

# Isesaki City Livelihood Consumer Center Guidance

Be careful to encounter troubles to consumers! 【英語】

The Livelihood Consumer Center is 「an institution accepting consultation from consumer」 managed by local government. We have professional counselors to accept consultation about your problem. Also, we hold a lecture for consumers.

## What Isesaki City Livelihood Consumer Center can accept for the consultation

Isesaki City Livelihood Consumer Center is offering consultation for free about bad commercial law in the Internet, complaining the products, multiple debts. The counselor of the Livelihood Consumer Center will give an advice to solve the problem. If the consumer and the company need to discuss about the problem, we will adjust your time. If there is an appropriate Institution to give more advice, we can recommend it. If you are in trouble, please feel free to consult us.

For example...

- The salesman came to my house unexpectedly, then I signed a contract for reforming my house. It cost a large amount of money.
- I moved in other place and the repair cost of the room was so expensive.
- I pay my loan every time but it doesn't decrease.
- I could not refuse on the phone, so I agreed the contract, but I thought I would like to cancel.
- When I opened my Internet, they demand a big amount of money all of a sudden.

## Need to prepare

Bring the documents regarding to your consultation. (Contract or others)

### Isesaki City Livelihood Consumer Center

〒372-8501

Isesaki City Imaizumi Cho 2-410

Isesaki City Hall Hon Kan Bldg 5<sup>th</sup> floor

☎20-7300

For those who can consult : Living in Isesaki

working in Isesaki, studying in Isesaki

Consultation days : Monday~Friday (except National Holiday)

Consultation Time: 9:00~16:00

Other Consultation Time...

Consumer Hotline 188 (IYAYA !)

Those who can speak Japanese, please contact 『Consumer Hotline』 . then we will connect you to your nearest Livelihood Consumer Center Consultation window.

※Isesaki City Hall Consultation for foreigners (Spanish・Portuguese・English・Tagalog)

Monday~Friday 9:00~17:00 Hon Kan 1<sup>st</sup> floor next to Window 9

Monday・Wednesday・Friday 13:30~16:30 Higashi Kan 2<sup>nd</sup> floor Consultation room 2