

## How to Use

Ver 1.1

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.

## **TOPICS**

### **1. INTRODCUTION**

What is Hanamaru Auction?	P.2
List of Extra Services	P.3
Transaction Flow until	P.4
<u>completion(Domestic)</u>	
Transaction Flow until	P.5
<u>completion(International)</u>	
How to use Hanamaru Site	P.6
How to Register?	P.7
Log in	P.8

### **2. BASIC FEATURES**

<u>Top Page</u>	P.9
List of Cars and Images	P.10
Search for all Cars	P.11

### **3. ABOUT OUR AUCTIONS**

Tender Auction	P.12
Bidding Process	P.13
How to change Bid Prices	P.15
Live Auction	P.16
How to Bid	P.17
About Automatic Bidding	P.20
Extension	
Automatic Bidding •	P.21
High Price Updates Notification	
Negotiation Corner	P.22
How to Negotiate	P.23
Used Car Corner	P.25
Low Price Corner	
Cars in Stock	P.26
Sold Cars	

### 4. My page

My Auction	P.27
<u>My Favorite</u>	P.28
Purchase Record · Payment	P.29
<b>Confirmation</b>	
<b>Review Arriving date</b>	P.30
• Shipping Status	
<u>Profile</u>	P.31

### **5.** Various Information

<b>Inland Delivery Costs</b>	P.32
About Yards	P.33

### 6. Others

Frequently Asked Questions	<b>P.34</b>
<u>Other Inquiry</u>	P.39



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**

Purchase History / Payments / Anhai date / Shipping status								
See yo	ar purchase	records, peyr	nents confirmation, inland	carrying outs	and ship	ping status		
						Invoice amount Tot	al la	1,305,120 JPY
					F	Payment Amount Tot	al la	750,680 JPY
						Elalarice Tota	al in the second	-554,440 JPY
Canada como de 15 Mais	1 a la l							
Search result 6 Va	AutionNo.	2	Madel	Insice amount		Date of payment	Pickage data	
Date of purchase 2019/11/24 2016/1	ActionNo. Actionate	> Thuế No. 2000/005	Model Vear Elize(TE 2015/100(+25/5)	Pasike anount Pagment Anount 20520 JP/ 20520 JP/	Bahence o JPY	Date of payment (Payment due) 2010/11/25 (2010/11/20)	Pklap data (Pking-due)	Document cent and 2019/11/28
Deepch result 6 Vid Date of purchase 2019/11/24 Incode No. H17113005 Date No. No. H17113005 No. H17113021	Aution 1	> Thuế Ha. 20000005 20000003	Model View Eskv/IE 2015/00(+025/0) ViewE 2015/12(+020112)	Passice ancust Pagement Annual 2012/00 JPY 2012/00 JPY 2015/800 JPY 0 JPY	Baharon 0 JPY -255,880 J	Date of popearit (hyperant das) 2010/11/25 (2010/11/20) PV (2010/11/20)	Pklap data (Pklap-dat)	Document sent out 2019/11/28
Deschreut 6 1/d Date of parchese 2010/11/24 2010/11/24 2010/11/20 2010/11/20 2010/11/27 2010/11/17 2010/11/17 2010/11/17 2010/11/17 2010/11/17 2010/11/17	Actionite	> made No. 00000005 00000000 00000000	Noted ElevitE 2015/109425/00 WeeE 2016/109420/10 ElevitERD 2016/109420/10	Presion securit           Pagement Areasett           205:200 JPY           205:200 JPY           205:200 JPY           0 JPY           152:200 JPY	<b>Вићиков</b> 0.,РУ -205,880 J 0.,РУ	Date of poperant (https://titude           2019/11/25           2019/11/20           PY           2019/11/20           2019/11/20           2019/11/20	Pklap data (Pklap-dat)	Datasenet sent out 2019/11/28 2019/11/20

#### Preparing for the Shipment

Also, transport Arrivel schedu Hanamaru vill Before pick-u	If Please is a way, therapertation behavior durately goals and post take a count 2 veeks. And, transmittation for the software and the provide taken and the software and the so							
Search result 4 Vehic	ies < 1 3 Auction No.	Short Ma	Madel Vor	Place	Destination	Departure date	Estimate arrival date	
Date of parchase	Austion date							
Date of parchase 2018/11/24	Auction date	988900055	EGAVITE 2013/090425/00	Nagoya Yard	Nagoya Port		2019/12/02	
Date of parchase 2018/11/24 2018/11/20	Austion date	98990095 98990053	ESWITE 2013/090-6570 W4KE 2016/129-68/12)	Napoya Yard Shikaku Yard	Nagoya Port Kabe Port		2019/12/02	
Date of parchase 2019/11/24 2019/11/20 2019/11/12	Auction dele	96090003 96090003 96090004	EBWYTE 2013/030-05/00 WARE 2016/120-05/120 HART TRUCK 2009/030-05/00	Nazoye Yard Shikoku Yard Kobe Yard	Napya Port Kabe Port Kabe port		2018/12/02 2018/11/20	

#### **Checking for Arrving Schedule**

In These is avoid, to supplicitude topological and provide a grand 2 weeks. Also, tomographical for a proof which degraphic may like larger Also topological and a provide the supplicitude and the second and the sec	If Please be avera, transports Also, transportations from / t Arrival schedule is for referen Hanaman will not take any m	ation between do o yards with long ce only, is not gu	distance may take to enantment	s take around 2 weeks. nger.			
Also, transmittation for // by pick who forg darker am yok ergent. Account archaic for who is not more marker and a second of a second research and the second research and the second research and account of the second research acco	Also, transportations from / t Arrivel schedule is for referen Histogradu will, not take any m	o yards with long ce only, is not gu	distance may take io eractear!	nger.			
And an effect a first information of the gastrations are granted in build able of the treatment and the original and the sector and the secto	Arrivel schedule is for referent Hangmany will not take any st	ce only, is not gu					
Predna over na trak over predna over predn	The server will first taken of the first						
Buffer part-up mile a resemblish in alleroa discilly is the respective you! Sendmuch if tables Activity Dare d part-up Activity Dare d part-up Activi		sponsibility if had	ettes are generated s	ay armvai delays due to we	eather conditions	or other complicatio	ona.
Dandrauch Friedens 🥑 🚺 2 Anthraid Dandrach Martinelli Dash N. Yaw Phon Davisation Daparson data Estima	Before prox-ups make a reser	vation in advence	carectly to the respe	ictive yard.			
Tanchoud E Velon €							
Emplowed A Valdom C 3 > Antholis Made Date of persona Antholis Dask Ha. Var Plane Dastinatio Departure date. Entimat							
	Auction No. Auction No.	Dank No.	Madel	Place	Destination	Departure date	Estimate arrival da
2/19/11/24 966000 63416, Najoje ted Najoje Fort 2/19/12 2010/100/05/00	N18/11/24	Seenance	2010/000405/00	Najoya tard	Nagoya Port		2016/12/02
2019/11/20 9990003 WKF Shirika Vari Kita Part	0/16/11/20	99990003	WARF	Shikeku Vard	Kidus Post		
2010/12)-08/10			2016/129438/12)				
2019/11/12 96660006 HE/ET TRUCK Kabe Yard Rate port 2019/11							0000/11/20
2006/030/m8/0	016/11/12	966900945	HLET TRUCK	Koble Vland	FUD-0 DOPT		and and a fit will be
AND A REAL PROPERTY AND A	1018/11/12	00000005	HEJET TRUCK 2006/090-I18/9)	Koble Yand	Ribe port		200000000
2016/11/20         59960000         NMAC         Shadau/hard         Kabe Part           2016/11/12         59960000         4.6LT TRUCK         Kabe Jane         Kabe part         2016/11	8/15/11/20	99990093	W4KE 2016/129438/12)	Shikoku Yard	Kabe Port		0/10/11/20

## 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)



\*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	/	<b>v</b> ~	/_	~	
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.
		<b>Q</b> 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)	XNote: About Bid Increment
Bid Increment is mentioned on each car's auction page.     Bid Increment is mentioned on each car's auction page.     Bid Increment is mentioned on each car's auction page.     Bid Increment is mentioned on each car's auction page.     Bid Increment is mentioned on each car's auction page.     Bid Increment is mentioned on each car's auction page.     Bid Increment is mentioned on each car's auction page.     Bid Increment is mentioned on each car's auction page.     Bid Increment is mentioned on each car's auction page.     Bid Increment is mentioned on each car's auction page.     Bid Increment is mentioned on each car's auction page.     Bid Increment is mentioned on each car's auction page.     Bid Increment is mentioned on each car's auction page.     Bid Increment is mentioned on each car's auction page.     Bid Increment is mentioned on each car's auction page.     Bid Increment is mentioned on each car's auctioned on each car	Please choose the price and click FYESJ to bid. <ul> <li>337,000 JPY</li> <li>334,000 JPY</li> </ul>
Automatic Bidding Price 334 ,000JPY 9Ho / to bid	🗢 Yes 🚳 No
Delivery Charges(upon request) JPY	
Tax 33,400 JPY	
Bid Charge 11,000 JPY	
Pecycling Ticket Additional JPY	
Car Tax (for car with SHAKEN) Additional JPY	
Total 378,400 + Additional JPY	

③Enter Bid Price and click 「Bid」

%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 (4) and (5)

## 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
Bid details	
Current price	Ready to sell 703,000 JPY
Hanamaru Offer Price	270,000 JPY
Start Price	70,000 JPY
Bid Increment	3,000 JPY
Closing Time	2019/12/28 10:00:00 Time left: 13min56seconds
I BID	
Automatic Bidding Price	802 ,000JPY

Highest Bid U	pdate Notification Mail					
The second seco	E AUCTION] The highest bidder is now changed 上* 日付 今日 09:49					
TEST TEST1						
We thank you very much for using Other bidder has now become the h If you would like to get this veh	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 (	)9:49:44					
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	<b>O</b> Live auction <b>3</b>	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
egotiation				Confirmation dialog		
Negotiation proposal price	150 ,00	0JPY				
Delivery charge	Upon R			Please check all details b	efore making the bid	
Total	161,000 JPY + A	aquesting for Hanama				
	R	Inland Delivery	u	Trade Term	International trade	
ease type in your offer price and o	click "Propose"			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	
	Rubose			proposal price		
				Offer	r	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	ыd Possi bid by	ble to c variou	display det s auctions	ails	
T All Search result	▼Tender auction ▼Live ±21 Vehicles ≪ 1 2 Auction No.	auction     Thegotiation     Make	n 🏾 🎜 Reload Year	Place	Auction	
Sold price Processing 	Stock No. Auction date	Model SUZUKI WAGON R	2016/11 DAA-MH44S	Arrival Date 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 01hr08min	Bidding 500,000 JPY
_we	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
_we	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
_ke	99990007 Sell Out	LEXUS HS	2011/03 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						
ESee all details Review Arrival date / Shipping status Purchase History / Payments / Arrival date / Shipping status	** Please be aware, transportation between domestic yards and ports take around 2 weeks. Also, transportations from / to yards with long distance may take longer. Arrival schedule is for reference only, is not guaranteed. Hanamaru will not take any responsibility if liabilities are generated by arrival delays due to weather conditions or other complications. Before pick-ups make a reservation in advance directly to the respective yard.           Search result 4 Vehicles						18.	
	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	Kobe Port		
	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.

HANAMARU HANAMARU HOME Q Car Search Auction Sto		& Profile					
		Company name	テスト				
		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				
	Durfela						
U	Prome	i Data details					
		Could we send the documents to your registrered address?	Yes				
		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 Informa

## **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.

Yard · Carrying Out Other Information

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

**Place Bids** 

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.

**About Hanamaru Auction** 

## **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)