

How to buy from overseas?

(Information retrieval: 2021/08/24)

You can buy goods and items on e-LineUP!Mall through different websites providing services (shopping proxy service) that will purchase, receive and ship the elements to your country.

For example, on e-LineUP!Mall, you can find 3 of those websites for people who cannot buy from overseas.

Each website (tenso.com, Buyee, FROM JAPAN) has its own process, fees, etc. and it is up to the customer to choose which service to use. In addition, you will find here information about CDJapan on which Hello! Project items are also available.

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****** About the customs procedures, please check directly with each website.

** Prices and process are just for information and might change.

- 1. tenso.com pages 2 & 3
- 2. Buyee pages 4 & 5
- 3. FROM JAPAN pages 6 & 7
- 4. CDJapan page 8

1. tenso.com

tenso

- A. <u>Languages supported</u> Japanese, English, Chinese and Korean
- B. Shipping method

- Available shipping methods: EMS (Express Mail Service), AIR (Airmail), SAL (Economy Airmail), Surface Mail All the details here: https://www.tenso.com/en/static/guide_deliver_index

- C. <u>Fees</u>
 - Handling fees = from **50** yen
 - Shipping fees = from 530 yen
 - Optional service with a package consolidation:

Application fees = 200 yen + Service fees = 300 yen (for every added package)

All the details here (you can check the shipping fees depending on the weight and country): https://www.tenso.com/en/usage_fee

- D. Payment methods/currency
 - PayPal, VISA, Mastercard, American Express, JCB, UnionPay

- You may pay in your own currency (*Certain currencies may not be supported, in this case it will be made in USD) after the payment method registration on "My Page"

- E. <u>Registration Process</u> (documents needed to prove your identity): 2 registrations needed, tenso & e-LineUP!Mall
 - https://www.tenso.com/en/pre_regist/input
 - o Register Email Address or sign up with facebook



- After the registration, you will get a unique Japanese address that you can use on e-LineUP!Mall
- Following this, you are asked (due to the Japanese law) to confirm your identity. Click on "Submit Proof of Identity"
- "If you do not possess your identification documents in hand, we sincerely recommend Buyee, a proxy shopping service provided by tenso, inc. Buyee will purchase products on your behalf therefore identification procedures are not required."

All the details to verify your identity and other questions are explained here:

https://faq.tenso.com/pkb_Home?l=en_US

 Once finished, you can finally start shopping on e-LineUP!Mall Identity verification is required before we can send your package to you. According to Japanese law, from 2013.04.01, all package forwarding companies must perform an identity and address verification check before we can send out items. • You can shop at Japanese stores before completing identity verification, however, parcels are unable to be shipped to you under the drcumstance. Belease submit documents for identity verification. Submit Proof of Identity HERE

- https://www.elineupmall.com/profiles-add/ Registration to e-LineUP!Mall
 - Type the same Surname & Name registered in tenso.com
 - For "Surname", type the same name in "Last name furigana"
 - For "Name", type the same name in "Name furigana"
 - o Telephone number: 03-5739-3341
 - Country name: Japan
 - Postal code: 120-0023
 - Prefectures: Tokyo
 - o Municipalities: 足立区
 - Address: 千住曙町 42-4 TS------ 転送コム (replace TS------ by the TS+numbers indicated in tenso.com)

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- Once the registration is completed, you can search the item desired on https://www.elineupmall.com
- You can now normally put in the cart the item(s) requested and pay with your credit card. Example:

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• Tenso.com will receive the item(s) ordered and can forward the package to your country after you pay tenso.com for the fees

2. <u>Buyee</u> BUYØØ https://buyee.jp

Buyee is a proxy shopping service provided by tenso, the principal differences are that you do not need to register a valid document to prove your ID, you will use a browser extension and the system for the fees is a bit different.

A. Languages supported

Japanese, English, Chinese, Thai, Indonesian, Korean, German, Spanish, Russian

B. <u>Shipping method</u>

- Available shipping methods: EMS (Express Mail Service), AIR (Airmail), SAL (Economy Airmail), Japan Post Seamail, FedEx, UPS, DHL, Buyee Air Delivery (for North America/Central/South America only), Buyee Air Delivery Taiwan, SCMS (Taiwan), Buyee Air Delivery Russia All the details here: https://buyee.jp/help/yahoo/guide/shipping-method

C. <u>Fees</u>

Described in detail here: https://buyee.jp/help/yahoo/guide/fees?lang=en

- Handling fee = flat rate of **300** yen per order
- Delivery fee = from **530** yen
- Optional services available like:
 - package consolidation (https://buyee.jp/help/yahoo/guide/consolidate 500yen up for 2 packages and 1,000 yen for 3+ packages)
 - o protective packaging (https://buyee.jp/help/yahoo/guide/packing 1,500 yen per box), etc.

Buyee also has plans about insured delivery and inspection (https://buyee.jp/help/yahoo/guide/plans)

Shipping Fees are calculated based on the weight of the package and the destination country. You can check the shipping fee depending on the weight on this page:

https://buyee.jp/help/yahoo/guide/shipping-fees

Simple Estimation Tool: https://buyee.jp/help/yahoo/guide/fees?lang=en#estimationTool

D. <u>Payment methods/currency</u>

- PayPal, VISA, Mastercard, Alipay, JCB, China UnionPay
- Fees are listed in Japanese Yen, as well as the country registered in your information
- You may pay in your own currency (*Certain currencies may not be supported, in this case it will be made in USD) after the payment method registration on "My Page"
- Details here: https://buyee.jp/help/yahoo/guide/payment
- E. <u>Registration Process</u> (documents needed to prove your identity)
 - https://buyee.jp (click on Register)
 - First step, registration to buyee with an email or using Facebook/Alipay/Apple/tenso.com account

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• Once the registration is over, you need to install the browser extension of your browser (Chrome, Firefox, Safari, etc.)

	Register
egister u	sing below ID
	Facebook
	Alipay

• https://media.buyee.jp/guide/addtobuyee/en/elineupmall.html

Install the browser extension "Add to Buyee" for your browser with the permissions \rightarrow an icon "Add to Buyee" should appear on your toolbar

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(1 <u>9</u> 77) (2004)		× If you do not have a bro	wser that supports "Add to Buye	ee", please download a supported	l browser.

- Then go to www.elineupmall.com
- Go to the page of the item desired click on the Buyee's icon and on "Add to Buyee Cart"
 →The item displayed on the page can be added to Buyee's shopping cart directly. Example:

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	supplier: UP-FRONT WORKS Web Store	Add to Buyee Cart
Were the	Stock status: in stock	

• You can continue adding other items or conclude your order by clicking on "Cart". You will be directly redirected to Buyee website and you will have just to proceed to order page and select your options and payment to finalize the order.

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• The simple process is also explained here: https://media.buyee.jp/guide/addtobuyee/en/elineupmall.html 3. FROM JAPAN

FROM JAPAN

A. Languages supported

Japanese, English, Chinese, Spanish, French, Italian, Indonesian, Thai and Korean

B. Shipping method

- Available shipping methods: EMS (Express Mail Service), AIR (Airmail), SAL (Economy Airmail), Surface Mail, FedEx, DHL, ECMS

All the details here: https://www.fromjapan.co.jp/en/help/logistics#hassou_houhou

C. Fees

https://www.fromjapan.co.jp/en/help/fee#basic_fee

- Handling fee = 300 yen per item (for 1 or multiple same units of the same item)
- If bank transfer → 200 yen
- Extra fees: https://www.fromjapan.co.jp/en/help/fee#extra_fee
- Shipping Fee Calculator: https://www.fromjapan.co.jp/en/estimate
- D. <u>Payment methods/currency</u>
 - PayPal, VISA, Mastercard (Details here: https://www.fromjapan.co.jp/en/help/fee#payment_methods)
 - You may pay in the following currencies: https://www.fromjapan.co.jp/en/help/fee#exchange
- E. <u>Registration Process</u>:
 - https://www.fromjapan.co.jp/en/member/regist
 - Register Email Address or sign up with Apple/facebook/Paypal/Google and complete your account information

Change account information

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• Let's use once again the same example. Copy the URL of the item desired from e-LineUP!Mall website and paste it in the "Find/Order/Bid" section of FROM JAPAN website.

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- For other questions, a Q&A is available here: https://www.fromjapan.co.jp/en/qanda
- Introduction for first time users: https://www.fromjapan.co.jp/sp/introduction/en/

Request for a price quote

🛷 Request a price quote

4. <u>CDJapan</u> ca**japa**



CDJapan provides items and goods of Hello! Project in a dedicated department of the website:

https://www.cdjapan.co.jp/feature/dc_factory_goods140304

You can order items on CDJapan (proxy service is also available: https://www.cdjapan.co.jp/feature/proxy_faq) like any other shopping website, pay and it will be sent directly to your place.

A. Languages supported

Japanese, English and some information are in Chinese

B. Shipping method

- Available shipping methods: EMS (Express Mail Service), AIR (Airmail), SAL (Economy Airmail), FedEx, DHL All the details here: https://www.cdjapan.co.jp/guide/help/shipping/available_shipping_methods

Add to Cart

C. <u>Fees</u>

https://www.cdjapan.co.jp/guide/help/shipping/shipping_charge

- Add one/several items to shopping cart
- Select your country under Shipping Charge Calculator
- Click on the Calculate button
- D. Payment methods/currency

https://www.cdjapan.co.jp/guide/help/#Payment

- PayPal, VISA, Mastercard, JCB, Diners Club, American Express, Alipay, International Postal Money Order: https://www.cdjapan.co.jp/guide/intro/payment_methods
- All payments made by PayPal, Credit Cards, and Alipay are processed in Japanese yen. They will convert the amount into your local currency when they bill you for the payment: https://www.cdjapan.co.jp/guide/help/payment/cdjapan_prices_and_tax
- E. <u>Registration Process</u>:
 - https://www.cdjapan.co.jp/z/register/
 - Once registered, you can go on https://www.cdjapan.co.jp/feature/dc_factory_goods140304 and search for the item(s) desired.

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