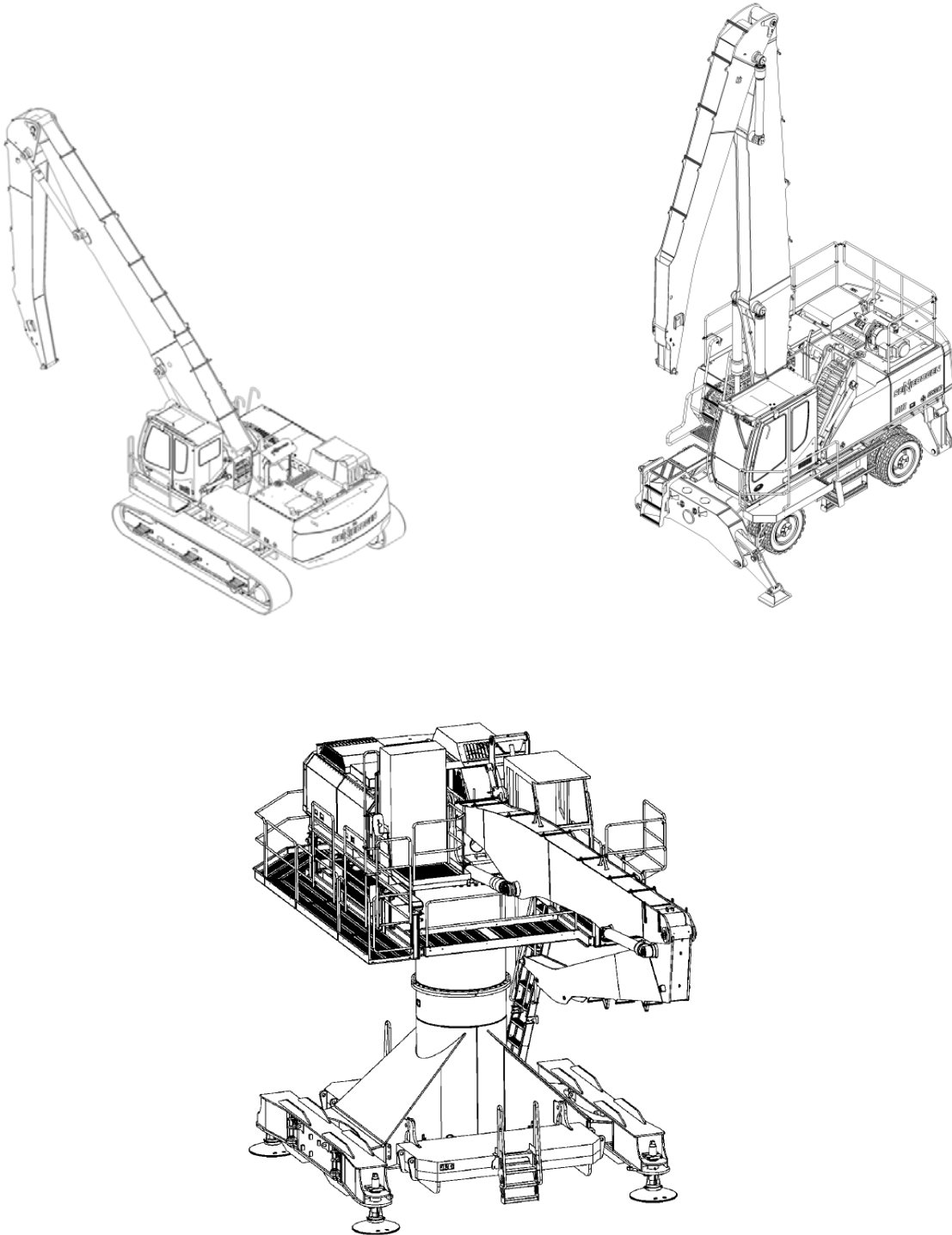


Parts Stocking Policy



INTRODUCTION

Only original SENNEBOGEN parts are designed, built and tested according to our quality procedures and specifically to fit our machines. Only SENNEBOGEN original parts conform exactly to our manufacturing, dimensional accuracy, and material specifications.

SENNEBOGEN LLC strongly recommends the exclusive use of original SENNEBOGEN parts. If non original parts are used, Sennebogen LLC does not give any warranty whatsoever as to regards for parts, proper operation, safety, reliability of the machines and cannot be held liable for any loss or damage.

In order to provide our customers and dealers with precise information on their machine and considering the application of the material handling machines built by SENNEBOGEN and the possible variations and options, the documentation provided with the machine, including spare parts manual, is made specifically for every machine serial number. Please make sure to use the proper documentation when ordering parts.

We ask that all dealer personnel involved with spare parts to review this policy and become familiar with these procedures.

Our contact address is:

SENNEBOGEN LLC

1957 Sennebogen Trail

Stanley NC 28164

Tel: (704) 347 - 4911

Fax: (704) 347 - 8894

After hours Emergency:

(704) 495-5294

Parts@sennebogenllc.com

PARTS ORDERS

Parts orders can be placed by e-mail or online using the Dealer Portal. Parts orders received by Sennebogen LLC must show a valid purchase order number and identify whether it is a STOCK, SUPER STOCK, STANDARD or EMERGENCY order.

STOCK ORDER:

Order must be clearly identified as STOCK and total \$3,000.00 (D-Net). STOCK orders will qualify for a 30% discount unless the part is identified as special and that part will only qualify for a 15% discount. Special items do not qualify for free freight nor account in the determination of the \$3000 (D-Net). Freight will be prepaid; carrier and carrier service will be at the discretion of Sennebogen LLC. Dealer will be responsible for any freight costs incurred for special requests. STOCK orders are not eligible to be drop shipped to the customer. STOCK orders typically ship within 5 working days after receipt of the order.

SUPER STOCK ORDER:

Order must be clearly identified as SUPER STOCK and total \$60,000.00 (D-Net). SUPER STOCK orders will qualify for a 35% discount unless the part is identified as special and that part will only qualify for a 15% discount. Special items do not qualify for free freight nor account in the determination of the \$3000 (D-Net). Freight will be prepaid; carrier and carrier service will be at the discretion of Sennebogen LLC. Dealer will be responsible for any freight costs incurred for special requests. STOCK orders are not eligible to be drop shipped to the customer. STOCK orders typically ship within 5 working days after receipt of the order

STANDARD ORDER:

Order must be clearly identified as STANDARD and have no minimum. STANDARD orders will qualify for a 25% discount unless the part is identified as special and that part will only qualify for a 15% discount. Freight is not prepaid. Dealer will be responsible for all freight cost. Dealer must specify freight carrier and carrier service on the order. STANDARD orders are eligible to be drop shipped to customers within their territory. STANDARD orders typically ship within 3 working days after receipt of the order

EMERGENCY ORDER:

Order must clearly identify as EMERGENCY and have no minimum. EMERGENCY orders will qualify for a 20% discount unless the part is identified as special and that part will only qualify for a 15% discount. Dealer must specify the machine serial number on all EMERGENCY orders. Dealer will be responsible for all freight cost. Dealer must specify freight carrier and carrier service on the order. EMERGENCY orders are eligible to be drop shipped to customers within their territory. EMERGENCY orders typically ship the same day; orders received after 4:00pm ET may not ship the same day. EMERGENCY orders may be placed after normal working hours, holidays, and weekends.

SPECIAL COMPONENTS ORDER:

SPECIAL components consist of ENGINES, AXLES, BOOMS, STICKS, TIRES and SWING BEARINGS. SPECIAL components can be ordered as STOCK, STANDARD or EMERGENCY and will receive a 15% discount. These components will not be eligible for free freight. STOCK, SUPER STOCK, STANDARD and EMERGENCY freight terms will apply.

PARTS PRICING and TERMS

Sennebogen will release a suggested Dealer Price List annually. The prices are list price and are subject to change without notice. Items not on the suggested Dealer Price List will be quoted as needed. Quotes are valid for 10 days. It is the responsibility of the dealer to make sure they have the most recent price list. The parts pricing is based on FOT Charlotte, NC. The payment terms for parts are net 15 days.

FREIGHT CHARGES

Freight will be added to all EMERGENCY and STANDARD orders. Dealer will be responsible for any special handling or freight charges incurred. These charges are subject to change upon the discretion of the courier or forwarder involved.

In the case of component shortages, Sennebogen will pay all expedite charges from supplier to Sennebogen LLC provided the part is listed on the Dealer Price List or on The Dealer Suggested Stocking List. Normal STOCK, SUPER STOCK, STANDARD and EMERGENCY freight policy applies from Sennebogen LLC to recipient.

PARTS RETURN

INITIAL STOCK ORDERS FOR NEW DEALERS:

New dealers can place a onetime INITIAL parts stock order within 90 days of contract signing. This order must be marked as an INITIAL STOCK ORDER. Initial stock orders will carry a 24 month return privilege with no restocking fees. No components will be accepted by Sennebogen LLC without prior approval and original invoice. All returns must be sent freight prepaid along with a copy of the return authorization and original invoice. All components must be in original packaging and in sellable condition. All requests for return must contain part number, description and branch that originally purchased.

INITIAL STOCK ORDERS FOR ESTABLISHED DEALERS:

Established dealers can place a onetime INITIAL parts stock order within 90 days of delivery of a new machine series. This order must be marked as an INITIAL STOCK ORDER. Initial stock orders to support a new machine series will carry a 24 month return privilege with no restocking fees. No components will be accepted by Sennebogen LLC without prior approval and original invoice. All returns must be sent freight prepaid along with a copy of the return authorization and original invoice. All components must be in original packaging and in sellable condition. All requests for return must contain part number, description and branch that originally purchased.

SEMI-ANNUAL PARTS STOCK SWAP:

Dealers will be allowed to return surplus items twice a year. The items must be listed on the current Dealer Price List or Dealer Stocking List, must be in original packaging and in sellable condition. Components that are SPECIAL, obsolete or are subject to shelf life, such as rubber products IE: hoses, O-rings, ECT. If these rubber products have been in dealer inventory more than 3 years, they will not be considered eligible for return.

The dealer must submit a list of components to Sennebogen LLC for approval prior to return. Once this list has been approved by Sennebogen LLC an RMA will be issued. The dealer is expected to submit an offsetting purchase order equal to or greater than the value of the items returned at the time of the credit being issued. No components will be accepted by Sennebogen without an offsetting purchase order and prior authorization. All requests for return must contain part number, description and branch location of the original purchase.

NON-STOCK PART RETURN:

If an ordered part has never been stocked by Sennebogen LLC and it is for a machine that has not been produced for the Sennebogen LLC market, the part will not be returnable.

60 DAY PART RETURNS:

Items that are listed on the Dealer Price List or Dealer Stocking List can be returned within 60 days of Sennebogen LLC invoice date. Dealer must submit a written request. No components will be accepted by Sennebogen LLC without prior approval and original invoice. All returns must be sent freight prepaid along with a copy of the return authorization. All components must be in original packaging and in sellable condition. All requests for return must contain part number, description and branch location purchased.

PARTS WARRANTY

NEW PARTS:

Parts warranty period is 12 months or 2000 hours of operation whichever occurs first from the date of installation or commissioning of machine. This is a part only warranty and is based on the inspection of the failed component.

REMANUFACTURED PARTS:

Parts warranty period is 12 months or 2000 hours of operation whichever occurs first from the date of installation or commissioning of machine. This is a part only warranty and is based on the inspection of the failed component.

TAKE OFF PARTS:

Parts warranty period is 12 months or 2000 hours of operation whichever occurs first from the date of installation or commissioning of machine. This is a part only warranty and is based on the inspection of the failed component.