

# Charibon – FAQ

## About Donations

### -What can be donated?

Books→Any book with an ISBN

DVD, video games, etc.→Any item with an authentication number (*shikaku-bango*)

### -What is an ISBN?

ISBN stands for International Standard Book Number.

An example is shown here with the ISBN in the red box.



### -What is an authentication number?

An authentication number is a number certified by the Recording Industry Association of Japan.

These codes are applied for the sale of media including CD, DVD, and video game software.

Authentication numbers are comprised of 4 letters followed by 1-5 numbers (the serial number) and usually displayed on the back of the case or the face of the disk.

Example: VABO-12345

### -Do books have to be in good condition?

If a book is in too poor condition, it may not be able to be used. Value Books will inspect all donations and determine the condition accordingly.

### -What happens to items that are not sold?

Some items will be redistributed to welfare facilities, free schools, or recycling facilities.

## About Shipping

### -How much does shipping cost?

Shipping of 5 or more items is free.

Shipping costs of less than 5 items depend on the size, weight, and shipping option used.

### -Can I send books and other items together?

Yes. As long as the total number of items is 5 or more, shipping will be free.

### -What if I have a large number of boxes to send?

Pick-up times may vary if there are 10 or more boxes in one shipment, so please arrange by phone.

### -Can I change the pick-up time or number of boxes?

If there are any changes to your original form submission, please notify us by calling 0120-826-295 (Japanese).

## About Returns

### -Can my donation be returned to me?

No. Once a donation is sent, it cannot be returned.

## About Funds Generated

### -Can I find out the monetary value of my donation?

Funds will be estimated once the donation is received and inspected, and you will be informed of the amount by email within 10 days.

## About Privacy

### -Is my personal information safe and confidential?

Yes. Please check our Privacy Policy for more detailed information.

## About Tax Information

### -Can I receive a tax benefit by donating?

Donations made to an organization with *Tokutei Koueki Zoushinjin* or *Nintei Tokutei Hieirikatsudou Houjin* status are eligible for a tax deduction, personal or corporate.

The monetary value of the donation can be deducted from your taxes.

Charibon is affiliated with some organizations with these statuses. Please check each organization's home page to find out information about receiving a tax deduction.