

## Any Wear, Anywhere FAQ

### <Service Overview & Eligibility>

#### **Q1. What is “Any wear, Anywhere” ?**

A. "Any Wear, Anywhere" is a convenient clothing rental service for international visitors staying at APARTMENT HOTEL MIMARU locations in Tokyo, Kyoto, and Osaka. This service offers everyday outfits to make travel lighter and easier.

#### **Q2. How long can I rent the clothes?**

A. You can rent from 1 day, up to a maximum of 30 days.

If you need more than 31 days, please make two separate reservations. You will need to return the items from the first reservation before we send you the new items.

#### **Q3. How does your pricing system work?**

A. [Please check the “CHOOSE A PLAN” section on our official website.](#)

The pricing is set so that renting in sets is more economical.

#### **Q4. How far in advance can I make a rental reservation?**

A. Reservations should be made approximately one to two months before the pickup date.

#### **Q5. I'm staying somewhere other than MIMARU. Can I still make a reservation with Any Wear, Anywhere?**

A. This service is available only to guests staying at MIMARU.

#### **Q6. In what condition will the clothes be delivered?**

A. The clothes will be delivered in a black bag with the Any Wear, Anywhere logo. You will receive one bag per person in your reservation.

### < Reservations, Changes & Cancellations >

#### **Q7. Where can I pick up and return my rental item?**

A. Pick-ups are only available at the APARTMENT HOTEL MIMARU where you are staying. Returns can be made at MIMARU, other hotels, or convenience stores.

#### **Q8. I'm not sure which size fits me.**

A. [Please refer to “ABOUT OUR SIZING” from the link here.](#)

#### **Q9. I'd like to rent only for the adult (child).**

A. Please make a reservation for the required number of people from the Adult (Child) Set under “Products” on our official website.

**Q10. How many days in advance do I need to make a reservation?**

A. Please place your order no later than four days before the pick-up date (Japan Standard Time).

**Q11. Is it possible to make a rental reservation by phone?**

A. Reservations are accepted only through the official website.

**Q12. I would like to change my reservation details (such as the date or items).**

A. Please cancel your current reservation once and make a new one. Cancellation is free up to 7 days before the scheduled pick-up date (Japan Standard Time), but a 100% cancellation fee will be charged after that. You can cancel via the link in your reservation confirmation email.

**Q13. After the reservation is completed, can I change the delivery date or shipping address?**

A. You cannot change the delivery information. Please cancel your reservation once and create a new one. However, you cannot cancel your reservation if more than one week(Japan Standard Time) has passed since the scheduled pick-up date.

**Q14. Can I add or remove items?**

A. The number of items is predetermined for each season, and adjustments to the fixed quantity are unfortunately not possible.

**< Pickup & Use >**

**Q15. Where can I pick up the clothes I reserved?**

A. You can pick them up at the MIMARU in Tokyo, Kyoto, or Osaka where you are scheduled to check in. Pick-up time is from 7:00 AM to 10:00 PM.

**Q16. The clothes I received don't fit. I would like to exchange them for a different size.**

A. Size selection is the customer's own responsibility. Please refer to “ABOUT OUR SIZING” and choose your usual size at your own discretion.

B.

**Q17. The color or design of the clothes I received is different from the photos. I would like to exchange them.**

A. The actual product may look different from the photos depending on the lighting. We do not accept exchanges for this reason.

**< Returns & Drop-off Locations >**

**Q18. How can I return the clothes I rented?**

A. Please refer to the “How to Return” included in the set to pack your return, then hand it to the front desk of MIMARU or other hotels, or to a convenience store.

**Q19. Where can I return the items?**

A. You can return the items at the front desk of MIMARU, other hotels, or at convenience stores. Please note that returns cannot be made at convenience stores inside airports.

**< Loss, Damage, Delays & Issues >**

**Q20. I lost the clothes I rented.**

A. You will be charged a compensation fee according to the item.

The compensation fee varies depending on the item.

**Q21. I damaged the clothes I rented.**

A. Depending on the degree of damage, a compensation fee may be charged. In case of damage, please contact customer support promptly.

**Q22. I accidentally included my personal belongings in the return package.**

A. We will do our best to help find your items, but we cannot take responsibility for any loss. Before returning the items, please be sure to check that your personal belongings are not mixed in and that nothing is left in the pockets.

**Q23. What happens if I do not return the items within the specified period?**

A. Additional charges may be applied depending on the situation. Please contact our customer support.

**Q24. I lost the return label/bag. What should I do?**

A. Please contact our customer support.