

How to Use

Ver 1.2

Hanamaru Corporation Auction Department.

We recommend Internet Explorer 11 (IE11) or Google Chrome. There's a possibility of page layout to partially crush down while using other Websites.

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For the purpose of revitalizing recycled cars, We offer/ sell accidented and broken down cars to our customers.



Tender Auction/ Live Auction/ Negotiation Corner.

Biggest number of Branches and Yards

Cars are normally kept in our yards and so, we can quickly hand over purchased units.

Selling on behalf of Supplier

AUCTION AGENCY



Cars owned by our Members can be sold under Hanamaru Auction.

Selling price is decided by the supplier before the car is sold.



You can ask us to buy vehicles from other auction houses in Japan.

SHIPPING SERVICES



We can ship cars for our customers regardless of whether they bought them from Hanamaru or not.

We ship world wide in countries like Russia, Pakistan, Hong Kong, Bolivia and else where.

CUT SERVICES



As part of our Shipping Service, we also do Cut and Dismantle.

We cut or dismantle and ship cars for our customers regardless of whether they bought them from Hanamaru or not.

Hanamaru Auction: Transaction Flow Process(Domestic) 1



...P4

Hanamaru Auction: Transaction Flow Process(International)



The whole process ends right after you are able to receive cars at your local port.

How to use our site

You can check for Various Information on our site.







Checking Your Invoice Details



Checking Auction Results





Checking Payment Details

					Invoice amount To	tal .	1,305,120 JPY
				P	ayment Amount To	tal .	750,680 JPY
					Balance Tot	al in	-554,440 JPY
AutionNo.	1 2	Madel	Inside amount		Date of payment		
	1 A						
here of purchase Austion-date	Shock No.	Visor	Payment Amount		(Payment due)		Document senit out
AutionNo. Date of purchase Aution-date 2019/11/24 Incide 4a.Ht7113005				Bahance 0 JPY			Document cent out 2019/11/28
Date of purchase Auction-date 2013/11/24 Invoice	Shock No.	Wear Elaw/IE	Payment Amount 298:290 JPY		0*symmet das0 2010/11/25 (2010/11/27)		
Ante of parchase Austinodate Statistica a. H17110005 Statistica broket	Think No. 2000/005	View E344/TE 2013/00(H25/5) WAVE	Pagment Ansaut 201200 JPY 201200 JPY 201300 JPY	0 JPV	(Payment due) 2019/11/25 (2019/11/27)		

Preparing for the Shipment

Also, transport Arrivel schedu Hanamaru vill	If Pleak is wear, theoparticle to beneficiented under the star out of a second a vession of a second a vession of the second a						
Sandhaud Fildelae C 2 Antholis Med Dan function Address Back N. Yay Pers Darbette Dentro des Educe unité des							Estimate arrival date
Date of parchase	Auction date						
	ALCENDING	988900055	EDM/TE 2013/090425/90	Negoya Yard	Nagoya Port		2019/12/02
2018/11/24	Actividat	98990095 98990053		Napya Yard Shikaku Yard	Napya Port Kabe Port		2019/12/02
Date of parchase 2018/11/24 2018/11/20 2018/11/12	ALTOPORE		2013/09042579) W4KE				2019/11/20 2019/11/20

Checking for Arrving Schedule

III Please la avoir, foreguistation backens diventito juntiti and ports tala annual 2 veela. Also, temportantismo from / a yout a la hot galence me y lak texp. Annual admika la la veela menor solar et al automa agreeated by ank al deby due to searche conditions or other complications. Balen gior-gar were a reconstration of search advective to reception yout.							
Search-result 4 Vehicles < 1 >							
Search result 4 Vehi		•	No.14				
	cles < 1 Auction No. Auction date	Shock No.	Madel Voor	Place	Destination	Departure date	Estimato arrival da
Date of purchase	Auction No.	Shock No.		Place Napys Yard	Destination Nagoya Port	Departure date	Estimate arrival da 2019/12/02
Date of purchase 2019/11/24	Auction No.		Your EDAVITE			Departures data	
Search result 4 Vehi Data of parchase 2018/11/24 2018/11/20 2018/11/12	Auction No.	988900095	Year 55W1TE 2013/000-65/50 W4KE	Nacys Yard	Nagoya Port	Departure date	Extinute arrival da 2019/12/02 2019/11/20

...P6

How to Register

5 Languages for Support



Free Registration !! Feel free to Register with us.







Contact Us, If you can't Log In.

Top Page



Access each auction corner from Top page.

Able to choose from [Auction Menu] to go to each Auction.

For above Inquiry, please click [Contact Us] icon from the upper right corner.

List of Auction Cars (For all auction corners)

			Page 🔹 🚷 Stock &	Sold 🔻 🦪 Various Fees	 O System Introduction
🖨 Tender	auction Cars				
🗹 Damag	ed car 🗹 USED 🗹 Waterda	amage 🗹 Low price car	Date All Dates		~
Place	All Areas	~	No. of Display 20		✓ Q Search
Search result	33 Vehicles 1 2	»			
No.1	No 2	No.	3	No.4	№5
Save to 'Fay	vorite icon'	ву Ті	me Left: 4day	Time Left: 4day	Time Left: 4day
★ : Regist	cered cars		1990003	99990004	99990005
			09/03	2017/08 PASSO	2008/10 WAGON R STINGRAY
☆: Non Reg	istered Cars		AIHATSU	ТОУОТА	SUZUKI
CBA-20508	6	WR80G DE	BA-L175S	DBA-M700A	DBA-MH23S
Shutoken Ce	entral Yard Kobe			Fukuoka Yard	
Arrived	Arrived	Ar	rived	freehood.	Arrived

*Cars saved in Favorite are also listed in [MY Page] - [Favorite Cars] (P28) *Displayed content vary depending on auction corner.

🖨 Car Search		Filter yo	ur F	avori	ite C	ond	itions	and Search!
Make		~	Model				~	
Туре		~	Year	/	v ~	/_	~	
Auction type		~	Place				~	
Auction type		~	\bigcap	✓ Damaged ca ✓ Low price c	ar 🗌 USED 🗹 W ar	/ater damage		
Stock No.	Put stock No.		Drive	Ourspecified	0 2WD 0 4WE)		
No. of Display	20	~						Also able to search from your favorite.
		Q Search		🕈 Clear				

Car Search

Able to find cars in stock and current in auction from [Search for Vehicles]

% Numbers shown on the right side of each maker: Total number of cars in stock.

% When you choose maker, only details for available vehicles will be displayed.

% If the car details are not yet ready in our system, your particular vehicle might not be shown.



Tender Auction is a closed Auction.

Current price and price for other bidder is not displayed.

If your bidding price is the highest, you have priority to purchase or negotiate on the vehicle after auction ends. *** Note: You may not buy the car even if you are the highest bidder.**

Auction Days: Monday-Friday (Excluding Public Holiday and Holidays) Closing Time: 12:00 noon (Japan Standard Time)

Tender Auction: How to Bid 1/2



①Click on the car you want to bid on to display images and details.
②Click 「View Bid Page」 to go to the bidding page.
→Click to go to next pages ③ and ④

Tender Auction: How to Bid 2/2

3	4
Carry−out request Carry−out request Carry−out request Place Fukuoka Yard~ V Delivery charge	Confirmation dialog
Delivery charges for big vehicles such as Hiace, SUV, Trucks, etc are different structures for Hanamaru	Please check all details before making the bid
inland delivery.	Trade Term Local trade
Bid Price 200 ,000JPY	Transport Terms Transport by myself
Delivery Charges(upon request)	Carry-out request -
Tax Bidding increment is in 1000 JPY.	Delivery charge - Bid Price 200,000 JPY
Car Tax (for car with SHAKEN) Additional JPY	⊘ Bid
Total 231,000 + Additional JPY	
€D	

Please enter your Price then click [Bid]. Click [Bid] to complete your bidding.

XIN most cases when highest price is the same for number of bidders, priority is given to the person who bid first.

%Cars that you already bid on are listed in **[My Page]** - **[My Auction]** (P27)

Tender Auction: How to Change Bid Price



①From the list of cars you already bid on, click on the photo of the car

you want to change price.

②You can change your bid price from [View Bid Page].

*Cars that you already bid on are listed in [My Page] - [My Auction] (P27)



Current and desired prices are displayed.

If the bid price exceeds Hanamaru offer price, the car will be sold out.

If there is a price change in 5 minutes before bidding closes, the bidding closing time will also be extend to 5 minutes automatically. ***Not able to cancel your price in Live Auction**.

Auction Days: Mondays-Fridays (Excluding Public Holidays and Holidays) Closing Time: From 10:00am (Japan Standard Time) - Depend on the Vehicle

Live Auction: How to Bid 1/3



①Click on the car you want to bid on to display images and details.
②Click 「View Bid Page」 to go to the bidding page.

 \rightarrow Click to go to next pages (3) and (4)

*****Cars showing as **[Sell Out]** are those with price that exceeds our target prices.

Live Auction: How to Bid 2/3

	3		
Bid details			
Current price	Ready to sell 348,000 JPY		How to set bid price automatically.
Hanamaru Offer Price	200,000 JPY		
Bid Increment	3,000 JPY		You can automatically set the price displayed
Closing Time	2021 /11 /18 10:00:00 Time left: 170day		on the screen as your bid price by clicking the $ riangle$ button.
I BID			If you click and hold the \triangle button for seconds, bid price will continue increasing
Automatic Bidding Price	RESET 354,000 JPY	♀ How to bid	or decreasing.
Delivery Charges(upon request)	JPY		Press the RESET button to return
Тах	35,400 JPY		to the current price.
Bid Charge	0 JPY		
Recycling Ticket	Additional		
Car Tax (for car with SHAKEN)	Upon Condition JPY		
Total	389,400 JPY + Additional		

1 Set your bid price and press [BID] button.

%Please Note:

If the price is not accepted, you can choose price that is accepted by the system. \rightarrow Click to go to next pages 2 and 3

Live Auction: How to Bid 3/3

	4	(5)
Confirmation dialog		
Please check all details	before making the bid	1 Congratulations. You are the highest bidder.
		⊘ок
Trade Term	Local trade	
Transport Terms	Transport by myself	
Carry-out request	-	You offer has been accepted but there is a higher bid.
Delivery charge	-	
Bid Price	334,000 JPY	⊘ок
Ø	id Cancel	

④ Click 「Bid」 to place your bid.

(5) Notification for bid completion will be displayed after bidding.

<u>* You can increase your price before closing time.</u>

% Cars that you already bid on are listed in **[My Page]** - **[My Auction]** (P27)

Auto Extension



Eg: When bidding deadline is until 10:05am.

Bid Time: 10:02→deadline is extended to 10:07 Bid Time: 10:04→deadline is extended to 10:09 **Sometimes Auto Extension is also set** before Auction starts and so before bidding, always update to check the current Auction status.

XYou can also [Reload] the current auction status from My Auction.

🔶 Renove 🛛 😂 RELOAD	
🖨 Car Details	
Stock No.	99990006

If the current price increase in 5min before auction ends, closing time will be extended to 5min automatically. After closing time increases to 5min, if the price keeps on increasing before 5min closing time will keep extending 5min on and on.

Live Auction: Auto Bid System · Highest Bid Update Notification Mail 🏠

This system is recommended to busy people and those who do not want to lose or miss the Bid!

	Auto Bidding System
d details	
Current price	Ready to sell 348,000 JPY
Hanamaru Utter Price	200,000 JPY
Bid Increment	3,000 JPY
Closing Time	2021 /11 /18 10:00:00 Time left: 170day
	Property OF 4 000 LED (VT o VHow to bid
D Automatic Bidding Price	RESET 354,000 JPY V A VHow to bid
-	RESET 354,000 JPY How to bid JPY
Automatic Bidding Price	RESET 354,000 JPY ♥ △ JPY
Automatic Bidding Price Delivery Charges(upon	RESET 354,000 JPY V
Automatic Bidding Price Delivery Charges(upon request)	RESET 354,000 JPY ♥ △ JPY
Automatic Bidding Price Delivery Charges(upon request) Tax	RESET 354,000 JPY ✓ Δ
Automatic Bidding Price Delivery Charges(upon request) Tax Bid Charge	RESET 354,000 JPY Image: Constraint of the second

Highest Bid Update Notification Mail
▼ 【HANAMARU LIVE AUCTION] The highest bidder is now changed 発信者 上* 日付 今日 09:49
TEST TEST1
We thank you very much for using Hanamru Auiction. Other bidder has now become the highest. If you would like to get this vehicle, you are required to bid more than the current price
[LIVE AUCTION] Stock number: 99990006 Make: SUZUKI Model:WAGON R Year:
Your last bid price: ¥802,000 Current bid price: ¥805,000 Auction closing time: 2019/12/28 10:00:00
This e-mail is sent: 2019/12/28 09:49:44
http://www.hanamaru870.jp

Set your maximum price in advance.

Eg. If you set 802,000 JPY as your maximum price,

the current price will be displayed as 706,000 JPY.

Even if other bidders bid above the current price,

the system will keep you as Top Bidder till your maximum price is higher than that. Once higest price is updated, you will receive a notification email.

Tender auction 33	O Live auction 3	Negotiation 10
Used cars Tender auction 7	Used cars Negotiation 3	Low price 13

Negotiation corner has vehicles that have not been concluded in tender, live and coming soon. You can offer with your desired price.

We will contact you in accordance to your offering price. If your in a hurry, please call us directly for Negotiation.

Negotiation Corner: How to apply. Applying from Web: Anytime is possible. XLater on, we will give you a call. Apply by call: Dial: +816-6613-5522 (Excluding weekends and Holidays) →Tell us the Stock Number of the car you want to Negotiate on when you call.

Negotiation Corner: How to apply 1/2



①Click the car you want to Negotiate on to display details and images.
②Click on 「View Bid Page」 to go to page to enter price.
→Go to next pages. ③ and ④.

Negotiation Corner: How to apply 2/2

	3				(4
legotiation				Confirmation dialog		
Negotiation proposal price	150 ,0	00JPY				
Delivery charge Bid Charge	Upon R	4		Please check all details b	efore making the bid	
Total	161.000 JPY + A		or Hanamaru			
		Teland I	or Hanamaru Delivery.	Trade Term	International trade	
ease type in your offer price and c	slick "Propose"		Jelivery.	Transport Terms	-	
Closing Time	2019/12/28 12:00:00	Time left	01 hr29min	Shipping Term	Shutoken Central Yard~-	—(—)
Message				Delivery charge	Upon Request	
				Negotiation	150,000 JPY	
	Propose]		proposal price		
				Offer		Cancel

③Click 「BID」 after you enter your bid price.④Click 「BID」 to apply your negotiation offer.

We will contact depend on the offer price.

However, remember that sometimes we may sell out to other customers whoever negotiated first.

*****Current Negotiation vehicle can be found in **[MY PAGE]** - **[MY AUCTION]** (P27)



Used Cars Tender Auction

You can see only used cars in both our tender auction and negotiation corner.



You can see only low price cars from list of all cars.

*****Low Price has a list of vehicles that are suitable for low price, old manufacture years and for parts.



Stock / Used Cars in Stock

You can see list of cars soon to be auctioned in the near future. ***Note: Auction dates varies depending on cars.**



In Sold Cars, you can check details and images of all sold cars in the last 7 days.

%Price for cars sold on negotiation is not disclosed.

My Page: My Auction



A My Au	view the status of your		variou	lisplay det s auctions		
Search result Status Sold price	21 Vehicles 《 1 2 Auction No. Auction date	» Make Model	Year Type	Place Arriva I Date	Auction Time left	Bid Price
Processing 	99990006 Sell Out	SUZUKI WAGON R	2016/11 DAA-MH44S	Chiba Yard Arrived	Live auction	Other Higher Offer Your bid price: 805,000 JPY Current price: 808,000 JPY
Tender 	99990002	MERCEDES-BENZ C63	2017/03 CBA-205086	Shutoken Central Yard Arrived	Tender auction 01hrC3min	Bidding 500,000 JPY
Live	Sell Out	NISSAN DAYZ ROOX	2016/02 DBA-B21A	MinamiKyusyu Yard 2017/12/15	Live auction 9day	Youre First Bidder Your bid price: 477,000 JPY Current price: 474,000 JPY
Live	Sell Out	HONDA GRACE	2015/09 DAA-GM5	Nagoya 2 Yard Arrived	Live auction 9day	Youre First Bidder Your bid price: 500,000 JPY Current price: 450,000 JPY
Live	99990010 Sell Out	NISSAN DAYZ	2015/07 DBA-B21W	Chiba Yard Arrived	Live auction 9day	Youre First Bidder Your bid price: 6,999,000 JPY Current price: 279,000 JPY
Live	99990007 Sell Out	LEXUS HS	2011/08 DAA-ANF10	Tottori Yard Arrived	Live auction 9day	Youre First Bidder Your bid price: 599,000 JPY Current price: 569,000 JPY

My Auction

You can check current auction status, up date bidding price and view auction results from [My Page] \rightarrow [My Auction]

*****Move the bid page from stock number to up date and check your bid price.

My Page: Checking your favorite vehicles



Favorite Cars

You can check all your registered cars from [My Page] \rightarrow [Favorite Cars]

%You can view auction current situation, change bid price, also remove cars from your Favorite.

However the auction results will not be displayed on this page.

To view results, please go to [My Auction]



Purchase Record · Payment Confirmation

You can check purchase history, payment and Vehicle details from [My Page] \rightarrow [Purchase History]

*****Display only unit amount on the first page.

To confirm all invoice details, click the [See all details] icon to switch to all details.

🖀 HOME 🛛 🔍 Car Search 🛛 🔦 Auction 🔻 💄 My Pa	▲Arrival date / S	hipping status						
E Review Arrival date / Shipping status Purchase History / Payments / Arrival date / Shipping status	Also, transportations from / to yards with long distance may take longer.							
	Date of purchase	Auction No. Auction date	Stock No.	Model Year	Place	Destination	Departure date	Estimate arrival date
	2019/11/24		99990095	BIANTE 2013/09(H25/9)	Nagoya Yard	Nagoya Port		2019/12/02
	2019/11/20		99990093	WAKE 2016/12(H28/12)	Shikoku Yard	Kabe Part		
	2019/11/12		99990096	HIJET TRUCK 2006/09(H18/9)	Kobe Yard	Kabe part		2019/11/23

Review Arrival date/Shipping Status

You can check shipping status for cars that you requested us to ship from [My page] \rightarrow [Purchase Record]

*****Click [Review Arrival date · Shipping Status] on the top left icon of Purchase History

to display status. You can also view details by scrolling down the screen.

		🛓 Profile						
HANAMARU		Company name	テスト					
# HOME Q Car Search Auction Image		Contact person	テスト担当					
		Address	(Country)	Japan				
			(Type in)					
	My Auction		(Address)	大阪府大阪市住之江区南港北1-14-16 大阪府咲洲庁舎40F				
		TEL	06-6613-6000					
	Favorite Cars	FAX	06-6613-1133					
		Mobile	090-0000-0000					
	Purchase Record	E-mail	370.co.jp					
		Choose your trade type	Lo cal trade					
	Profile							
U	Prome	i Data details						
		Could we send the documents to your registrered address?	Yes					
		Company Name(Receve Document)	Company Name(Receve Document)					
		Contact Person						
		Documents sending address	(Country)					
			(Type in)					

Profile

You can check your profile from [My Page] \rightarrow [Profile]

*****To change your profile, contact our Auction Department.

Tel:+816-6613-5522 or request from [FAQ] .

※ Profile Editing Function will be released soon.

How to check Inland Delivery costs



Inland Delivery costs

You can check the cost of transportation between the yard and the port for the cars which you purchased from our auction.

%In ability for inland shipment may occur during land transportation

from Hokkaido Yard and Okinawa Yard.

*****Possible to arrange the shipment. Please consult our shipping charge with our auction department.

About Yards



✓ Head office and Branches

* Only available in Japanese for listed number. Correspondence to Foreign Language : Please contact to 06–6613–3330.

OSAKA Head office

ZIP:559-0034 1-14-16-40F NankoKita Sumince-ku Osaka city Osaka pref. TEL 06-6613-5522 FAX 06-7739-2552 >>Google Maps<<

TOKYO Head office

ZIP:104-0028 2-B Shin Yaesu Bld. 2-10-10 Yaesu Chuo-ku Tokyo TEL 03-6214-3335 FAX 03-6214-3336 >>Google Maps<<

SAPPORO Branch

ZIP:060-0808 5F PastraN80 4-1-1 Kitahachijou-nishi Kita-ku Sapporo City Hokkaido TEL 011-700-6655 FAX 011-700-6656 >>Google Maps<<

MORIOKA Branch

ZIP:020-0033 3-C 1-10 Moriokaekimaekitadori Morioka City Iwate pref. TEL 019-681-2255 FAX 019-681-2259 >>Google Maps<<

NIIGATA Branch

ZIP:950-0912 301 Surrise Sasaguchi Bld. 1–9–29 Minamisasaguchi Chuo-ku Niigata City Niigata pref. TEL 025–384–4632 FAX 025–384–4633 >>Google Maps<<

SENDAI Branch

ZIP:980-0014 1-5-28-504 Honcho Adba-ku Sendai City Miyagi pref TEL 022-395-8787 FAX 022-395-8890 >>Google Maps<<

About Branches and Yards

Locations of our branches and yards are listed. Please notify us in advance when you want to inspect or pick up the vehicle.

※ [Branches / Yards] provides location, available pick-up date, contact information, and map.※It may take some time to prepare the vehicle, so please be sure to contact us in advance.

About Hanamaru Auction	Place Bids	Yard · Carrying Out	Other Informat

Q. Is there any Member registration fee and annual fee?

A. Member registration fee and Annual fee is free.

Q. Is there any fee to use auction other than Member registration fee and annual fee ?

A. After registration, we will charge 33000 JPY from you as first purchase charges only once with the first purchased car.

Q. What are the requirements for registration?

A. Basically you need to be a Car Dealer. At the time of registration, need to fill the check list online and upload the below documents
[For domestic dealer]
※You have to upload Kobutsu License picture and driving license pictures.
[For international dealer]
※ You have to upload passport picture.

Q. When can I get the ID?

A. After fulfil the above condition, our staff will contact you and confirm the details then issue the ID and password.

Q. Is it possible to access from any browser?

A. We recommend Internet Explorer 11 (IE11) or Google Chrome. There is a possibility that the layout of the screen may be partly broken in other browsers. tion

About Hanamaru Auction

Place Bids 1/2

Yard · Carrying Out

Other Information

Q. Is there any possibility to purchase the car at a price other than the targeted price ?

A. You can bid other than targeted price.

Only the highest bidders will have priority to purchase the car but at that time,

we are still not sure whether they can buy or not.

% For Live Auction, whoever bids more than the target price, the highest bidder is able to purchase that particular car.

Q. Can not bid? Un able to take part in Auction?

A. Please contact the Auction Department or contact from [FAQ] on the WEB.

Q. Is it possible to cancel my bid, when I bid on a wrong car or amount?

A. You are able to cancel the bid only in Tender Auction.

Please cancel your bid from Bid Page [Cancel BID] before closing time.

% It is not possible to cancel the bid on live auction.

About Hanamaru Auction

Other Information

Q. When do I know the Auction results?

A. After tallying, the auction results will be displayed in to the My Auction page in sequence.
 At the same time, highest bidder will be informed about successful bid by email.
 ※If there are a large number of units, the system may take some time to display results.

Q. The car which I bid on has been sold. Can I know how much it was sold?

Yard · Carrying Out

A. You can check for results in [My Page]-[MY Auction].

You can see results within 3 days after the auction has finished.

Place Bids 2/2

%We refrain from disclosing the Sold Price only for vehicles bought by other companies in the Negotiation Corner.

Q. Vehicle(s) suddenly disappeared from My Auction.

A. If the car is not displayed, there is a possibility that it is in the process to be re-auctioned or already prepared for re-auction.

% If you have registered your bid vehicle as a favorite, it will be displayed in your Favorites again.

Place Bids About Hanamaru Auction

Other Information Yard · Carrying Out

Q. I would like to know the business day of the yard.

A. [Branches · Yards] You can find from Menu. (P.33 About Yards)

Q. Why are some cars kept in other places besides Hanamaru Yards?

A. Temporary kept in our business partners' yards. *After your payments, we will send you address for the yards by FAX.

Q. Do you have Transportation Services? Do I have to pick up by myself?

A. Whichever you like.

Q. Is there any cost for the carrying out from Yard?

A. No charge for yards. *We only charge transportation fee from Hanamaru yard to other yards or ports.

Q. How much is the Transportation Fees?

A. When you are requesting to use our transportation between our yards or to port, please check on the [Inland Delivery] page of the [Various Fees]. Please contact the Auction Division if you want us to transport to your designated location.

Q. Until when do I have to pick up the car from the yard?

A. You need to pick up car(s) in 4days from the day after we issue the carry-out voucher. *Please note, Storage fee will be charged separately if the time limit is exceeded.

bout	Hanamaru	Auction	Place

lace Bids

Other Information

Q. Is it possible to inspect the car inside the Yard?

A. Yes. It is Possible. We might need to take some time to get the car ready in the yard So please contact us before you are come.

Q. What is included in Extra Expenses?

A. Extra Expenses depend on the car. For breakdown is not disclosed. Please include Extra expense in other fee for one unit.

Q. Where do we have to pay after purchasing the vehicle?

 A. Our bank details are mentioned on the invoice so please transfer the payment with your own registered names.
 ※Payment due is 3 working days from the day we issue the payment invoice.

Q. Is there any other payment method other than bank transfer?

A. We prefer to make payments in the bank. We do not accept payment by credit cards or cash

Q. When do I receive the documents?

 A. After payment confirmation, number plate cancellation document will be sent to your address within 25 working days.
 For change of names of car ownership, documents will be sent to your address within 31 working days.

Q. How to close my Account?

A. Please contact us directly to our Auction Department or You can send your request through [For Inquiry].



You can contact us from [FAQ] on the top right side on our WEB.

Inquiries by phone is also welcome.

Auction Department +816-6613-3330 9:15~17:30 JP Time (Except weekends and holidays)