



Dealer Manual

Futura Sport Range and SHIFTR trailers

USA

View product information

www.futuratrailers.com

www.shiftrtrailers.com

If you have any questions please email trailers@futuratrailers.com



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Welcome to the Futura Team

Futura engineered what many consider the **world's finest aluminum lowering trailer** — designed in New Zealand, **assembled in the USA**, and trusted by discerning owners of GT Porsche track cars, six-figure classics, and performance vehicles who demand the best.

Our anodized aluminum construction and patented lowering system make loading effortless, towing secure, and ownership a reflection of true quality. Each trailer is built to exacting standards, delivering lightweight strength, proven durability, and an experience your customers can rely on.

As a dealer, you can count on:

- **Premium positioning** – Trusted by owners of classics, exotics, and high-performance track cars
- **Category leadership** – engineering the finest lowering trailers available
- **Dealer support** – responsive teams on both US coasts and New Zealand
- **Effortless service** – online parts ordering and fast after-sales care

Now introducing SHIFTR — our steel, hydraulic-lowering trailer engineered for professionals who demand fast, safe, and dependable vehicle transport. With an industry-leading 83" wide deck to accommodate today's wider performance cars, SHIFTR matches the hauling capacity of our aluminum line while providing rugged durability through its fully welded steel frame — all at a more accessible price point. For dealers, it's a high-volume sales opportunity backed by the same trusted Futura Trailers' DNA.

From the Club Sport to the Pro Sport, the enclosed Super Tourer, or SHIFTR, every model delivers effortless performance, proven reliability, and a premium dealer experience.

Built to perform. Effortless to sell. Satisfying to support..



Quick Reference Guide

Ordering & Payment

Do

- Pay 10% non-refundable deposit within 5 working days.
- Request a Collection Date at the time of order.
- Pay final balance \geq 5 working days before collection.

Don't

- Assume deposits are refundable or transferable.
 - Miss deadlines (may cancel your order).
-

Collection & Transport

Do

- Bring your *Ready-to-Collect* notice (if not you, then your delivery driver).
- Ensure drivers check tire pressure & re-torque wheels en route.
- Use a self-loading centerline trailer for SHIFTR stacks.
- Arrange adequate insurance for storage & transit.

Don't

- Road tow SHIFTR stacks of four.
- Assume Futura is responsible for drivers.
- Hold Futura liable for damage caused during transport from our factory.

Important

The driver must check the security of the stack before departure and is **ultimately responsible for strapping, securing, and the safety of the load in transit** — even if stacked and strapped by Futura.



Dealer Responsibilities & PDI

Do

- Torque lug nuts, check battery charge, verify tire pressures.
- Test lowering system, winch, lights, brakes.
- Complete Pre-Delivery Inspection (PDI).
- Complete handover checklist (scan QR code to open web-form).

Don't

- Hand over trailers without PDI & Handover forms completed.
 - Enter dealer emails instead of customer details.
 - Forget: warranty starts **only after handover**.
-

Marketing Requirements

Do

- Post at least 6 social media updates per year.
- Use Futura/SHIFTR approved or Dealer Portal content.
- Get written approval before publishing dealer websites.
- Keep stock and you will receive sale leads.

Don't

- Promote competing trailer brands.
 - Use copyrighted content in ads.
 - Alter or misuse Futura/SHIFTR branding.
 - Run out of trailers in stock!
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Limited Warranty & Claims

Do

- Provide last 5 digits of VIN with every claim.
- Get Futura's approval before starting repair work.
- Follow Futura-approved procedures & labor rates.


Don't

- Submit claims for trailers in dealer stock.
- Carry out repairs without Futura's direction.
- Invoice for unapproved labor or parts.

Important

Dealer claims = issues found **before handover** (PDI).

Limited Warranty = issues found **after handover**.

 **Tip:** Print this quick reference guide.. It's a quick summary — the **Dealer Manual** is the full reference.



Introduction

This manual outlines the key terms of your relationship with Futura Trailers. Failure to comply may result in termination of dealer status.

Websites

- Futura Trailers Sport Range: futuratrailers.com
 - SHIFTR: shiftrtrailers.com
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Locations

Paramount, California:

15342 Texaco Ave, Paramount, CA 90723

Phone: 562 606 4992

Charleston, South Carolina:

4257 Domino Ave, Unit 2, North Charleston, SC 29405

Phone: 843 321 2175

Toll-Free: (855) 744-3877 (Futura and SHIFTR all team)



Key Contacts

Area	Contact	Email
Dealer Relationships	Bevan McDonald	bevan@futuratrailers.com
Dealer Support	Steve Harrelson	steve@futuratrailers.com
Marketing	Reuben Heunes	reuben@futuratrailers.com
After Sales	Hayley Mehana	hayley@futuratrailers.com
Technical Support	Jonnie Powell	trailers@futuratrailers.com
Accounts	Samantha Higgins	accounts@futuratrailers.com
General		trailers@futuratrailers.com

trailers@futuratrailers.com will reach any Futura Trailers team member.

MSRP & Dealer Pricing Policy

Futura and SHIFTR publish **Manufacturer's Suggested Retail Prices (MSRP)** on our official websites. These prices are carefully set to protect brand integrity, ensure consistency across the network, and support healthy dealer margins.

- **Positioning of MSRP:** Dealers are expected to respect MSRP in all sales and advertising activity. While dealers ultimately set their own resale prices, consistent alignment with MSRP protects brand reputation, customer trust, and dealer profitability.
- **Built-in margin:** MSRP already includes dealer margin for accessory assembly.
Dealer purchase pricing: Dealer pricing for trailers and accessories is based on a fixed discounted rate off the published MSRP.



- **Local delivery fee:** Dealers may add a local delivery or handling fee on top of MSRP to cover transport from Futura's U.S. facilities to the dealership. This fee must be clearly presented to the customer as a local delivery or handling fee not "international shipping."

Brand Alignment: Dealers who consistently advertise or sell outside MSRP may lose access to Futura-sanctioned promotions, co-op marketing opportunities, or other benefits tied to maintaining consistent brand standards.

Representation of Futura and SHIFTR Brands

- Dealers may **only sell Futura and or SHIFTR lowering trailers** (no competing brands).
- Any dealer websites promoting Futura and SHIFTR must be **approved by Futura Trailers** in writing.
- Dealers must market and sell in line with **Futura Trailer's brand guidelines**.
- Represent trailers as **"Assembled in America"** with **US-based after-sales support**.
- Dealer must assign a **primary contact** for reporting, training, sales, warranty, and repairs

Sales & Marketing

Futura Marketing Support

- We run targeted marketing campaigns (Google, Facebook, Instagram, YouTube, print, EDM, influencers, sponsorships) to build brand awareness and generate leads.
- Leads are assigned to the **nearest dealer with stock** via email introduction.
- **Dealers without stock or pending orders will not receive leads.**



Dealer Marketing Requirements

- Dealers are expected to run their own marketing: email campaigns, social media, print ads, events, and demos.
 - Futura provides a **Dealer Social Media Starter Kit**.
 - Dealers must post regular social media content (at least **6 posts per year**), using:
 - Their own Futura or SHIFTR content
 - Content from the Dealer Portal
 - Reposting Futura and SHIFTR official content
 - Futura provides a Dealer Paid Marketing Kit for ads. Paid advertising must use copyright-free content. (Check with Futura marketing team if unsure.)
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E-Commerce Sales

- Customers can buy directly on futuratrailers.com and shiftrtrailers.com by placing a **\$500 deposit**.
 - The order is transferred to the nearest dealer with stock.
 - Once the **handover checklist** is complete and registration details are submitted, Futura transfers the deposit (minus bank fees) to the dealer.
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Dealer Sales Staff

- Sales staff must be trained to demonstrate product features, specs, and safe use.
- Staff must know and abide by federal, state, and local trailer regulations.
- Each Dealer is responsible for ongoing training to maintain professional service demonstrations and handovers.



- As a Dealer you consent to Futura communicating directly with your sales staff from time to time e.g. for enrollment in sales-person incentive programs. To achieve this you agree to provide Futura with company e-mail addresses for your sale personnel.
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Authority

- Dealers must provide:
 - Current state-issued trailer dealer license
 - Current state-issued sales tax license
 - Sales can only occur from the licensed premises.
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Ordering from Futura Trailers

Pricing

- Dealer pricing for trailers and accessories is based on a set discounted rate off the listed MSRP of the trailer or accessories.
 - Futura parts are priced to Dealers as per the [Dealer Parts Price list](#)
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Sales Taxes

Futura Trailers is required to collect sales and/or use taxes on Dealer purchases unless the Dealer provides current, valid exemption certificates for the States where the Dealer's purchases are shipped. Futura is required to keep a copy of the Dealers' exemption certificate on file, and therefore will request submission of a certificate as part of the dealer onboarding process, and then again prior to expiry of certificates.



Payment Terms

1. Minimum Order

- Futura Sport Range: Minimum of four (4) trailers per order.
 - SHIFTR Range: Minimum of eight (8) trailers per order.
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2. Deposit

- A **10% non-refundable deposit** is required within **five (5) working days** of placing the order.
 - Orders without a deposit received within this timeframe may be subject to **price changes**.
 - Once the deposit is received, Futura will confirm your order and schedule it for assembly. **We cannot reserve build slots without a bank-cleared deposit payment.**
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3. Collection Date & Target Collection Date

- Dealers must request a **Collection Date** when placing an order.
 - Please allow a lead time of 14 days, counted from the date Futura receives the deposit. In some cases, trailers may be completed sooner depending on our assembly schedule..
 - Upon receipt of the deposit, Futura will set a **Target Collection Date** as close as possible to the requested Collection Date.
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4. Final Payment

- A final invoice will be issued once the Target Collection Date is confirmed by Futura.
- Final payment must be received at least five (5) days before the Target Collection Date.
- If final payment is not received on time:
 - The order may be **reallocated** or **canceled**.
 - The deposit will be **forfeited** (non-refundable and not transferable to another order).

Please note: vin numbers will not be issued to the Dealer before final payment is received.

Payment Method

All payments must be made via **ACH** to:

Bank of America

Bank Address: 8946 S Sepulveda Blvd, Los Angeles, CA 90045

Account Name: Futura Trailers Inc

Account Number: 325064941563

Routing Number: 121 000 358 (for ACH payments)

Please reference your invoice number when making payment.



Example Order Timeline

Order Placed: June 1

- Dealer places order for 4 Sport Range trailers.

Deposit Due: June 6

- A 10% non-refundable deposit must be received within 5 working days.

Earliest Collection Date: June 20

- Minimum lead time of 14 days applies from when the deposit is received.

Target Collection Date: June 22

- Futura schedules the Target Collection Date as close as possible to the dealer's requested date.

Final Invoice Issued: June 10

- Invoice issued once Target Collection Date is confirmed.

Final Payment Due: June 17

- Final payment must be received at least 5 days prior to the Target Collection Date.

Collection: June 22

- Dealer collects trailers on the confirmed date.



Ready-to-Collect Notice

- Once trailers are complete and final payment is received, Futura will issue a "Ready-to-Collect" notice.
 - Trailers cannot be released before the Ready-to-Collect notice is issued and presented at the collection location.
 - Dealers must collect trailers within 5 working days of the Ready-to-Collect notice. After this period, a storage fee of \$10 per trailer per day may apply.
 - Dealers are responsible for ensuring insurance coverage applies while trailers are stored at our facility and during transportation.
 - Futura will not be liable for any costs incurred if a dealer arranges transportation before a Ready-to-Collect notice is issued.
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Transfer of Title and MSO

- MSO (Manufacturers Statement of Origin) is issued and Title to trailers transfers to the Dealer upon receipt of **final payment in full**.
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Policy & Pricing Adjustments

- Prices are subject to change with 30 days' notice.
 - Orders with a deposit paid are price-protected.
 - Deposits are non-refundable and non-transferable between sales orders.
 - Dealers may not purchase stock from other Futura dealers.
 - Futura Trailers reserves the right to change policies without notice.
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Collecting Your Stock

Assembly Locations:

- West Coast: Paramount, LA, CA
[15342 Texaco Ave, Paramount, CA 90723](#)
Steve, Phone: 843 321 2175
 - East Coast: North Charleston, SC
[4257 Domino Ave, Unit 2, North Charleston, SC 29405](#)
Francisco, Phone: 562 606 4992
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Collection Requirements

- Dealers collect trailers directly from Futura East or West Coast assembly facilities.
 - A list of preferred delivery drivers is available on request, but all drivers must be contracted directly by the dealer.
 - **Futura Sport Range:** supplied as a road-towable 4-stack (up to 4 trailers), towable by a pickup with minimum 7,000 lb capacity.
 - **SHIFTR Range:** supplied in two stacks of four. Because no dock loading is available, dealers must use a self-loading centerline carrier trailer.
 - A stack of four SHIFTR trailers cannot be towed on the road and must be transported on a suitable carrier.
 - Wheels & accessories are flat-packed on trailer decks.
 - Dealers must ensure their equipment is suitable for collection (e.g., centerline trailer for SHIFTR stacks). Futura cannot load flatbeds or trailers, collection trailers must be self loading.
 - MSO documents are handed to the driver at collection.
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Transport, Insurance & Driver Responsibility

- Once collected and paid for, trailers become the dealer's property. Responsibility transfers to the dealer (and their contracted driver) at that point.
- Dealers (or their drivers) must hold adequate insurance in place **at the time of collection**, covering storage, loading, transport, and transit risks.
- Futura may occasionally introduce a dealer to a driver, but does **not contract drivers**. All drivers must be contracted directly by the dealer, and no collection should proceed until Futura issues a "ready-to-collect" notice.
- Futura staff will pack and strap Futura and SHIFTR trailers into 4-packs and assist in loading the centerline trailer for SHIFTR stacks. However, the **driver must check the security of the stack before departure and is ultimately responsible for strapping, securing, and the safety of the load in transit — even when stacked and strapped by Futura.**
- Dealers are fully responsible for contracting competent, insured drivers and ensuring they perform required safety checks. Drivers must:
 - Ensure hitch height is correct for Futura 4-stack.
 - Check wheel bearings and tire pressures en route.
 - Re-torque lug nuts en route.
 - Check and maintain the security of the stack throughout transit.
- Futura will not perform trailer handovers directly to Dealers' customers at Futura locations. Handover and PDI must be completed by the Dealer at the Dealer premises



Assembly (Dealer)

Dealers are responsible for completing the following trailer assembly on delivery:

- Install jack
- Install license plate holder
- Install fenders
- Install and torque wheels correctly
- Assembly and Install Tire Rack
- Install accessories

Optional Pre-Assembly

- Futura can pre-assemble Tire Racks upon request (**\$150 each**).

Assembly Costs

- The MSRP already includes margin for accessory assembly.
- Dealers should **not charge customers extra** for accessory assembly.

Assembly Support

- Futura Trailer's Customer Experience team provides support as needed, including live video call assistance.

Dealer Responsibilities

- Receive MSO paperwork.
- Check stock for damage/missing parts.
- Properly prepare each trailer for customer delivery. This includes:
 - Torque all lug nuts
 - Check and charge the battery



- Verify correct tire pressures
 - Test all trailer functions (lowering system, winch, lights, brakes, etc.)
 - Complete Pre-Delivery Inspection checklist (PDI).
 - Complete handover checklists before customer delivery. Scan the QR code on the dealer card of the trailer to open the checklist and complete the checks with the customer or delivery driver. [Handover Instruction Video](#)
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Reporting Damage or Missing Parts

- Report to Futura within 7 days by email with:
 - Last 5 digits of VIN
 - Photos and description of issue
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Spare Parts

- Order via Futura Trailer Parts & Service Dept.
 - Parts shipped free with trailers, or at Dealer's cost separately.
 - Dealers should hold common spares.
[Recommended Futura Parts List](#)
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Technical Support

- Access 24/7 resources via ["Owners Hub"](#) and password-protected Dealer Portal.
 - Support offices: Paramount (CA), Charleston (SC), and NZ factory.
 - Support **Toll-Free: (855) 744-3877**
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Repair & Maintenance

- Futura provides training. Dealer must notify Futura if trained staff leave.



- Dealer must employ at least one trained repair/maintenance professional.
 - Dealer expected to provide comprehensive parts/service support.
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Stock Holding

- Dealers must maintain Customer-Ready Stock for sales leads and marketing support.
 - Dealers must maintain agreed minimum stock on hand (ready for sale). Units that are still shipping/in transit should not be counted toward your required stock levels.
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Compliance Checklists — *Mandatory for All Dealers*

Dealers **must** complete the following checklists for every trailer:

- **Pre-Delivery Checklist (PDI)** – ensures trailers are **safe, charged, and presentable**. This must be completed **before delivery**.
- **Customer Handover Checklist** – completed with the customer (via QR code). Covers trailer operation, cautions, and acknowledgment. Completing this checklist **triggers warranty activation and customer communication**.

 These checklists protect:

- **Safety & customer experience consistency**
- **Liability protection** (records stored electronically)
- **Dealer compliance** with Futura standards and NATSA legal requirements.

Important: Failure to complete checklists may lead to denied warranty claims, dealer non-compliance actions, and exposure to NATSA legal breaches.

Legal Requirement (NATSA):

U.S. National Traffic and Safety Administration (NATSA) regulations require both the manufacturer and the dealer to maintain a record of the first registered owner of every



trailer sold. These records are essential in the event of a safety recall, including issues such as tire defects or other federally reportable safety concerns.

Futura Trailers relies on dealers to capture and pass on accurate first-owner details at the time of handover — whether the trailer is handed directly to the new owner or to the owner's delivery driver. Failure to provide these details may expose the dealer to compliance breaches under federal law and may impact warranty coverage.

Warranty & Claims

- **Limited Warranty:** 2 years (non-commercial), 6 months (commercial) from handover date.
- **Dealer Responsibility:** Must communicate warranty terms to Owner at handover.
- **Claims Must Include:** VIN (last 5 digits), photos/description.
- **Futura Review:** Claims are reviewed within two working days.

Claim Categories

Claims are reviewed and categorized as one of the following:

- **Covered under Warranty:** Manufacturing, materials, design, or pre-shipping issues.
- **Not Covered under Warranty:** Misuse, neglect, accidents, or third-party damage.

Approved Claims

- For warranty-approved claims, Futura will supply parts directly.
 - Service labor rates must be **pre-approved by Futura** before work begins.
 - **Dealer Invoices:** Submit warranty work invoices to trailers@futuratrailers.com.
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Important: Warranty vs. Dealer Claims

- A warranty claim applies only once a trailer has been handed over to the customer.
 - The first information required is the last 5 digits of the VIN. Futura uses this to verify the customer name, email, and handover date.
 - If no handover has been completed, the trailer is still in dealer stock and not covered by customer warranty.
 - Any issue found before handover (during PDI) is treated as a **Dealer Claim**, not a warranty claim.
 - Dealer Claims must be reported immediately so Futura can provide repair instructions and confirm approved labor rates.
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Claim Process Overview

1. **Submit VIN** – Dealer provides the last 5 digits of the trailer's VIN.
 2. **Verification** – Futura checks records to confirm handover details (customer name, email, handover date).
 - If verified → treated as a **warranty claim**.
 - If not verified → treated as a **dealer claim** (pre-delivery inspection issue).
 3. **Provide Evidence** – Dealer submits photos and description of the issue.
 4. **Futura Review** – Claim is reviewed and categorized within 48 hours.
 5. **Approval & Guidance** – Futura issues direction on repair procedure and confirms labor rate.
 6. **Parts & Repair** – Parts supplied directly by Futura; dealer carries out work following approved procedure.
 7. **Invoicing** – Dealer invoices Futura for pre-approved warranty labor (if applicable).
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Quick Reference: Do / Don't

Do:

- Complete the **handover form** at the time of sale.
- Provide the **last 5 digits of the VIN** with every claim.
- Contact Futura **before beginning any repair work**.
- Follow Futura's **approved repair procedures**.
- Use Futura's **pre-approved labor rates**.

Don't:

- Submit a dealer email address on the handover form
- Submit a warranty claim for trailers still in dealer stock.
- Carry out repair work **without Futura's direction**.
- Invoice for unapproved labor or procedures.
- Represent a dealer claim as a warranty claim.

Links to limited warranty documents.

[Futura Sport Range Limited Warranty](#)

[Futura Sport Range Commercial Warranty](#)

SHIFTR Limited Warranty



Warranty Claim Flow Chart

