

BAB Policies & Procedures

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BAB reserves the right to review and revise these policies and procedures on a yearly basis. These policies were last reviewed and up dated on February 25, 2003

BAB Policies & Procedures

(continued)

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PB1.1 PLACING ORDERS

Section 1. The order desk with assist callers with application and identification procedures.

Order Desk Numbers
800 783-5222 (Outside Southern California)
909 355-9702 (Inside Southern California)
FAX: 909-355-1546

PB1.2 EXCHANGE UNITS

Section 1. Units found in the price sheet are only sold at exchange prices.

Section 1.1 Exchange units are protected against internal damage providing the core meets all core the acceptance criteria.

(REFER TO PB1.5)

Section 2. BAB will charge back against any core if it does not meet acceptable core criteria.

Section 2.1 The amount charged back may be full or partial.

(REFER TO PB1.7)

Section 3. Units that are disassembled or do not meet acceptable core criteria will be inspected prior to issuing core credit.

(REFER TO PB1.5)

Section 4. If the core appears questionable BAB recommends that the distributor charge the customer the full core value.

Section 5. All returned cores must have an authorized BAB core return tag attached.

(REFER TO PB1.8)

Section 1.1 If a customer request to have their gear built there will be an additional 25% charge if the unit is available as an exchange unit. The additional charge may exceed BAB's 2/3 rule.

PB1.3 R & R'S (Repair & Return / Customer re-man units)

Section 1. BAB requires a distributor to call the Order Desk for a WRO # (work repair order #) PRIOR to shipping in any unit for repair and return / customer re-man.

Order Desk Numbers
800 783-5222 (Outside Southern California)
909 355-9702 (Inside Southern California)

Section 1.1 Units received without a WRO# will be ignored. Obtaining a WRO# prior to shipment schedules that unit for repair at the time the WRO is issued.

Section 2. If a unit is not listed in the price sheet the distributor parts personnel MUST provide BAB with: The year, make model VIN number and application information.

Section 3. A completed core tag must be attached to all R & R units. The tag must include the WRO#. Distributors should retain a copy of the WRO# as this is the only reference to the repair requested and the only means of tracking the unit.

Section 4. If a unit has to be sent in for R & R because it was not available as an exchange unit when you call to request it, please tag the unit and identify it as an *EXCHANGE UNIT*.

Section 5. R & R units have to be inspected before a price quote can be given. Yes, this means you have to ship the unit to the nearest BAB re-man facility before we can quote a price.

Section 5.1 It is BAB policy that a customer re-man not exceed 2/3 the value of a new unit.

Section 5.2 There is an additional labor charge for the removal of attached related components, fitting and etc.

(SEE CHARGES PB1.7)

Section 6. BAB will assume absolutely no responsibility for any attached parts left on or shipped with any R & R or customer re-man unit.

PB1.3 R & R'S (Repair & Return / Customer re-man units) *continued*

Section 7. If repair approval for an R & R or customer re-man unit is not received after five (5) working days the unit will be returned freight collect.

Section 8. BAB will only notify a customer when the cost of a repair exceeds the 2/3 rule. If it does not exceed 2/3 the price of a new unit the unit will be built and shipped.

PB1.4 FREIGHT

Section 1. Prepaid freight is offered on all stock orders of \$2,000 or more (excluding core charges). **(See options under PB1.4A)**

Section 2. Prepaid freight is offered on all core returns of 1000 pounds or more. (Minimum weight is 1000 pounds). **(See options under PB1.4A)**

Section 2.1 Core Returns must be shipped class 50 or class 60.

Section 2.2 Distributors must call BAB to obtain a CRM# (Core Return Memo #) which authorizes the core return.

Section 2.3 A minimum of four (4) core returns are required per calendar year in order to maintain Master Distributor Pricing.

Section 2.4 BAB reserves the right to increase a distributor's pricing by 5% if BAB has not received at least one core return by June of each year and by an additional 5% at year end if a distributor fails to meet the minimum number of (4) four annual core returns.

Section 3. All units are shipped freight prepaid.

Section 3.1 A shipping and handling charge is added to each invoice.

Section 4. All warranty request and all R & R request will be shipped to BAB freight prepaid by the customer unless prior arrangements are made.

Section 5. BAB will only ship with and receive freight collect shipments from authorized BAB Carriers.

Section 4. All shortages must be reported to BAB within 5 working days of receipt of the order or they will be denied. NO EXCEPTIONS.

Section 5. All back orders will be cancelled.

Section 6. BAB will drop ship any order if requested.

PB1.4 **FREIGHT** *continued*

Section 7. BAB will ship UPS at the customer's request

Section 8. BAB will add a \$7.50 shipping and handling charge to each UPS shipment. **NOTE:** It is costly and time consuming for us to pull and shipping only one or two items at a time.

Section 9. BAB will not accept or ship by bus.

PB1.4A **DISTRIBUTOR FREIGHT OPTIONS**

Section 1. Option 1 - Distributors can opt to receive prepaid freight on any net stockorder of \$1,500 or more (excluding core charges) by accepting a 5% price increase on that order.

Section 1.1 To take advantage of this option just place a net stockorder of not less than \$1500. BAB will add 5% to the net cost of your order and ship it prepaid.

Section 2. Option 2 - Distributors can also opt to receive prepaid freight on all core returns of 750 pounds or more. (Minimum weight is 750 pounds) by accepting a 5% charge issued against the cores returned.

Section 2.1 To take advantage of this option call BAB for a CRM# requesting to return your cores (minimum of 750 pounds). BAB will issue a CRM# and deduct 5% from the total of the core credit issued for that core return.

Section 3. The intent of these options is to assist our smaller distributors in maintaining their stocking levels and still return their cores and receive their core credit in a timely manner.

PB1.5 CORE ACCEPTANCE CRITERIA

Section 1. Cores must not be disassembled. Disassembled cores will be inspected prior to issuing credit.

Section 1.1 How to identify cores that have been disassembled.

- a. usually clean**
- b. loose nuts and bolts**
- c. chipped paint around nuts and bolts**
- d. wrench marks**

Section 2. Both the input and sector shafts must rotate freely from lock to lock. Both shafts must turn.

Section 3. Inspect the sector shaft for damage such as twisted and or worn splines. (This is best checked with a pocket T-Square or business card). Also check for welds.

Section 4. Inspect the input shaft for damage such as twisted and or worn splines. (This is best checked with a pocket T-Square or business card). Also check for welds.

Section 5. Check the case for damage such as cracks, broken ears and or stripped threads. Welded or brazed cases are not acceptable.

Section 6. Check all elongated, stripped or damaged mounting holes.

Section 7. Inspect all ports for damage in and around the threaded area.

Section 8. Cores damaged due to collision, fire or floods are not acceptable.
(Refer to PB1.5A)

Section 9. Cores must be like for like.

PB1.5A PARTIAL CORE CREDIT

Section 1. In almost all cases a partial core credit will be issued as BAB tries to only charge back for the damaged components or parts. Such as:

Section 1.1 If the core is damaged due to a loose pitman arm or damaged yoke splines. Distributors will only be charged back for the damaged sector or input shaft. BAB will issue credit for the remaining value of the core based on the core value charged.

Section 1.2 If the core is damaged due to collision or fire then 10% of the core value will be credited.

NOTE: Components involved in a collision or fire should **never** be repaired or reused under any circumstances. BAB offers the 10% to assure that these materials are properly destroyed and recycled as scrap. We do this to prevent these materials and components from reentering our industry.

PB1.6 CORE RETURNS

Section 1. Prior to shipping cores a stocking distributor must receive approval from BAB by obtaining a CRM# from the BAB order desk.

Section 2. BAB offers prepaid freight on core returns of 1000 pounds or more with a freight carrier approved by BAB and a CRM# from the BAB order desk. (Refer to PB1.4.2.2)

Section 3. In order to receive full credit, all cores must be tagged.

Section 3.1 BAB may charge for identifying cores.

Section 3.2 All unit are shipped with a core tag in the box.

Section 3.3 Additional core tags are available upon request.

Section 4. Cores for all units that are not ordered on a stockorder must be returned to BAB within 45 days of purchase to receive full credit.

NOTE: Stockorders are \$2,000 or more NET orders.

Section 4.1 Stockorder cores are protected for **730 days** (two years) from the date of purchase at which time the core automatically drops from our system.

NOTE: Check the Julian date code on each unit.

Section 4.1 BAB offers an annual stock adjustment. It is the distributor's responsibility to contact either BAB or their local BAB Sales Rep and request a stock adjustment.

Section 5. Core substitution is at the discretion of BAB Steering.

Section 6. Cores that can not be applied to a distributors account can, at BAB's discretion, be purchased at fair market value.

PB1.6 **CORE RETURNS** *continued*

Section 7. Core returns must be received by BAB prior to the 25th of any month in order to receive core credit in that month. Core credit for cores received after the 25th of any month will be issued the 10th of the following month.

Section 8. A minimum of four (4) core returns are required per calendar year in order to maintain Master Distributor Pricing.

Section 8.1 BAB reserves the right to increase a distributor's pricing by 5% if BAB has not received at least one core return by June of each year and by an additional 5% at year end if a distributor fails to meet the minimum number of (4) four annual core returns.

IMPORTANT MESSAGE

FLUIDS USED IN ALL HYDRAULIC SYSTEM ARE CONSIDERED HAZARDOUS MATERIALS.

BAB RECOMMENDS THAT CUSTOMER PURGE UNIT PRIOR TO SHIPPING BY ROTATING SHAFTS COMPLETELY. WITH PORTS OPEN, REPLACE PLUGS PRIOR TO SHIPPING.

SHIPPER ASSUMES RESPONSIBILITY FOR DAMAGE AS A RESULT OF LEAKAGE.

PB1.7 CORE CHARGE BACK

Section 1. Attached Pitman Arm **Charge customer \$150.00**

Section 7.1 BAB will attempt to remove the pitman arm for a minimum charge of \$25.00 with a maximum charge of \$150.00 based on time. BAB will credit the difference.

Section 7.2 If the pitman arm can not be removed in 30 minutes it will have to be cut off with a torch. This damages the sectors shaft. BAB keeps the \$150.00.

Section 2. If fittings are left on the core or unit to be repaired BAB will remove the fittings for an additional **Charge of \$15.00**

Section 3. If a core is returned disassembled the fee charged back to the distributor can amount to no less than half and no more than the full published value of the core.

Section 4. If the core returned has evident external damage the fee charged back to the distributor can amount to no less than half and no more than the full published value of the core.

PB1.8 AUTHORIZED BAB CORE TAG

Section 1. All units shipped to BAB for any reason must be properly tagged with either an authorized BAB tag or a tag providing the same information requested on the BAB tag.

Section 2. The tag must be completed in its entirety including any and all pertinent information. Please check all the appropriate boxes and provide as much information as possible. This will expedite your repair request or the issuing of your core credit.

Section 3. The distributor may detach and retain the receipt portion of the tag for their records. However, please, be aware that the important number, the number to keep is the

- a. WRO# or Work Order #,
- b. WTS# or Warranty Tracking #
- c. CRM# Core Return Memo#
- d. RGA# or Return Goods Authorization #

The number on the tag is meaningless.

SAMPLE CORE TAG

UNIT INSPECTION

☐ 1. NOT DISASSEMBLED

☐ 2. ROTATES FREELY

☐ 3. SECTOR DAMAGE

☐ 4. INPUT DAMAGE

☐ 5. CASE DAMAGE

☐ 6. MOUNTING HOLES

☐ 7. PORTS

INSPECTED BY:

PART #

SERIAL #

14614

AUTHORIZED BAB TAG

Distributor

Contact

Phone #

Dist. Ref. #

BAB Ref. #

☐ CORE RETURN (White)

☐ EXCHANGE

☐ CUSTOMER REMAN (Yellow)

☐ CORE PURCHASE (Green)

☐ WARRANTY (Red)

☐ OTHER

Customer Receipt

14614

Shop Receipt

14614

PB1.9 WARRANTY

Section 1. BAB will warranty its product for workmanship and material defect for a period of one full year from the date of installation. BAB will also warranty its product for the same period even if a mistake is made on installation or diagnoses.

NOTE: This applies to licensed on-highway vehicles only. The warranty for off highway vehicles or equipment is ninety days from the date of purchase.

Section 2. BAB will not warranty the following:

- a. Damage due to collision, fire or flood.
- b. Damage to mounting holes or mounting threads.
- c. Attaching parts such as input & output shaft splines, pulleys, brackets and other externally fitted components.
- d. Welded or unauthorized repairs to any component(s).

Section 3. Failure due to misapplication (wrong parts)

Section 3.1 If a product failure is due to misapplication, a policy warranty can be approved only if the replacement unit is a proper application replacement and all misapplied or sub industry standard components in the entire steering circuit are replaced. The circuit is comprised of but not limited to all components and applications related to the entire steering circuit.

Section 3.2 All refits must be approved by a BAB Steering Technical Assistant who can be reached by calling 800-783-3748. Or in writing from the OEM of the vehicle.

Section 4. BAB Steering will not participate in of any kind of support that is deemed in any way to be unsafe or unethical. Termination of technical support is determined solely by the support technician who is not held accountable should termination of support become necessary.

This is the only authorized warranty implied or expressed and is in lieu of all other warranties expressed, implied or intended. At no time is the seller responsible for labor, towing or any other type of claim for damages related to the installation of component (s) or its fitness for its proper application. The seller only assumes responsibility for its product.

PB1.9A WARRANTY RETURNS

Section 1. All components or units approved for warranty must be returned to the nearest BAB location within 90 days of the issued WTS Warranty Tracking System number.

Section 2. Warranty credit will be denied on any and all warranties returned after 90 days of the issued WTS#.

Section 3. BAB will assess a 25% penalty on any component or units returned for credit should a distributor elect to issue their customer credit on the warranty unit or component in lieu of a BAB replacement component or unit.

**PB1.9B WARRANTY PROCEDURES and
CONDITION of WARRANTY (First Claim Request)**

Section 1. Should a warranty occur the distributor may replace the component at no charge and be assured of a warranty credit on any normal warehouse stocking item. **NOTE:** This offer is intended to pacify the few customers and technicians that refuse our offer to help them solve their problem(s) or warranty situation.

Please Note: Taking the above action is the easy way out and accomplishes nothing more than to pacify your customer. Yes, it does offer them another component or unit, however, it has been proven by factory industry experts that: 19 of 21 possible warranty situations are due to improper installation procedures on the part of the installing technician. So, the question that should be asked is; will giving my customer another component really solve their problem or should I have them call the **“BAB Steering Technical Assistance Installers Only Hot Line”** where BAB can repair 17 of 21 possible warranty problems without having to remove the component from the vehicle? **Tech support is offered in both English and Spanish.**

Section 2. We recommend the distributor have their customer (the installing technician only please) call our “installers Only Technical Assurances Hot Line 800-783-3748 even though we offer to replace the unit. Calling for assistance will save BAB, the distributor and their customer time and money.

**PB1.9B WARRANTY PROCEDURES and
CONDITION of WARRANTY** *continued*

Section 3. The component claimed to be defective must be returned to the factory within 90 days. If the component was a special ordered unit (a unit which was not available at the factory or was a customer's core which was sent in for re-manufacturing) we may request that the unit be sent back to the factory freight collect within 30 days.

Section 4. If the component claimed to be defective was not special ordered it may be returned with a distributor's core return and the weight of the warranty unit can be applied to the prepaid weight requirements. However, the unit must be returned within 90 of the issued WTS# or warranty credit will be denied.

Section 5. Should the factory determine that the claimed warranty is not defective BAB will charge the distributor back for all freight charges.

Section 6. The distributor must call the BAB order desk 800-783-5222 to receive a WTS or Warranty Tracking System number. **NOTE:** No WTS# no warranty credit.

Section 7. Distributors will need to provide the following information to complete their warranty claim request before BAB will issue a WTS#.

Section 7.1

- a. Proof and date of purchase
- b. Name of customer
- c. Date installed and date removed
- d. Year, make and model of vehicle
- e. Description of problem
- f. The quality control number which can be found on each unit
- g. Engine type and model (for pumps only)
- h. Name of distributor and store location
- i. Contact name of salesperson

Section 8. Put the WTS# on a BAB core tag and attach it to the warranty unit.

PB1.9C WARRANTY PROCEDURES and CONDITION of WARRANTY (Second Claim Request)

Section 1. If a distributor decided to just replace the first warranty component without having the installing technician call BAB for technical assistance and the second or warranty replacement unit is also suspected of being defective for any reason, (leaks and or fails to work properly) the installing technician **must** call BAB Technical Assistance before removing the component from the vehicle. BAB will refuse to issue a second WTS# if this procedure is not followed.

Section 2. It would be extremely helpful if the technician could provide the first warranty claim number (WTS#)

Section 3. BAB will consider honoring a second warranty request even if it is installer related providing the above procedures are followed and a BAB Technical Assistant is provided an opportunity to correct the suspected second warranty.

PB1.9D WARRANTY PROCEDURES and CONDITION of WARRANTY (Misapplication)

Section 1. If a product failure is due to misapplication a policy warranty **may be** approved if the replacement unit is a proper application unit and all the misapplied or sub standard components and parts through out the entire steering circuit are replaced. Misapplication sub standard and misapplied parts and components are subject to the discretion of BAB Technical Advisors only.

Section 2. All retrofits must be approved by a BAB Technical Advisor or in writing by the OEM of the vehicle.

Section 3. If the end user chooses not to bring the vehicle to industry standards a refund may be given. All components must be returned to the distributor within ten days in order to receive credit.

PB1.10 TECHNICAL SERVICES

Section 1. The purpose of BAB Technical Services to provide technical support and education that is not presently being offered in our industry.

Section 2. BAB maintains a toll free troubleshooting “installers only” technical assistance hot line.

Section 2.1 Technical assistance is the best means of eliminating warranties.

Section 2.2 BAB tracks all technical calls in the form of a WTS# or Warranty Tracking System Number.

Section 2.2 Installers should contact BAB directly prior to removing a possible warranty unit.

Section 2.2 BAB reserves the right to charge \$50.00 to any non-installer using this service.

Section 3. Warranty initiation begins with the issuance of a WTS#.

Section 3.1 BAB will issue the WTS# to the installing technician.

Section 3.2 The installer will be instructed to inform the selling distributor of the WTS#.

Section 4. BAB will provide on sight training for stocking distributors.

PB1.11 RETURN GOODS

Section 1. Distributors must obtain an RGA# (Return Goods Authorization) prior to returning any merchandise to BAB.

Section 2. BAB reserves the right to charge a restocking fee of up to 35%.

Section 3. Reimbursement of any kind, (core credit, product credit, credit balance, credit for warranty returns, rebates and etc.) will only be issued in the form of a product or merchandise credit.

Section 4. Special order parts can not be returned.

Section 5. Open seal kit can not be returned.

Section 6. BAB will ship back all non returnable parts freight collect or scrap said parts per distributor approval.

PB1.12 INVENTORY ADJUSTMENTS ON INITIAL ORDERS ONLY

Section 1. New distributors will be entitled to (1) one stock adjustment on their initial order within the first twelve months of the receipt of their initial order.

Section 1.1 The initial order stock adjustment will be on a dollar for dollar or equal basis. The distributor must reorder a dollar amount equal to the total dollar amount of their return, (product and cores).

Section 2. Returned stock must be BAB product. The product must be in saleable condition. Product that has been used, installed or tampered with in any way is **not** considered to be in saleable condition. Such product will be returned freight collect or considered for core purchase.

Section 3. Distributors must submit a **written request** to BAB by fax, e-mail or regular mail.

Section 3.1 The request MUST list the components, parts or product for return.

Section 3.2 All items must be priced and extended with the purchase price. This includes all core charges.

Section 3.3 An offsetting order of equal value must accompany your written return request before BAB will issue an RGA#.

Section 4. Shipments received without an RGA# will be refused or returned to the distributor freight collect.

Section 5. BAB will pay the freight charges on all initial order stock adjustments providing they meet the above mentions return criteria.

Section 6. Any credit issued on stock adjustments will be at the price paid at the time of initial purchase plus the core charge.

PB1.12 INVENTORY ADJUSTMENTS AFTER THE INITIAL ORDER

Section 1. Distributors will be entitled to (1) one stock adjustment per calendar year

Section 2. Returned stock must be BAB product. The product must be in saleable condition. Product that has been used, installed or tampered with in any way is **not** considered to be in saleable condition. Such product will be returned freight collect or considered for core purchase.

Section 3. Distributors must submit a **written request** to BAB by fax, e-mail or regular mail.

Section 3.1 The request MUST list all components, parts or product for return.

Section 3.2 All items must be priced and extended with the purchase price. This includes all core charges.

Section 3.3 An offsetting order 15% greater than the total dollar value of the parts being returned and must accompany your written return request before BAB will issue an RGA#. The return must be shipped prepaid.

Section 4. Distributors may opt to request a 35% handling and restocking penalty stock adjustment by submitting a **written request** to BAB by fax, e-mail or regular mail. Authorization for this type of stock adjustment will be at BAB's discretion. **(Reference PB1.11.2) NOTE: Inventory over two years old as determined by the Julian code date is not acceptable.**

Section 5. Shipments received without an RGA# will be refused or returned to the distributor freight collect.

Section 6. BAB will pay the freight charges on all initial order stock adjustments providing they meet the above mentioned return criteria.

Section 7. Any credit issued on stock adjustments will be at the price paid at the time of initial purchase plus the core charge.

Section 8. Cores on file expire after 730 days, two years. Cores no longer on file will be considered for core purchase at fair market value.

Section 9. All stocking distributors must maintain an inventory equal to initial inventory investment in order to maintain their master distributor status and pricing.

PB1.13 PAYMENT TERMS

Section 1. Net 30 days. Payment must include all product, core and freight charges.

Section 2. Accounts over 45 days past due are subject to credit hold.

Section 3. Accounts with an outstanding balance beyond the end of the month will be subject to a service charge of 1 ½% per month. Finance charges must be paid within terms to maintain an open account. Accounts that fail or refuse to pay finance charges will be subject to a 5 % a cross the board price increase.

Section 4. No Core credits will be issued on past due accounts.

Section 5. Past due accounts will be placed on COD.

Section 6. Credit may not be taken if not listed on the monthly statement.

Section 7. All credits are issued in the form of a product credit. NO CASH REFUNDS

Section 8. Core credits will be issued in the same month in which cores are returned providing they are received prior to the 25th of the month. CORE CREDIT MAY ONLY BE DEDUCTED WHEN THE CREDIT IS POSTED ON THE STATEMENT BY BAB STEERING. CORE CREDITS MAY BE USED FOR INVOICES IN THE SAME MONTH AS THE CORES ARE CREDITED OR USED FOR FUTURE PURCHASES. CREDITS MAY NOT BE USED FOR PREVIOUS MONTHS PURCHASES.

Section 9. After 30 days any remaining core credits on returned cores that have not been applied to an invoice will be applied to the account at BAB's discretion.

Section 10. In the event your account becomes uncollectible you will be liable to pay all collection fees, attorney fees and court costs incurred in enforcing collection of your account. If litigation should be necessary to enforce collection of your account, jurisdiction and venue shall be in the county of San Bernardino California.

PB1.13 PAYMENT TERMS (continued)

PB18

Section 11. Distributors that have a credit balance and who want to receive a discount must contact the BAB office by phone or fax prior to the 10th of the month in which the invoice is due. **NO EXCEPTIONS!**

Section 12. Remit all payments to our corporate address: BAB Steering Hydraulics, Inc. 14554 Whittram Ave., Fontana, CA 92335

PB1.14 CLINIC REQUEST and SETUP INFORMATION

Section 1. One three hour educational clinic is offered at no charge to all new BAB Master Distributors.

Section 1.1 New Master Distributors are required to provide a clinic for their customers within 12 month of becoming a master distributor.

Section 2. Existing master distributors are encouraged to provide a customer clinic every 18 to 24 months.

Section 3. Cost to existing distributors for one three hour clinic will be predicated on a distributor's previous calendar year net sales as follows:

1. \$100, 000 + NO CHARGE
2. \$ 75,000 TO \$99,999 A \$350 CHARGE
3. \$ 50,000 TO \$74,999 A \$450 CHARGE
4. \$ 25,000 TO \$49,999 A \$600 CHARGE
5. UNDER \$25,000 AND NON BAB DISTRIBUTORS A \$1,000 CHARGE

90 DAY ADVANCE NOTICE IS REQUIRED FOR ALL CLINICS.

Section 4. Distributors with multiple locations can combine their store sales to meet the above cost requirement for one clinic.

Section 1.1 Distributors wishing to hold more that one clinic will be responsible for all expenses incurred (air fare, motel rental car and meals) by the clinic presenter.

Section 5. All clinic requests must be submitted in writing on a BAB Clinic request form. **(See page PB 20)**

Section 6. Written request must be received at least 90 prior to the requested

**PB1.14 CLINIC REQUEST and
SETUP INFORMATION** *continued*

Section 7. All clinics must be held in a professional setting such as a motel, vocational training room, college or university. **NO EXCEPTIONS.** BAB reserves the right to disapprove the training location and or set up.

Section 8. Distributors are responsible for the cost of the meeting room, audio visual equipment and meals (usually a sandwich bar). BAB provides clinic set up requirements and information on our [e Training CD Program: How and Why to hold a Clinic](#).

Section 9. BAB will be responsible for any expenses incurred by the clinic presenter; air fare, motel, rental car and meals for presenting the first and any no charge clinics unless prior arrangements are made with the distributor.

Section 10. BAB will be responsible for providing the marketing materials and flyers necessary to promote the clinic.

Section 11. BAB offers to handle the set up and make all clinic arrangements. The distributor, of course, must pre approve any cost that might be incurred.

Section 12. BAB will provide an [e Parts & Service CD](#), magnet, quiz book and certificate sign up sheet for each attendee. BAB will also provide the LCD Projector and Laptop computer necessary for the clinic presentation.

Section 13. BAB will ship all necessary clinic materials prepaid to the distributor.

Section 14. The distributor will provide (as part of the room rental) a large white screen, electrical connections for a Laptop and LCD projector and a cordless lapel microphone. The distributor is also responsible for shipping all remaining materials back to BAB prepaid.



Clinic Request & Confirmation Form

Request for all BAB Steering Clinics must be received **THREE** months prior to the actual clinic date. All request must be submitted on this clinic request form. Please complete the information requested below and fax to the BAB Sales Department at 208.331.1047 or E-mail to clinics@babsteering.com. You will receive a confirmation number via return fax within 72 hours. If you have questions please contact your BAB sales rep.

Please provide the following information so BAB can supply you with flyers

Distributor: _____

Address: _____

Phone: _____

Contact person: _____

Clinic Location: (Hotel name & address) _____

Name of the Hotel/Motel Room the clinic will be held in. _____

Clinic date: _____

Time(s): _____ AM _____ PM

Purchase order #: _____

If you are charging for the clinic \$ _____

Do you want BAB Bucks, if so \$ amount. _____

Number attending: _____ Please estimate, you can verify the count a week prior to the clinic, but we need a count in order to provide the correct books and supplies.

PB1.14 DISTRIBUTOR TERRITORY

Section 1. BAB will not actively pursue additional distributors in any territory that is maintaining its growth and market penetration potential. However, BAB reserves the right to pursue new distributors within an established territory if and when an existing distributor's sales history does not show reasonable growth or continues to lack market penetration.

Section 2. Distributors may request BAB to extend their sales territory beyond the normal 25 mile store radius by contacting the BAB Sales Department.

Section 3. It is a distributor's responsibility to know their sales history and market penetration.

Section 4. BAB will notify a distributor of all inquiries from anyone requesting to be a distributor within the 25 mile radius of their store or if BAB is considering the addition of another distributor in their territory.

Section 6. BAB will pass on all leads to the distributor closest to the business requesting sales and or information.

Section 7. BAB can not and will not refuse to sell to an established distributor who may purchase or set up a branch location within an established territory.

Section 8. BAB reserves the right to set as a master distributor any distributor whose headquarters are located outside an existing BAB distributor's territory even though they may have a branch location within an existing distributor's territory.