

YAZIWORX

Distributor Handbook

Professional Distributor Operations Manual

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| Administered By | Assembled in America LLC |
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This handbook is provided for approved and prospective YAZIWORX distributors. It summarizes core standards for brand representation, customer support, sales conduct, compliance, warranty practices, and distributor operations.

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1. Company Overview

YAZIWORX is an American equipment brand distributed by Assembled in America LLC. The brand focuses on farm and commercial equipment selected through factory review, quality evaluation, and long-term supplier relationships. The purpose of the distributor program is to build a professional sales and service network that can represent YAZIWORX products responsibly in the United States.

2. Brand Mission

The mission of YAZIWORX is to provide dependable, high-quality equipment at competitive prices while supporting a professional nationwide distributor network. Distributors play an important role in protecting the customer experience, maintaining brand reputation, and supporting long-term market growth.

3. Distributor Program Overview

The YAZIWORX Distributor Program is designed to support growth through clear operating standards, product knowledge, customer service expectations, inventory planning, and professional brand representation. Participation in the program requires consistent business conduct and compliance with distributor policies.

4. Distributor Levels

Distributor levels may include Authorized Dealer, Preferred Distributor, and Regional Master Distributor. Higher distributor levels may receive expanded pricing programs, regional opportunities, and priority inventory access. Distributor level may be based on sales performance, inventory commitment, service capability, territory development, and customer support history.

- Authorized Dealer
- Preferred Distributor
- Regional Master Distributor
- Distributor level may be adjusted based on performance and compliance.

5. Application and Approval Process

All applicants must complete the official distributor application. Applications may be reviewed based on financial stability, business reputation, service capabilities, sales experience, location, market potential, and ability to support customers after the sale. Submission of an application does not guarantee approval.

6. Territory Policies

Unless otherwise agreed in writing, distributor territories are non-exclusive. Territory protection may be considered based on sales performance, inventory commitments, customer support standards, and market development. YAZIWORX and Assembled in America LLC reserve the right to appoint additional distributors, dealers, or representatives when appropriate.

7. Equipment Categories

YAZIWORX product categories may include compact tractors, skid steers, attachments, construction equipment, commercial mowing equipment, snow equipment, forestry equipment, and specialty machinery. Product availability may change based on supplier production, import schedules, inventory, compliance requirements, and market demand.

8. Distributor Expectations

Distributors are expected to operate professionally and protect the YAZIWORX brand in every customer interaction.

- Maintain professional business standards.
- Provide customer support after the sale.
- Protect the YAZIWORX brand reputation.
- Follow all distributor policies and procedures.

9. Sales Standards

Distributors must accurately represent equipment specifications, options, warranty information, delivery expectations, and product availability. Misrepresentation, false pricing, deceptive advertising, or unsupported claims are strictly prohibited.

10. Customer Service Standards

Distributors should maintain professional customer communication, timely service scheduling, organized support operations, and clear documentation of customer issues. Customer concerns should be handled promptly and respectfully.

11. Warranty Procedures

Warranty claims must include required information such as serial numbers, repair descriptions, photographs, customer information, and supporting documentation when requested. Unauthorized repairs, incomplete claims, fraudulent claims, or use of non-approved replacement parts may result in denial of reimbursement.

- Document the issue clearly.
- Provide photographs when requested.
- Record serial numbers and repair details.
- Submit claims according to the current warranty process.

12. Parts and Service Requirements

Distributors are encouraged to maintain common replacement parts, trained technicians, proper repair tools, and suitable service facilities. Strong parts and service support helps protect customer satisfaction and brand reputation.

13. Inventory Requirements

Inventory expectations may vary depending on distributor level, product category, and territory. Demonstration equipment, replacement parts, and display inventory may be required for certain distributor levels or protected territory arrangements.

14. Pricing Policies

Distributor pricing, dealer discounts, supplier information, and wholesale pricing are confidential. Unauthorized sharing of pricing information, destructive discounting practices, false advertised pricing, or misleading promotional claims are prohibited.

15. Online Sales Policies

Distributors participating in online sales must maintain accurate product listings, approved branding, honest product descriptions, secure payment processing, clear customer communication, and proper support after the sale. Online activity that damages the YAZIWORX brand may result in review or termination.

16. Freight and Shipping Procedures

Distributors are responsible for inspecting shipments upon arrival and reporting freight damage immediately. Damage should be documented with photographs, delivery notes, serial numbers, and carrier information. Failure to document freight damage may limit recovery options.

17. Payment Terms

Typical payment terms may include deposits on special orders and balance due prior to shipment. Wire transfer, ACH, or other approved payment methods may be required. Late payments, returned payments, or unpaid balances may result in suspension or termination of distributor privileges.

18. EPA and DOT Compliance

Distributors are responsible for compliance with all applicable EPA, DOT, federal, state, and local regulations. Equipment must not be modified in a way that violates emissions standards, safety standards, labeling requirements, serial number integrity, or transportation requirements.

19. Code of Conduct

Distributors are expected to conduct business ethically, professionally, and in compliance with all applicable laws and YAZIWORX standards. Conduct that damages the brand, misleads customers, violates policies, or creates legal risk may result in termination.

20. Final Acknowledgement

By participating in the YAZIWORX Distributor Program, distributors agree to comply with all policies, standards, procedures, and operational requirements established by Assembled in America LLC and YAZIWORX.

Distributor Acknowledgement Form

I acknowledge receipt of the YAZIWORX Distributor Handbook and agree to comply with all distributor policies, standards, procedures, and operational requirements.

Company Name: _____

Authorized Representative: _____

Title: _____

Signature: _____

Date: _____