

## **100% Free Service from Mango-Auto.JP**

The following special service is available for our members only.

We are very happy to give this free service to our precious customers. As long as this relationship between you and us will continue, we promise to provide our best service for expanding your business, forever and ever.

### **A. Other Currency Service**

Our original payment terms is only with JPY (Japanese Yen) or US\$.

**As our special service, we will accept other currency such as Euro, UK pound, AU\$, NZ\$, etc. Please contact us and we will convert into another currency on the proforma invoice.**

### **B. 100% Free Auction Sheet Translation**

Our original translation service is very simple service that you call or e-mail to us if you do not understand any Japanese words or need more details on the auction sheet.

Each auction house is almost same in grading (evaluation) method and inspection standards, so only you need first is to simply understand the grading points, code, and symbol on the auction sheet, which you do not have to learn any Japanese seriously.

**As our special service, we will provide the translation of the auction sheet into English by e-mail or fax after you place a bid on the cars. We honestly translate with every detail, basic specification, option, year, grading, engine condition, inspector's comment, caution, defect, repaired or accident history, sales point, ex/interior condition (you can see picture with symbol on the sheet by yourself as well), etc.**

**Once you receive the English translation of the car from us, you can decide whether to increase your original bidding price as higher as possible to win, or may cancel it because the car condition based on the translated information is different from what you are expecting.**

**Also, together with estimated total price of FOB, C&F, or CIF shipping terms, including all the necessary costs and our commission.**



**Please note, we will not be able to translate if your bidding order reach to us on the day of the auction opening day. Deadline must be 15:00 in Japan time on the day before the auction opening date, and this service is upon your request.**

### **C. 100% Free Inspection & Photo Service**

Our original inspection service is only pre-inspection service that is our licensed technical inspectors make an exclusive assessment of the auction inspection sheet of the car you bid carefully and precisely. If any problems are not found we will proceed your bidding order.

If any serious problems like engine noise, transmission problem, broken glass, huge dent or rust, etc, mentioned on the auction sheet of the car, our professional inspector or our consigned inspector will physically inspect the actual car at the auction houses.

Then, we will tell you the actual condition of the car and ask you whether you accept such the car. After your acceptance we will proceed your bidding order because we never bid for the car in poor condition for our precious customers.

Our pre-inspection points on the auction sheet are followings.

Engine noise, Oil leak, Transmission problems, Engine check lamps on, Electrical problems, Corrosion, Re-painted, Broken or crack glasses, Rust on/under the body, Large dents or scratch on the body, Tire wear, Interior large dirt or stain, Other repairable problems, etc.
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**As our special service, our technical experts will fully inspect and maintain the car you won (successful bidding price must be above JPY 150,000.-) at our licensed factory to be ready to drive in the necessary level like filling engine oil, re-charging battery, light cleaning & washing, test-driving, etc, at Free of charge.**

**Meanwhile, we will take more photos (up to 20-shots) of your car upon your request and send you by e-mail. It is also beneficial to you because you may want to see more photos before the arrival of your car.**

**Moreover, just in case there is any outstanding damage of dents or scratch on the body that were not described on the auction sheet, we will be able to make a claim to the auction house on your behalf because it is auction house inspector's misrepresenting, but only in Japan.**

**Please note, it takes a few days to be completed, so if the car is really in a hurry we would**



**not suggest this service. It will be depending on the shipping schedule.**

**Our inspection points are same as Japanese government automobile inspection, which refer to below. We will inspect and adjust all the points, and if some serious problems found we will inform you in details to ask you whether you want us to fix or replace the damaged parts as paid-service.**

Steering Gear Box	[alignment of installation]
Steering Rod & Arm	[alignment, ricketiness, damage] [crack and damage of dust boots of ball joint]
Transmission	[oil leak] [amount of oil]
Propeller & Drive Shaft	[alignment of connection parts] [crack and damage of universal joint dust boots of drive shaft]
Differential Gear	[oil leak] [amount oil]
Brake Hose & Pipe	[liquid spill, damage, installation condition]
Exhaust Pipe & Muffler	[alignment of installation, damage, corrosion] [alignment of heat shield installation, damage, corrosion] [function of muffler]
Power Steering	[alignment of belt, damage] [alignment of installation] [oil leak] [amount of oil]
Ignition System	[spark plug condition] [ignition timing] [condition of distributor cap]
Cooling System	[alignment of fan belt, damage] [coolant water leak]
Fuel System	[fuel leak]
Battery & Electric Wiring	[alignment of terminal parts, corrosion] [alignment of electric wiring connection, damage]
Engine Motor	[color of exhaust gas] [concentration of CO and HC] [dirt of air cleaner element, clogging, damage] [oil leak]
Clutch Pedal	[play] [interstices between floor board]
Brake Pedal	[play] [interstices between floor board] [degree of effect]
Parking Brake	[pull reserve] [pedal reserve] [degree of effect]
Handling	[operation] [alignment, ricketiness, play]
Suspension System	[alignment of installation and connection parts] [parts of damage]
Shock Absorber	[damage, oil leak]
Wheel	[alignment] [air pressure of tires and spare tire] [crack and damage of tires] [groove and wear of tires] [bolt and nut] [ricketiness of front and back wheel bearing]
Brake Disk & Drum	[interstices between disk and pad] [wear of pad] [wear and damage of disk] [interstices of drum and lining] [sliding of shoe and wear of lining] [wear and damage of drum]
Master & Wheel Cylinder	[liquid spill] [function, wear, damage]
Disk Caliber	[liquid spill] [function, wear, damage]
Frame & Body	[looseness, damage]
General	[amount of engine oil, brake oil, battery liquid, coolant water] [engine condition and noise] [acceleration condition] [headlight, stop lamp, winker lamp] [amount of window washer and condition] [wiper condition]
Others	[prevention of pollution emission, etc]

## **D. Japan Tour Visiting Auctions**

We will be more than happy to see you in Nagoya, Japan, and to show you around the auction houses. For your stay in Nagoya, we will pick you up at the airport, arrange a hotel, etc, within your specified budget. If you purchase the cars during your stay some discount will be given to you.

If you have any questions about visiting to us please do not hesitate to contact us.