

BE FORWARD
WITH JAPANESE QUALITY

INTRODUCING THE **BE FORWARD** PROTECTION SERVICE

By adding our protection service to your car you can be rest assured that any unexpected mechanical issues or missing items that are discovered after your car arrives in your country will be covered by **BE FORWARD**. *Conditions Apply

PROTECTION ON!!



MECHANICAL ISSUES

Engine problems will be covered
Transmission problems will be covered
Electrical problems will be covered

DAMAGE ISSUES

Non pre-existing dents, cracks and scratches to the vehicle will be covered

MISSING ITEMS

Missing items will be covered - Audio, Jack/Spanner, Spare Tire, Key, Wheel Cap

NOT COVERED.....

Vessel Sinking and EXPENDABLE Parts

PROTECT YOURSELF TODAY!

- ☆ Loss Rate Agreement List
- ☆ Expendables Exemption List
- ☆ Step By Step Flow Chart
- ☆ Terms & Conditions

Contact us for more information:

E-mail: top@beforward.jp

TEL: +81-42-440-3440



Exhibit A

LOSS RATE AGREEMENT LIST

FOR THE MISSING ITEMS

PART	LOSS RATE	PART	LOSS RATE
Smart Key	US\$300	Rear Spare Tire Cover Hard Type	US\$100
Remote Key	US\$200	Rear Spare Tire Cover Soft Type	US\$30
Basic Key	US\$50	Emblem (One Price)	US\$20
DVD, TV Stereo	US\$300	Antenna	US\$20
CD, Radio Stereo	US\$200	Shift Knob	US\$20
Wheel Cap (One Price)	US\$10	Wiper (One Price)	US\$30
Jack	US\$20	Power Window Switch	US\$50
Wheel Spanner	US\$10	Head Rest (One Price)	US\$30
Spare Tire	US\$50	Floor mats	US\$50
Tire Repair Kit	US\$70	Other Parts and Accessories	US\$ASK

Exhibit B

EXPENDABLE EXEMPTION LIST FROM COVERAGE/RESPONSIBILITY



ITEM LIST			
1	OILS AND FLUIDS Engine Oil, Transmission Fluid, Differential Fluid, Brake Fluid, Power Steering Fluid, Radiator Coolant	2	FILTERS Oil, Fuel, Air, A/C
3	BATTERIES	4	TIRES
5	BRAKES Pad, Rotor, Shoe, Drum	6	SUSPENSIONS Arm bush, CV boot, Steering rack boot, Ball joint boot
7	BELTS Fan Belt, A/C Belt, Power Steering Belt (excluding Timing Belt)	8	SPARK PLUGS
9	BULBS / LAMPS	10	WIPER BLADE RUBBER

STEP BY STEP FLOW CHART



STEP 1

When you encounter a problem - mechanical problem, parts of your car are missing or your vehicle is stolen, immediately send an e-mail to **BE FORWARD**. Ensure to keep the car in its original condition. Do not start any repairs or disposal without instruction from **BE FORWARD** or the Claim Agents appointed by the Insurance Company. Any unauthorized repairs or disposal may result in regardless of the reason, you being no compensation.

STEP 2

BE FORWARD or Insurance Company's Claim Agent will assist you to start the complaint procedure. Please fill in the "Damage Report Sheet" and submit it to us. You may be requested to prepare documents of below. (Details will be informed to you by the claim agents.)

- a. Invoice(※Packing list if applicable)
- b. Bill of Lading
- c. Delivery Receipt
- d. Notice of Claim to the actual shipping line/agent
- e. Photo(s) of the damaged car.

STEP 3

If the Claim Agents deem necessary, surveyors will be appointed to assess the damage of the car. The surveyors may ask you for the details relating to the accident.

STEP 4

Each individual complaint will be verified to see if it is refundable or compensated by **BE FORWARD**. Please note that not all losses and/or damages are refundable so refer to the Terms and Conditions for further clarification.

STEP 5

You will be contacted by **BE FORWARD**, and if complaints are compensated or payable, we will guide you how refund for the missing items should be transferred or compensation should be done.

BE FORWARD PROTECTION SERVICE: Terms and Conditions 170209.837

BE FORWARD PROTECTION SERVICE (hereinafter referred to as "BPS") is rendered by Be Forward to its direct Buyer(s) for the protection of the vehicle, purchased from or through Be Forward, against the losses and/or damages incurred on the vehicle during the shipping and local delivery procedures, destined to mutually agreed delivery point.

**Any and all "Be Forward" below signify Be Forward Co., Ltd., having its principal office in Chofu City, Tokyo, Japan.*

***Any and all "Buyer" below signify direct Buyer of the vehicle from Be Forward, designated on Vehicle Purchase Agreement.*

**** Any and all "FOB" below signify the price of the vehicle alone finally agreed between Seller, Be Forward, and Buyer.*

1. Protection Coverage

1.1 BPS Charge Buyer shall be charged US\$100 (US One Hundred Dollars and none) for BPS and Be Forward, in return, is to render BPS as its services to cover the aforementioned losses and/or damages strictly under the conditions stipulated herein 1.2 or thereafter herein Terms and Conditions. The aforementioned charge for BPS shall be, regardless of the reason, non-refundable once born and paid by Buyer. However, Buyers who subscribes to Be Forward's City Delivery services by 5 business days prior to the Customs Clearance process after unloading from shipping vessel shall be exempted with this charge.

1.2 Compensation for Missing parts and/or items

1.2.1 Missing parts and/or items not vital to the driving performance of the vehicle shall be directly reimbursed. The compensation shall be conducted in accordance with a prearranged amount per part and/or item as per Exhibit A.

1.2.2 Missing parts and/or items vital to the driving performance of the vehicle shall be replaced or shall be reimbursed by cash, of which decision shall be determined by Be Forward at its sole discretion.

1.2.3 In case of the total loss of the vehicle, as a whole, original FOB price of the vehicle paid by Buyer to Be Forward shall be compensated.

1.2.4 Any and all missing items on vehicle arise from any cause or causes beyond the reasonable control of the party affected ("Force Majeure") including but not limited to, act of God; acts of government or governmental authorities, compliance with law, regulations or orders, fire, storm, flood or earthquake; war (declared or not), rebellion, revolution, riots, or act of terror, strike or lockouts, during the transportation of vehicle, whether the transportation is by shipping vessel, railway, car carrier or driving delivery, or by a combination of any and all of the aforementioned, to the import destination are subject to BPS compensation; provided however the vehicle shall be within the transporting process by shipping vessel, railway, car carrier or driving delivery and not in between the each of transporting means

1.3 Compensation for Damaged vehicle

1.3.1 Damaged vehicle deemed and determined to be repairable by Be Forward shall be repaired and in the case that the vehicle is determined not repairable by Be Forward, a replacement vehicle shall be offered to Buyer. The evaluation and determination of the damaged vehicle shall be conducted by the decision of Be Forward in its sole discretion. Any and all expenses incurred by repairs and/or diagnosis conducted without Be Forward's written approval, prior to the conduct of the repairs or the diagnosis, may not be compensated by BPS or by any other means.

1.3.2 Repair methods and materials for the breakdown vehicle shall be evaluated and determined by the decision of Be Forward, in its sole discretion. The repair cost shall be, however, capped by a maximum limit amount set forth as follows:

- a) Vehicles with FOB price of USD 1,000 or more: repair cost up to 500% of the original FOB price may be applied for the repair;
- b) Vehicles with FOB price of less than USD 1,000: repair cost up to 1000% of the original FOB price may be applied for the repair.

In case the repair cost exceeds the aforementioned maximum limit, an alternative, determined by Be Forward, may be offered to Buyer.

1.3.3 Any and all damages on vehicle arise from any cause or causes beyond the reasonable control of the party affected ("Force Majeure") including but not limited to, act of God; acts of government or governmental authorities, compliance with law, regulations or orders, fire, storm, flood or earthquake; war (declared or not), rebellion, revolution, riots, or act of terror, strike or lockouts, during the transportation of vehicle, whether the transportation is by shipping vessel, railway, car carrier or driving delivery, or by a combination of any and all of the aforementioned, to the import destination are subject to BPS compensation; provided however the vehicle shall be within the transporting process by shipping vessel, railway, car carrier or driving delivery and not in between the each of transporting means

1.4 Performance of Parts Performance of any and all parts of the vehicle is guaranteed in the case that the description of the parts under "Standard Features" section on Be Forward's web point of sale is "Highlighted" with distinguished color.

1.5 Exemptions Followings shall be exemptions from BPS compensation:

- a) Rust, corrosion, oxidation and/or discoloration of the body or frame of the vehicle;
- b) What is usually defined as "expendable parts and/or items" in the industry (as per Exhibit B) except damages on expendable parts or items are incurred when the vehicle was under the conduct of certified Be Forward agent(s); provided, however, the case shall be assessed and determined by Be Forward in its sole discretion;
- c) Any and all parts and/or items that are not genuine products of the automobile manufacturer -- Buyer shall ask Be Forward in this regard prior to their purchase of the vehicle;
- d) Oil or fluid leaks of any kind;
- e) Any and all damages or defects of the vehicle disclosed to Buyer prior to Buyer's purchase decision;

- f) Any and all expenses for Buyer's or his/her designates' stay, including hotel fees, meals and/or travel expenses back and forth, or loss of Buyer's business during the vehicle trouble;
- g) Loss of life or personal injury of any person whomsoever, or for damage to any property whatsoever;
- h) Any and all punitive charges by authorities that arise from Buyer's or Buyer's delegate's failure to perform their role as an importer for the vehicle.

1.6 Buyer shall be deemed to have understood and agreed that the possibility of not all damages of the vehicle are fully photographed before shipment.

1.7 Buyer shall be deemed to have understood and agreed that the purchased vehicle is a USED VEHICLE and, therefore, must not expect: 1) the standards of brand new vehicle quality and 2) the repaired vehicle to meet the standards of brand new vehicle quality.

2 Protection Period

2.1 The protection period of the service shall continue to and through: a) 30th (Thirtieth) day from the arrival date of the shipping vessel at the port of unloading, or b) 7th (Seventh) day after the compliance of the vehicle is completed and the vehicle is received by Buyer or the person of their designation, whichever takes place first; provided however Buyer provides to Be Forward, regardless of the reason, any and all that had been requested by Be Forward, including but not limited to, photos, various report(s) of issue(s) with detailed descriptions, and estimate(s), within 14 (Fourteen) Be Forward's business days from the date of Buyer's initial reporting of the issue(s) , whether in verbal or in writing, to Be Forward.

2.2 Any loss and/or damage claims arising or identified beyond the protection period shall not be subject to BPS coverage, regardless of the reason, and Buyer's claim shall become null and void.

3. Compensation claim To claim for any compensation, Buyer shall turn in the designated reports to Be Forward upon the discovery of the loss and/or damage. Any delay in reporting to Be Forward of the loss and/or damage, regardless of the reason, shall result in the claim becoming null and void and, therefore, unpayable.

4. Others

4.1 No loan car shall be provided nor loan car expenses shall be reimbursed to Buyer during the trouble period, including but not limited to, repairs.

4.2 For any exceptions to the aforementioned, Be Forward shall retain all the rights to review the issue and to decide its solution by the discussion with the designated insurance company, which may or may not be subject to BPS compensation.

4.3 Any and all matters beyond issues subject to BPS shall be subject to the terms and conditions set forth therein Vehicle Purchase Agreement and any other terms and conditions set forth by Be Forward.