

Packing options

We handle your packages very carefully after arriving at our warehouse. If you prefer to have more solid packing, and/or to make your package lighter, we have these optional services.

Weight saving options

Discard inner boxes and shoe boxes



Free

We reduce the weight of your package by discarding inner boxes, shoe boxes, etc.

Discard flyers and catalogs



Free

We reduce the weight of your package by discarding flyers and catalogs from stores.

Discard receipt, warranty card



Free

We reduce the weight of your package by discarding delivery receipts, statements, and warranty cards for goods enclosed from stores.

Disclaimer

*If you select this option and damage occurs to the product during shipping, our compensation service may not apply. [Click here for our Customer Protection Plan.](#)

*When you select these options, we will determine which items to be disposed. (It is not possible that you specify which items to be disposed.)

Extra packing options

Waterproof bag



200 JPY

Wrap items in a large plastic bag to provide waterproof protection during shipping.

Irregular package



1,500 JPY

Pack long, thin, and flat items that are difficult to pack in regular boxes.

Examples: golf clubs, interior materials, etc.

Protective packing

5.0kg or less 400 JPY
5.1kg-10.0kg 600 JPY
10.1kg or more 800 JPY

Protect your package from drops and shocks during shipping.

- Reinforce the outer box by using a designated box for international shipping.
- Reinforce the inner box for glass bottles (Japanese Sake, wine, etc.).

The price will vary depending on the weight after packing.

Disclaimer

*The "Waterproof bag" option involves wrapping all the items in a large plastic bag to protect them from water outside. Please note that it does not provide waterproofing for each individual item inside the bag.

*The "Waterproof bag" option does not guarantee complete waterproofing. Please note that the items may get wet depending on the cargo handling during shipping.

*About the "Irregular package", if the item cannot be packed in regular-sized boxes, an irregular package fee of 1,500 JPY will apply. Please note that we may not be able to pack or ship items depending on their size and weight. If you need assistance, [please contact customer support](#).

*Even if you select the "Protective packing" option, we may not use a designated box if the package we receive at the warehouse is already strong enough, or if the item cannot fit into a designated box due to its size or shape. In such cases, the option fee will not be charged.

*The "Protective packing" option includes a designated box made with special materials to ensure the package's strength. However, it does not guarantee that all problems will be prevented during shipping.

*For the "Protective packing" option, we will determine which items to pack with the designated box.

Priority option

*The following options cannot be selected for auto shipping.

Priority packing

1,000 JPY

Offer faster packing. Please refer to the estimated time for packing completion as below.

| Time of packing request | Estimated time to complete packing |
|-------------------------|--|
| Request by 09:00 (JST) | Packing completed by 12:00 (JST) on the same day |
| Request by 12:00 (JST) | Packing completed by 14:00 (JST) on the same day |
| Request by 14:00 (JST) | Packing completed by 16:00 (JST) on the same day |
| Request by 16:00 (JST) | Packing completed by 18:00 (JST) on the same day |

Disclaimer

We may not be able to complete packing by the time specified above if it is peak season and/or we need to contact you to complete packing. In such cases, the option fee will not be charged.