

# TOTAL MOTOR MART Co., LTD.



March 2007 issue.

## *Message from the President*

*Please note that all vehicles are fully serviced before we ship them. We guarantee you 100% money back, if we under-perform. (The only Company that Guarantees your money back).*

*We do not Compromise on quality, because we value your Investments.*

*At Total Motor Mart Co.,Ltd", because we know you have a choice, we will never stop working for you!"*

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The braking system also undergoes a total overhaul. 1998 Nissan Blue-bird for Mr.Wilson C. Zimbabwe

**PETER `S TMM TOTAL COMMITMENT TO QUALITY VEHICLES**

# TMM Marketing Division Alert

## Things you need to know in vehicle importation

A significant number of buyers have been taken off balance by some unbelievable deals they have seen or stumbled upon on the web. Some vehicles and trucks are given an impossible value. A 3.5 ton truck might have a tag of US\$3000 on one of the so common websites. Please believe us when we tell you that if it is an unbelievable deal then there is a good chance, it really is a hook somewhere and you are on the verge of losing big time! You will just be throwing your money into a storm drain. The purpose of this edition is ideally to act as a community service to all those contemplating buying a vehicle online. A large number of people are approaching us looking for assistance in retrieving funds lost to bogus companies. It is unfortunate as some of them would have been in touch with us previously only to sidestep us when they stumble on an advert of these cyber-conmen.

We will reiterate what regular visitors to the Total Motor Mart website are now familiar with:

- Always as much as possible, when it comes to a major investment like a motor vehicle, always deal with companies with a history, or better yet, people that you know.
- Never purchase a vehicle like you are buying a book or headache tablets on the web!! You will be shocked to get delivery of a total ramshackle. And in the worst case scenario, you might have the contacts disappearing once you have transferred your full payment to them. That will be the last you will hear of that company. This is happening and we do not mean to frighten you but just to alert you on these schemes such that when you have made a final decision on whether to buy or not you will have all the pros and cons in hand.
- Always ask the pertinent issue of after sales service and parts supply. This area must be guaranteed.

### **Be careful of the fly by night advertisers promising cheap deals.**

We have had clients asking us to verify the authenticity of some of the companies advertising in the local and regional press. Unfortunately, we are not in a position to assist in that area. *When you realize that you might have been duped, the best thing to do is report to your local police who will then work with Interpol in bringing the culprits to book.*

At Total Motor Mart we value client confidentiality and thus will also not be in a position to request that a payment you might have made elsewhere be transferred to our account. We believe in maintaining the highest ethical standards and stress that it is incumbent on the client to do their homework thoroughly before they commit themselves. Being referred to a website that hardly has any information on the company or the people behind it surely is a sign that some pieces might be missing.

## What Total Motor Mart can do for you

At TMM we never promise you the world.

We set our prices as realistically as possible, mindful of the client's budget. Some clients often say but why is your minibus more expensive than the one I see at this website. Fair enough, but those guys do not guarantee you your money back in the event of the vehicle malfunctioning at delivery. Stories abound of people who have gone to collect their vehicles from ports only to learn that the vehicle was actually towed from the ship and it will not start! Further investigations then reveal that the engine ceased! One tries to contact the supplier and they are reminded that they did not buy a new vehicle, learn to live with it! Some of these nameless and faceless players always know despite losing that one customer a lot more will fall for the cheap prices carrot that is dangled in their faces.

Total Motor Mart will ensure that a full mechanical and electrical check is done on the vehicle before it is shipped. The braking system also undergoes a total overhaul. We have such confidence in our cars that we do not even panic when a customer insists on collecting their vehicle from the Port. Customers who have used the N11 route from Durban in South Africa will straight on advise you that it is a safer road but when your car develops a mechanical fault then you are done for. It is not uncommon to see a fairly good vehicle being towed after doing the first 200 or so kilometers. That sort of vehicle will have headed to the auction floor in Japan straight to the customer without a thorough check having been performed on it. It would have clocked its 10 000km service interval or failed emission tests or both. Now some players in the industry would rather sell it for \$1000 than perform a major service on the vehicle that will require around \$1500.

Be very careful of these amazing deals as in the end you will end up paying a lot more for that amazing deal. Either you will pay four times the price you paid for its shipment or, forbid, you pay with your life when the engine ceases and the brakes fail in that famous Drakensburg range! Some have had the misfortune of being treated like criminals on the freeways after the amazing deal vehicle just fails to perform and becomes a danger to other drivers using the same road. By the time one gets to the border they will have clocked a record fine in tickets!

It is a lot better to pay that little bit more and get a brilliant vehicle that will have turning in the streets and you can be able to confidently get into it for the odd long distance drive. We at Total Motor Mart pride ourselves in relying on word of mouth recommendations for satisfied customers.



1995 CARINA 1500cc Petrol, pw, pm, ac, radio tape Grey 31 000km a must buy Z\$32,6m CIF DURBAN. You can ask for clear pictures.

Our Sales and Marketing Team in Harare will assist with Bank details in Z\$ payment details

# Why buy from Total Motor Mart

- Total Motor Mart is now a major player in the Japanese new and used car business. Our vehicles are proudly dominating the streets of Harare, Lusaka, Maputo, Gaborone, Kigali, Kampala, Windhoek and Lilongwe et cetera with full spares backup.
- We have a well equipped workshop in Japan and our mechanics are experts in all the major Japanese marquees viz , Mitsubishi, Honda, Toyota, Nissan, Isuzu, Subaru, et cetera.
- You will never be alone and our motto encapsulates what we are all about. We never stop working for our clients. We will never abandon a client on delivery of a vehicle. We track all our vehicles to ensure they are performing well. If a vehicle develops a fault within 3 months of delivery, we will assist with spares.
- We will freely refer you to our other clients to get a feel of the TMM total quality delivery and management experience.
- Total Motor Mart can tailor-make a payment plan to fit your pocket with no interest or management fees being charged!
- We will respond to all enquiries within 12 hours of getting a fax, email or telephonic query.
- We are now dealing in volumes. At least 30% of Japanese vehicles passing through Beitbridge border post, arguably the busiest port in southern Africa are ex- Total Motor Mart stock. That a large number of clients are using our services means we should be doing something correctly!



*Serious about Farmers, we are here for you. Our April's issue will focus on your concerns. Disc plough for Mr. Clement M. Zimbabwe*

**Tractors, Pest control nap-sack, Generators, and Pumps, New and Used Farming Machinery.**

## What can you do for yourself and others?

Now that you have got a snippet into the world of motor vehicle importation we invite you to download our articles and share them with others. Refer more people to our website. There is not only available stock there but lots of information that will enhance your knowledge in this business. Feel free to find out how you can partner us. We also deal with small orders and also big wholesale orders. Email customer services on [tmmsales@totalmotormart.com](mailto:tmmsales@totalmotormart.com).

# www.totalmotormart.com

## PLATINUM DEAL OF THE MONTH SUV OF THE MONTH

*1996 HONDA CR-V SUV. 2000 cc 4x4, power steering, power window, air-con, radio +Cd-player, roof-rack, bulbar and sport lights, spoiler, carrier,*

*76 000km, Navy-blue full House SUV of the Month. US\$7900 FOB JAPAN. 5% based on first come, first service basis Hurry! You can ask for more pictures of this unit....*

