanese nor bring anyone who can interpret, please come to our division more than 10 days before your preferable consultation day and fill out the Interpreter Dispatch Application Form.

We will forward the information to Sano International Exchange Association to request an interpreter for you.

Our division and the interpreter will adjust the consultation schedule and inform you of the date and time. Please come to our division 5 minutes ahead of the time.

Consumer Affairs Center

Place : Sano City Office (1 Takasago-cho, Sano)

Monday to Friday 9:00 a.m. to 4:00 p.m.

(Closed on public holidays and December 29 to January 3)