

# Be wary of “Just Try a Sample” fraud! It may lead to a subscription purchase!



There have been problems being reported about certain health foods and cosmetic products being “subscription-based purchases” when in fact they were first purchased as a “one-time only, sample” purchase.

Edited/issued by:



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国民生活センター

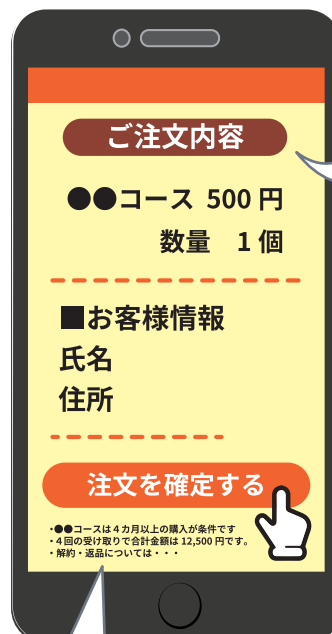
NATIONAL CONSUMER AFFAIRS CENTER OF JAPAN



# Be careful if you see this screen!

Online store of  
a diet supplement

Screen for final  
confirmation of a purchase



Only the low pricing is emphasized.

Indicated to be an "initial offer of ¥0 (only ¥500 for delivery)."

You have to scroll down a number of times to see the entire page

It only shows the batch amount and price for the initial purchase and there are no indications that this is a subscription-based contract.

Only indicated as "●● Course is ¥500 for 1 pcs."

Only the small print indicates that this is a subscription-based purchase, as well as the pricings after the initial sample and the cancellation and refund policies.

There is a small print indicating that a "4-month or longer subscription is required for the ●● Course" as well as "Total charge for the 4 deliveries will be ¥12,500" and "see here to cancel orders and for refunds."



## Check the following to avoid any issues

### ★ Before ordering

- Crucial contract terms may be indicated in the small print. Did you check the entire page thoroughly before purchase?
- Are the terms of contract set to be subscription-based?
- If the terms are subscription-based, are the length of time and number of subscription purchases determined? What is the total purchase amount?
- Did you check for "cancellations and refunds" plus the "terms for cancellations and refunds?"
- Did you check the inquiry information for canceling the purchase?
- Did you save a screen shot or print out a copy of the order screen and/or email?

### ★ After purchase

- If you cannot contact the seller, did you keep a record of the calls and emails you made as evidence that you tried contacting the seller?