

Claim Criteria (Domestic and Overseas)

Type of Auctioned Goods	Claim Requirements	Claim Acceptance Period (counted from the day following the end of the Auction)
All Goods	If there is a discrepancy in the items or quantity of the Auctioned Goods, or if the Auctioned Goods are undeliverable If the Auctioned Goods are damaged due to significant packaging defects	14 days
	If the Auctioned Goods are seized or confiscated by investigation agencies or others on the grounds that they are stolen or lost property Documents issued by investigation agencies or others certifying that the Auctioned Goods are stolen or lost property must be submitted	—
	If the Auctioned Goods are determined by investigation agencies or other public authority or by the manufacturer of the Auctioned Goods to be in violation of the Copyright Law, the Design Law, or other laws and regulations of Japan	1 year
	If the Auctioned Goods are seized or destroyed in the exercise of investigation agencies or other public authority, or by the manufacturer of the Auctioned Goods on the grounds that they are counterfeit	
	If the Auctioned Goods are in violation of Article 10, Item 5 thorough 7 of the Membership T&C.	
	If the Auctioned Goods is appraised as counterfeit by the manufacturer or one or more of the Designated Appraisers (*1) *1 Designated Appraisers Union des Fabricants The Association Against Counterfeit Product Distribution Anti Trading Fakes	

Watch	If the watch does not function	14 days
	If the case or movement of the watch contains non-original parts from the manufacturer	14 days
	If the model number of the Auctioned Goods is different from the model number indicated in the Transaction Information in relation to the products of the manufacturer specified by the Company.	14 days
	If materials other than those indicated in the Transaction Information are used for the Auctioned Goods	14 days
	If the archive attached to the Auctioned Goods is different from the case or move of the Auctioned Goods (in case of a mismatch)	6 months
	If the Auctioned Goods have any other defects not indicated in the Transaction Information,excluding cases where the defects are not significantly different from our Rank definition table.	14 days
Gemstones & Precious Metals	If an appraisal by a Designated Appraiser (*2) reveals that colored stones different from the Transaction Information of the Auctioned Goods are used in the Auctioned Goods. *2 Designated Appraisers Central Gem Laboratory Co., Ltd. Gem Research Japan, Inc. Gemological Institute of America In the event that multiple institutions have different judgments, the decision shall be based on the judgment of Central Gem Laboratory Co., Ltd.	1 month
	If materials other than those indicated in the Transaction Information are used for Auctioned Goods	1 month
	If the Auctioned Goods have been treated (composition or treatment such as filling and coating, coloring, laminating, etc.) other than those indicated in the Transaction Information	1 month
	If the Auctioned Goods have any other defects not indicated in the Transaction Information,excluding cases where the defects are not significantly different from our Rank definition table.	1 month

Branded Bags, Leather and Rubber Goods, Clothing, and others	If the Auctioned Goods have any other defects not indicated in the Transaction Information, excluding cases where the defects are not significantly different from our Rank definition table.	14 days
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Excluded from Claims

Type of Auctioned Goods	Excluded from Claims
All Goods	<ul style="list-style-type: none"> ▪ If the Winning Bidders resell the Auctioned Goods or sell the Auctioned Goods at other auctions ▪ If the Winning Bidders have made repairs to the Auctioned Goods without the Company's prior consent. ▪ In the case that the reason for the dispute is solely due to the difference between the images posted on the Company Online Site and the actual purchased Auctioned Goods due to the method or technique of photographing the images. ▪ In the case of a defect that can be confirmed by the images posted as Transaction Information. ▪ In the case that the Winning Bidders cannot be confirmed as a genuine product due to the manufacturer's circumstances.
Watch	<ul style="list-style-type: none"> ▪ All the defects of a smartwatch. ▪ All the defects in energy storage clocks (AGS and KINETIC, etc.). ▪ In the case that the claim is only about the accuracy (rate) defects of the watch. ▪ In the case of a watch that shows the inner mechanism with the back cover open. ▪ If the difference between the grade definition on the Transaction Information and the condition of the Auctioned Goods is within one grade above or below the grade definition. ▪ In the case that the goods that are described as "non-negotiable" ("as is", "no warranty", "no archival warranty", "immobile", "Rolex 4-digit model item," or similar wording) in the Transaction Information.
Gemstones & Precious Metals	<ul style="list-style-type: none"> ▪ If the weight per diamond used in the Auctioned Goods is less than 0.5 carat.

Gemstones & Precious Metals	<ul style="list-style-type: none">▪ If the difference between the total weight of colored stones other than diamonds used in the Auctioned Goods listed in the Transaction Information and the actual weight of the colored stones used in the Auctioned Goods is less than 10%▪ If the error is within +/- 0.2 grams for goods listed in grams in the Transaction Information,▪ If there is only a difference between the dimensions of the pearls and gemstone coral used in the Auctioned Goods listed on the Company Online Site as the Transaction Information and the dimensions of the actual pearls and gemstone coral used in the Auctioned Goods.▪ If the only reason is that the Auctioned Goods have undergone an enhancement process.
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Effective April 1, 2023