

Buyer's Claim Policy

TLRM Auction offers limited claim policy for all vehicles which are bought from TLRM Auction. All vehicles on TLRM Auction are from sellers around Japan. As for the claim, TLRM Auction policy states as follows:

Incorrect Information:

TLRM Auction will not be responsible for incorrect information as 11 photos are given to re-check or authenticate the information associated with the car. TLRM Auction recommends certifications if buyer is concerned about Mileage, Age of Car, Date of Manufacture or Engine Condition. TLRM Auction shows internal and external grades based on Japanese auctions but still 100% authenticity can not be guaranteed. TLRM Auction will accept the claim if information associated with the car is entirely of another car and misleading to a certain level that even the photos cannot make it clear.

Incorrect Photo:

No claim will be accepted if photo of car is wrong or partially wrong. If data of vehicle and photo are not matching then buyer must consult with the sales department.

Condition:

The delivery of vehicle is on "As-is Where-is" basis. TLRM Auction buys vehicles from Japanese auction or reliable sellers on the same "As-is Where-is" basis. To facilitate the customer a grading system has properly been designed. The vehicle Exterior / Interior grades along with the inspection sheet are shown on the detail page for the selected unit. Therefore, TLRM Auction will not accept any claim regarding possible faults and defects, whether minor or major, after the shipment. Buyer must consult first before making any final deal, if doubt exists. TLRM Auction does not accept claims in the following areas:

Maintenance of the following:

engine, transmission, and body adjustments; wheel alignment, balancing or rotation; wiper blade inserts; engine drive belts; spark plugs; filters; fuses; all batteries; all hoses and clamps (except air conditioning and power steering); oils, lubricants, fluids, refrigerants and coolants (except as required in the course of a covered repair); brake pads and rotors; brake shoes and drums; manual transmission clutch assemblies; suspension dampers (shock absorbers/strut elements); exhaust systems; tires.

Defects in body and interior:

Paint; glass; headlamps; bulbs (except instrumentation); mirrors; lenses; body and chassis; body seals and gaskets; interior and exterior trim, moldings, and fasteners; upholstery, headliner, carpeting, floor and trunk mats; convertible top air or water leaks; wind or body noises; wheels; damage due to rust, corrosion, or contamination,

faults in accessories:

Radio/cassette player, telephone, navigation system, CD changer, or any components of those systems; non-original equipment parts, components or accessories.

Shipment:

No claim will be accepted if shipment is delayed or canceled due to shipping line' or shipping agent's shipping re-scheduling. In case of delayed shipment, buyer can demand the refund of the sent amount. TLRM Auction will refund the amount received without any deduction. TLRM Auction will also refund the amount, without any deduction, to buyer If TLRM Auction cancels the shipment for indefinite period. TLRM Auction will arrange the vehicle with same specifications if shipment of wrong vehicle is mistakenly made by TLRM Auction.

Stealing:

TLRM Auction shows the images of the vehicle right after it enters into the yard. TLRM Auction will not be responsible if damage occurs during the shipment or after the shipment. TLRM Auction offers limited claim if photo represents the accessories which is stolen at yard or during the shipment. TLRM Auction will not be responsible if accessories stolen at the port of destination.

Sale Cancellation:

TLRM Auction will compensate the buyer with the same type of car if purchased vehicle is canceled by TLRM Auction. Vehicle is considered purchased if payment has already been received. TLRM Auction will payback the sent amount without any deduction or buy another car with same specification.

Inspection:

TLRM Auction will accept the claim if vehicle is shipped without required certification. Engine number checkup has to be informed by the buyer beforehand and will be charged accordingly. TLRM Auction will not accept the claim if wrong engine number is provided.

Container Shipment:

TLRM Auction will not accept any claim if vehicle is damaged during the container shipment.

B/L Changes:

TLRM Auction will not charge to client if mistake is made by TLRM Auction. Any delayed shipment due to wrong information or time delay from buyer's side will not come under the claim policy of TLRM Auction. TLRM Auction will charge the buyer if mistake over the B/L is happened from the buyer's side.

Pricing:

Prices at TLRM Auction are manually inputted. There is an ample possibility that prices may be entered wrong due to typographical mistake. If proforma invoice is issued and payment is received then TLRM Auction will sell the car with the given price even if prices was entered wrong. If real price is traced during the proforma invoice making, TLRM Auction will inform the client beforehand. Therefore no claim is accepted.