

# **AUTHORIZED RESELLER PROGRAM EXTERNAL FAQs FOR AUTHORIZED OEM AND INSTALLERS**



**SuperSprings International, Inc.**  
505 Maple Avenue  
Carpinteria, CA 93013

**WEBSITE** [supersprings.com](http://supersprings.com)  
**PHONE** (805) 745-5553  
**EMAIL** [info@supersprings.com](mailto:info@supersprings.com)

## Q1. What is the Authorized Reseller Program and why is SuperSprings implementing it?

A1. The Authorized Reseller Program is designed to protect the long-term integrity of the SuperSprings brand and to support our relationships with our valued distribution channel partners, both in brick-and-mortar channels and online. The Program also aims to ensure that consumers receive the high-quality products and customer service they have come to expect from the SuperSprings brand.

## Q2. How will the Authorized Reseller Program benefit me?

A2. Among other benefits, the Authorized Reseller Program will assist SuperSprings in identifying and taking action against unauthorized sellers who harm channel partners like you and consumers by selling damaged, defective, previously used, or otherwise poor-quality products. The Program is critical to positioning the SuperSprings brand for long-term success in today's evolving, increasingly e-commerce driven retail environment.

## Q3. What is covered by the Authorized Reseller Program policies?

A3. The policies describe the rules regarding where and to whom SuperSprings products may be sold. The policies also explain our expectations for distribution channel partners related to product quality and customer service.

## Q4. Who can I contact with other questions about the Authorized Reseller Program?

A4. Other questions regarding the program may be directed to [brand.protection@supersprings.com](mailto:brand.protection@supersprings.com).

## Q5. Do I have to sign the SuperSprings International, Inc. Resale Policy for Authorized Original Equipment Manufacturers and Installers?

A5. No. You are not required to sign the Policy. The Policy is SuperSprings' announcement of the terms and conditions upon which it will do business with channel partners. By continuing to purchase products from SuperSprings for installation on equipped vehicles, you agree to adhere to the Policy.

## Q6. Can I sell to customers outside of the United States of America?

A6. Without SuperSprings' separate written consent, Authorized Original Equipment Manufacturers/Installers are permitted to purchase products for installation in vehicles in the United States of America only.

## Q7. Am I permitted to sell online?

A7. No. Authorized Original Equipment Manufacturers/Installers are not permitted to resell SuperSprings products in an uninstalled state in any manner—online or otherwise. You are only authorized to purchase SuperSprings products for installation in vehicles.

## Q8. What will happen if I am found to have violated the Resale Policy for Authorized Original Equipment Manufacturers and Installers?

A8. SuperSprings reserves the right to restrict an Authorized Original Equipment Manufacturer/Installer's ability to purchase products (up to and including terminating its business relationship with the Authorized Original Equipment Manufacturer/Installer) if the Resale Policy for Authorized Original Equipment Manufacturers and Installers is not followed. If you have any questions regarding whether particular conduct will violate the Authorized Reseller Policy, please contact [brand.protection@supersprings.com](mailto:brand.protection@supersprings.com).