

"Autograph Daruma Journey" Q&A

Q: I have more than two "serial number cards" from the same hotel, for a total of five cards. Can I exchange the five cards for a "special display case"?

A: We cannot exchange incomplete serial number card sets. Each of the five "serial number cards" must be from a different hotel.

Q: Can I give or sell my "serial number card" to a third party?

A: Sale, transfer, and lending of serial number cards is prohibited.

Q: Until when can I redeem the "special display case"?

A: The "special display case" is available in limited quantities. Redemption will end once available stock runs out.

Q: Can you mail me a "special display case"?

A: We cannot accept serial number cards mailed to the hotel, and we will not mail the "special display case".

Q: I lost my "serial number card,". What should I do?

A: As a general rule, we cannot reissue cards. Please inquire at the hotel where you stayed for more information on exchanging the cards for the "special display case."