



Futura Trailers Dealer Responsibilities

These dealer responsibilities ensure all Futura Trailers products commissioned by the Futura Trailers Dealer have been assembled to a standard that maximises the safety of the user. Dealers and their appropriate staff are required to take all reasonable steps to ensure the correct procedures are followed when commissioning trailers supplied by Futura Trailers including the following:

- Check stock for damage/missing parts on arrival
- Ensure trailers are commissioned to manufacturer specifications (specifically: nuts torqued and marked correctly, battery checked and charged if necessary, trailer functionality checked).
- Ensure required checklists are completed before the trailer is ready for delivery to the customer.
- Pre-delivery checklist is to be completed prior to handing over the trailer.
- Handover checklist must be completed and submitted upon handing the trailer over to its new owner or a delivery driver.
- Represent Futura Trailers in any marketing/sales material in accordance with Futura Trailers brand guidelines.

Orders

- Minimum order is 4 trailers.
- A 10% non-refundable deposit is required 3 months from manufacture date to secure a forward order and the Dealers place in Futura Trailers production schedule.
- The 10% deposit is to be paid within 5 days of receiving a deposit invoice. Invoices are issued 13 weeks prior to manufacturing date.
- Forward orders must be placed in advance. At the completion of a quarter, within that month forward orders are to be placed for that quarter in the following year.
- Forward orders are not secured in the production schedule until the 10% deposit is paid.
- Forward orders will be accepted for no longer than 12 months in advance.
- Forward orders need to be accepted by Futura Trailers in writing.
- Shipping dates given may vary (recent disruption due to Covid-19 has affected global shipping)
- Prices quoted are subject to change with 1 month's notice.
- Price will not change on deposit paid orders.



- Futura Trailers may change policies at any time without prior notice to The dealer.

The balance of payment must be settled in full in USD by wire transfer prior to the shipment leaving the New Zealand factory. If payment is not received at time required to meet shipping commitments, the order will be cancelled and the deposit will not be refunded.

Stock

It is expected that dealers always have stock on hand which is ready for handover to a customer. We refer to this as 'customer-ready stock'. E-Commerce confirmed sales along with leads will be sent to those who have 'customer-ready stock'. Promotional activity will be targeted at dealers geographical location where 'customer ready stock' is available.

Minimum stock levels are set for the dealership in conjunction with Futura. This level is to enable fulfilment of sales from your yard/stock, not drawing from stock in transit or in assembly. To ensure 'customer ready stock' is replenished in time, forward orders are to be placed at a level which will ensure continuity of supply. The 'customer-ready stock' is additional to any demo stock or dealers own use trailers carried.

Targets

Targets are a good way of focusing our attention. They also give clarity around expectations between supplier and reseller. They are intended as a guide and a measure of performance.

Key considerations when setting a target include:

- Agreement between supplier and reseller
- Length of time in business
- Length of time being a reseller of Futura trailers
- Previous year's sales (if applicable)
- Dealership location
- Trailer demand
- Frequency of order
- Stock on the lot (and available space)
- Targets are for Total Units, and then segmented by trailer type



Once Targets have been agreed upon we will work with you on the Optimal Stocking Level for your lot, the required number of demo/display units, and a Forward Order plan (to minimise the possibility of stock-outs).

Representation of Futura Trailers Brand

- Dealer shall not sell any other brand of lowering trailer.
- Dealer shall not sell any directly competing product that utilises Futura Trailers intellectual property.
- The dealer will not establish a web site or other form of internet presentation advertising, promoting and/or offering for sale the Futura Trailers products unless first approved in writing by Futura Trailers. Such approval may be revoked with immediate effect at the sole discretion of Futura Trailers.
- Futura Trailers reserves the right to discontinue or modify any product without prior notice to the dealer.
- The dealer shall use its best efforts to market, promote and sell Futura Trailers products in a professional and diligent manner and consistent with Futura Trailers excellent reputation and in accordance with Futura Trailers marketing policies, brand guidelines, promotional programs, advertising concepts, guidelines and campaigns.
- The dealer must possess the resources to professionally represent Futura Trailers in its sales efforts and fully perform its obligations as a Futura Trailers dealer.
- The dealer shall assign a primary contact to manage the on-going relationship with Futura Trailers. The primary contact will be responsible for all reporting, training and sales activities, warranty and repairs in relation to Futura Trailers.

Repair and Maintenance

The dealer must employ at all times at least one trained professional repair and maintenance person per location. Futura Trailers will provide training on the trailers and accessories. If the trained professional leaves the dealer's employment, the dealer must immediately notify Futura Trailers.



Sales

The dealer's sales staff must be able to offer optimal advice and service to its customers to create a positive and enthusiastic experience and build demand for Futura Trailers products. The dealer must instruct each of its Futura Trailers customers about the proper use, warranty terms and maintenance of the products prior to purchase and, if requested by the customer, after the purchase.

The dealer should apply their best effort to selling at MSRP and not discount the trailer. Trailers manufactured by Futura Trailers are a high-end product that is targeted at sophisticated buyers who are prepared to pay a premium price for a premium product.

The dealer must educate and train its staff in the functionality, specifications, features and use of Futura Trailers products to enable professional demonstration of the features of the products.

The dealer's sales staff must be knowledgeable about available accessories and demonstrate their benefits to customers.

The dealer and its sales and service staff must understand the method Futura Trailers uses to determine capacity and specifications of each product and the federal, state and local laws and regulations governed for use of such products..

Futura Trailers reserves the right to review the quality of the dealers' sales staff and their knowledge of the functionality, specifications, features and use of the trailers and accessories. That review may be accomplished through mystery shoppers, review of completed forms and other methods.