

【 How to contact us on the contact board 】

There are 2 ways to contact to the stores.

- ① Click "CONTACT US" button and make your inquire in "Question form" from our website.
- ② Log in JP Stores "My Page" and make inquiries from the Contact Board

① Make inquiries from our web site. Click "CONTACT US" button and make your inquiries in "Question form"



Click "CONTACT US" button on our web site



Close Ask a question to Shop - Step1

Question form

*To use our Contact form, you will need to sign-up.
 *If you don't have an online account, please click the "Member sign-up" button below.

Member sign-up

*If you have an online account already, please enter your ID and Password and click the "Next" button.

User-ID	eu00488	Forget your ID or Password?
Password	*****	
Shop	Koi Mart	

Next

Automatically, it will show the shop name "Koi Mart" Enter your User-ID and Password, then click "Next" button.

Close Ask a question to Shop - Step2

Question form

User-ID	eu00488
Shop	Koi Mart
Title	---- Please choose the title ----
Your Question	

Attached file

Next Res

Chose the title, and make your inquiries in "Your Question" box.
 *You can also attach the files.

Close Ask a question to Shop - Step2

Question form

User-ID	eu00488
Shop	Koi Mart
Title	---- Please choose the title ---- ---- Please choose the title ---- About orders About prices About products About wholesale About edit/cancellation About change/returns About additional orders Others
Your Question	

Attached file

Next **Reset**

When you click "Next" button, transit to Confirmation

[Go back](#) **Ask a question to Shop - Step3**

Confirm

Please check if the information is correct. If it is, please press "Register with this data"

User-ID	eu00488
Name	Mr Toshiro Omiya
Shop	Koi Mart
Title	Others
Your Question	Test
Attached file	

When you click "Register with this data", your inquiries will show in the Contact Board of the shops.

②Make inquiries from My Page

Japanese stores Sponsored by WELT-NETZ

keyword AND OR Show 10articles

price range Display order Sort from cheapest price

Recommended items from JPstores

- Japanese Toys and Hobbies
- Japanese Sports and Outdoor

Discover stores in Japan!
Click here for **FREE** sign-up
Buy in Japan! - It's easy

JPstores
Member sign-up
Tell your friends!

[My page](#)

To go to My Page, either you can click "My Page" button from JP Stores Top Page or go to URL below.
<https://www.jp-stores.com/mypage-en/>

Log into MyPage

*Put in your ID and password and click the button below. As a first-time user you will have to sign up free.

USER ID

Password

Remember my ID and Password

▶ [Member sign-up](#)

▶ [Forgot your ID or password?](#)

"Log into MyPage" page enter your USER ID and Password, and click "Login" button.

Hello, Mr Toshiro Omiya YOUR ACCOUNT  LOG OUT

[Edit Personal data](#) [Check order history](#) [Customer Service](#) [FAQ](#) [Track&Trace](#) [Contact Board](#) [Home](#)

Thank you for purchasing at JPstores -Japanese shopping portal-



NEWS

Shipping costs have dropped! - 2007/5/24/


Dear customers,
we would like to inform you about our new shipping costs.
We have managed to reduce the service and shipping charges.

Disclaimer:
There are cases where e-mails, especially from fr customers. If you do not receive any message regularly or register another e-mail address.

In "My Page" click either "Contact Board" link on the top of page or click "Contact Board" button in the page below.

- ▶ Personal Data Change your personal data such as address, e-mail etc.
- ▶ Check order history Your order summary. You can trace your order and check situation.
- ▶ **Contact Board** Use the contact board for questions.
- ▶ Customer Service Frequently asked questions. Please check here before contacting us directly.
- ▶ Track & Trace Trace your international shipping by FedEx / EMS.
- ▶ Delay and Permission Information on postal traffic.



Hello, Mr Toshiro Omiya YOUR ACCOUNT  LOG OUT

[Edit Personal data](#) [Check order history](#) [Customer Service](#) [FAQ](#) [Track&Trace](#) [Contact Board](#) [Home](#)

Contact board to Shops

Your ID: eu00488 Mr Toshiro Omiya

Shops	Questions : 4 Answered questions : 4 Information: 1 New answered or message
JPstores	Questions : 0 Answered questions : 0 Information: 0 New answered or message
Delivery center	Questions : 0 Answered questions : 0 Information: 0 New answered or message

[Contact board to Shops](#) [Contact board to JPstores](#) [Contact board to Delivery center](#)


[Refresh](#)

Questions to Shops: [Ask a question to Shops](#)

Question number	Question to	Title	Date / Time	Current state	Read
			20:49:42	New Answered	Read
			20:37:36	Answered	Read
			17:03:49	Answered	Read
10195	Koi Mart	About orders	2007-08-22 15:15:37	Answered	Read

Click "Ask a question to Shops" button in the "Contact board to Shops" page.

- 1 -

Hello, Mr Toshiro Omiya YOUR ACCOUNT  LOG OUT

[Edit Personal data](#) [Check order history](#) [Customer Service](#) [FAQ](#) [Track&Trace](#) [Contact Board](#) [Home](#)

[Go back](#) Ask a question to Shop - Step1

Selection of shop that questions

Shop:

Select	CHANE SPORTS	Select	Daian Service
Select	Daishow Jap		
Select	Designshop		
Select	Hobby Plaza		
Select	JAPANESE F		
Select	Japan Cultur		
Select	Japanese Gift	Select	Japanese green tea
Select	Japanese Jeans Fashion	Select	Japanese Tradition HIROSHIGE
Select	Koi Mart	Select	Kyo-Ningyou_Kimura Ohshido
Select	LTD Online SNEKER NIKE ADIDAS etc International site	Select	Marukawa Miso Brewery
Select	Murphy Okada	Select	Ninja Store
Select	Proshop Otsuka	Select	Select Shop Japan
Select	TOYS NET JAPAN	Select	comic yamasho
Select	quillshop		

[Next](#)

At the page of "Ask a question to Shop - Step1" click "Select" button which you can find in the left side of "Koi Mart". When you click "Select" button, top of the page you can see the shop is "Koi Mart". If this is ok, click "Next" button on the bottom of the page.

[Close](#) Ask a question to Shop - Step2

Question form

User-ID	eu00488
Shop	Koi Mart
Title	---- Please choose the title ----
Your Question	<input type="text"/>
Attached file	<input type="text"/>

[Next](#)

After you choose the title, make your inquiries in "Your Question" box.
*You can also attach the files.

[Close](#) Ask a question to Shop - Step2

Question form

User-ID	eu00488
Shop	Koi Mart
Title	<input type="text" value="---- Please choose the title ----"/> <ul style="list-style-type: none"> ---- Please choose the title ---- About orders About prices About products About wholesale About edit/cancellation About change/returns About additional orders Others
Your Question	<input type="text"/>
Attached file	<input type="text"/>

[Next](#) [Reset](#)

When you click "Next" button, transit to Confirmation

[Go back](#) **Ask a question to Shop - Step3**

Confirm

Please check if the information is correct. If it is, please press "Register with this data"

User-ID	eu00488
Name	Mr Toshiro Omiya
Shop	Koi Mart
Title	Others
Your Question	Test
Attached file	

[Register with this data](#)

Click "Register with this data" button, then Contact Board will show all inquires of shops.