



Dear Installer,

At SuperSprings International, Inc., we are committed to you—the original equipment manufacturers and installers of SuperSprings products—that have helped our company satisfy customer needs and deliver best-in-class products. To protect our brand, support your business, and maintain the integrity of our authorized distribution channels, SuperSprings is announcing and implementing an Authorized Reseller Program.

Among other benefits, our Authorized Reseller Program will ensure that all sellers of SuperSprings products understand and take the steps necessary to ensure product quality and provide the excellent customer service that is integral to the reputation of our brand. In addition, our Authorized Reseller Program will assist us in identifying and taking action against unauthorized sellers that are harming you and consumers through the sale of diverted, damaged, and otherwise poor-quality products.

Your obligations under our new Authorized Reseller Program are outlined in the attached **SuperSprings International, Inc. Resale Policy for Authorized Original Equipment Manufacturers and Installers** (“Resale Policy”). The Resale Policy will be effective on **June 1, 2019**, and is attached for your review.

KEY FEATURES OF THE RESALE POLICY:

- ▶ **Restrictions on Resale:** Installers and original equipment manufacturers may purchase our products only for installation on equipped vehicles. You are not permitted to sell or transfer the products in an uninstalled state to any person or entity without the prior written consent of SuperSprings. This prohibition includes resale of the products in an uninstalled state by any means, including online. This rule will be strictly enforced.
- ▶ **Authorized Use of Products:** To ensure consumer satisfaction and safety, you are prohibited from installing the products in any application other than those listed in the SuperSprings Installation Instructions accompanying the particular product(s) to be installed unless you obtain our express written consent.
- ▶ **Ensuring Product Quality and Customer Satisfaction:** To ensure that the end users who purchase vehicles equipped with our products have the best experience possible, the Resale Policy provides certain steps that you must take to maintain the quality of the products prior to and during installation. The Resale Policy also outlines our expectations for the service you must provide to your customers.

For your reference, we have included a SuperSprings FAQ document to help answer any questions you may have regarding the Authorized Reseller Program. If you have any other questions regarding the Authorized Reseller Program or the Resale Policy, please contact us at brand.protection@supersprings.com.

Thank you for your careful attention to the attached documents and for your continued support of the SuperSprings brand.

Sincerely,
SuperSprings International, Inc.

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