



# FAQs

## SHIPPING INFORMATION



### SHIPPING METHODS

We offer reliable and efficient shipping options to ensure your luxury purchases arrive safely and on time. **Choose from our trusted carriers based on your location:**

- **DHL** – Worldwide shipping for fast and secure delivery.
- **EMS** – International shipping with reliable tracking.
- **Japan LBC** – Direct shipping from Japan to the Philippines.
- **Japan Post** – Nationwide delivery within Japan.





# FAQs

## SHIPPING INFORMATION



### DHL RATES



#### RATES - TOKYO SHIPPING RATES

**¥5,500 / ₱2,255**

ASIA

**¥7,000 / ₱2,870**

- USA

**¥7,500 / ₱3,075**

- Oceania
- Oceania (Auckland, New Zealand)

**¥9,500 / ₱3,895**

- NSW (Australia)
- Botany,NSW (Australia)

**¥8,500 / ₱3,485**

- Saipan, Northern Marianas Islands
- Canada
- Manitoba (Canada)
- Edmoton (Canada)
- Ontario (Canada)

**¥9,000 / ₱3,690**

- USA-North Carolina
- USA MISSISSIPPI
- UNITED ARAB EMIRATES
- Europe
- Europe (United Kingdom)
- Bury Saint Edmunds (United Kingdom)
- Bexhill-on-SEA (United Kingdom)
- Alberta (Canada)
- Calgary (Canada)
- Saskatchewan (Canada)
- Australia
- VICT (Australia)

**NOTE: SOME AREAS ARE SUBJECT FOR CHECKING THROUGH DHL WEBSITE**



Japan Luxury By Christian Carlos



japan.luxury.by.jlcc



110-0005 - postal Tokyo to Taito-ku Ueno 1-20-1 (Ueno 1chome Building) 4th floor





# FAQs

## SHIPPING INFORMATION



### DHL RATES



## **DHL** RATES - TOKYO

### SHIPPING INFORMATION

**We only ship from Mondays to Fridays**

**ETA: 1 week more or less (Depends on Holidays)**

**Fee:** Minimum starts at ¥5,500 / ₱2,255 depending on the country of the recipient.

Some countries may start from ¥9,000 / ₱3,690 (Middle East, Europe, ETC.)

Australia starts at ¥9,500 / ₱3,895, But could go up to PHP ¥9,500 / ₱3,895, depending on the client's location.

**Note:** For big items like bags, an Additional fee may apply due to the size & weight of the package.

**Disclaimer.** We ship from Japan to the Philippines; however, we do not bear liability for any taxes, customs delays, or changes made to the goods.



Japan Luxury By Christian Carlos



japan.luxury.by.jlcc



110-0005 - postal Tokyo to Taito-ku Ueno 1-20-1 (Ueno 1chome Building) 4th floor





# FAQs

## SHIPPING INFORMATION



### DHL

#### DISCLAIMER

- We only ship from Mondays to Fridays. Weekends are not included. ETA: Maximum of 5 business days upon receiving DHL tracking number and confirming the address/details.
- Fee: Minimum starts at 5,500 YEN, depending on the country of the recipient. Some countries may start from 9,500 YEN (Australia, Middle East, Oceania, Europe, etc.)

**NOTE:** For bigger items, additional fee may be applied due to the size and weight of the package.

**▲ We do not recommend DHL to PH clients.**





# FAQs

## SHIPPING INFORMATION



### EMS RATES

UP TO 2KGS ONLY



#### FIRST ZONE

**4,400 YEN**

(China, South Korea, Taiwan)

#### SECOND ZONE

**5,550 YEN**

Asia (excluding China, South Korea, Taiwan)

#### THIRD ZONE

**7,700 YEN**

Oceania, Canada, Mexico, Middle East, Europe

#### FOURTH ZONE

**8,900 YEN**

U.S. (including Guam and other U.S. territories)

#### FIFTH ZONE

**5,550 YEN**

Central and South America (excluding Mexico),  
Africa

ADDITIONAL COSTS APPLIES BEYOND 2KGS





# FAQs

## SHIPPING INFORMATION



### EMS



#### DISCLAIMER

- JLCC is not responsible for any lost, misplaced, damaged, or delayed shipments by the courier after they have been picked up from our office.
- All packages shipped internationally may be subject to import taxes, Customs duties, or fees imposed by the destination country.
- If a parcel is held at Customs, JLCC will not be liable for the taxes and fees.





# FAQs

## SHIPPING INFORMATION



### LBC RATES

From Tokyo to your doorstep



### FLYER per items

<i>Jewelry</i>	(regardless of price)	<i>2,000 YEN per piece</i>
<i>SLG</i>	(with or without box)	<i>2,500 YEN per piece</i>
<i>Apparels</i>	(Small)	<i>4,500 YEN per piece</i>
<i>Apparels</i>	(Medium)	<i>5,500 YEN per piece</i>
<i>Bag</i>	(Small)	<i>4,500 YEN per piece</i>
<i>Bag</i>	(Medium)	<i>5,500 YEN per piece</i>

### BOX

Small Box (up until 5 kgs) **11,000 YEN**

\*if it's more than 5 kgs, price is subject to change

Medium Box (up until 10 kgs) **22,000 YEN**

\*if it's more than 10 kgs, price is subject to change

OWN BOX **starting 27,000 YEN**

\*price may change depends on weight





# FAQs

## SHIPPING INFORMATION



### LBC



### DISCLAIMER

- **Payment Confirmation:** Takes at least 2-3 business days. Orders will only be lined up for shipping once payment is confirmed.
- **Cut-Off Dates:** Due to payment processing times, items may not make it to the shipping cut-off date. Please be mindful of the dates.
- **Delivery Timeframe:** Delivery times may vary, and we cannot guarantee specific delivery dates once items are with LBC.
- **Tracking Information:** A tracking number will be provided once your items are shipped. Please monitor the status directly with LBC.
- **Shipping Issues:** We are not responsible for delays, damage, or loss once items are with LBC. Please contact LBC for any concerns.