

# Beware of unexpected high costs for toilet repairs!

If your toilet suddenly gets clogged, hastily requesting repairs in a panic from a repair company claiming to be cheap may lead to unforeseen problems down the road.



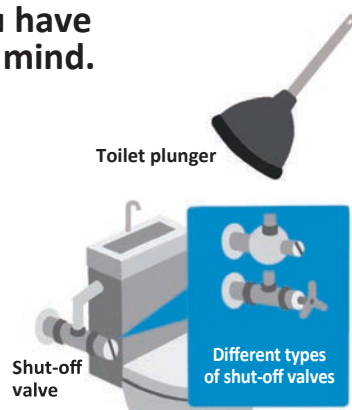
Only request quotes and repair work from a contractor after you have carried out these urgent procedures and are in a calmer state of mind.

## 1 When your toilet is clogged

Plunge the toilet bowl several times with a toilet plunger to suck up the blocked water. This may dislodge the clog.

## 2 When your toilet is leaking

Close the shut-off valve by turning it clockwise with a coin or screwdriver to shut off water from the water supply line.



# Things you can do to prevent issues

## Before requesting repairs

Just because ads online show cheap prices, doesn't mean that the actual final cost will also be cheap. Get quotes from multiple companies and carefully check the prices and what is included in the repairs. You should also check whether you will be charged for call outs and/or quotations.

## When requesting a quote for repairs

If you feel even the slightest apprehension when a contractor comes to give a quote (for instance, they suggest repairs that cost a lot more than you first anticipated), refuse the repairs.

## After repairs have been carried out

If you receive a large bill after repairs have been carried out, do not pay it there and then. Inform the contractor that you intend to pay in a few days as long as everything is above board. If you feel in any danger due to the contractor's behavior or demeanor after you have refused to pay, call the police immediately.

## ▶ Always be prepared in case of urgent issues

### If you're a renter

Give yourself peace of mind by discussing in advance with your landlord or management company what to do in an emergency.

### If you're a homeowner

Keep an updated list of contact information for reliable and trustworthy contractors you can contact when needed.



Keep an updated list of contact information



## Remember the following!

Even after payment has been made, the transaction may be subject to a cooling off period in the following cases:

- If you entered into a contract on the spot with a contractor you called out for a quote
- If the price advertised is significantly different to the actual cost



### About the cooling-off system

<https://www.kokusen.go.jp/e-hello/picks/data/coolingoff.html>

- If you have any problems, talk to the people close to you and get in contact with the consultation service below or a similar service.



### Consultation services available in English and other languages

<https://www.kokusen.go.jp/e-hello/map/index.html>