



Dealer Terms & Conditions Agreement ***(Effective October 1st, 2010)***

The following terms and conditions supercede our previous dealer wholesale requirements. Please take a minute to familiarize yourself with our new expectations for our wholesale partners.

Contact Information

All dealers should have contact information available for their customers. For a physical store location, a phone number and street address are required. For online retailers, a contact e-mail address is required.

Monthly Minimum Orders

Unlike other hobby distributors, Redcat does not require a minimum monthly order. However, any account remaining inactive for 60 days or more will be removed from our system. You may request re-activation of your dealer status, but you agree to operate in accordance with these updated guidelines.

MAP (Minimum Advertised Pricing) Agreement

Redcat requires that all dealers comply with our Minimum Advertised Pricing structure or risk losing your wholesale ordering privileges. Additional information regarding MAP pricing requirements plus specific vehicle MAP pricing can be found here: <http://www.redcatracing.com/information/map-dealer.html> Please *note the two different categories for MAP pricing!*

Payments

Redcat accepts the following methods of payment for your purchases: Credit/Debit Card, Paypal, or wire transfer for orders over \$5,000. If you wish to place an order over \$5,000 Redcat will discount the order by 2%.

Drop Shipments / Address Corrections

Redcat provides drop-shipping services to our dealers. Orders must be placed online and the customer delivery address entered correctly. Redcat is not responsible for mis-directed orders due to an incorrect shipping address being provided. If an incorrectly entered address results in Redcat incurring an address-correction fee, that fee will be passed on to the dealer.

Shipping Damage

Before a claim for damage incurred during shipping is processed, Redcat requires that the item be brand new and unused. All photos and documentation showing the shipping damage can be forwarded to <mailto:support@redcatracing.com>. No shipping damage claims will be accepted without including proper photo documentation. *Note: Damage claims must be filed within 24 hours of the tracking number showing package was delivered.*

Manufacturing Defects

If a product is suspected of having a manufacturing defect, the following documentation is required to be forwarded to <mailto:support@redcatracing.com>:

- The original sales order number.
- A detailed explanation of the issue.
- Clear photos showing the suspected defective part(s).

This policy is very strict. Many end-users are not familiar with hobby-grade R/C vehicles and mistake problems resulting from their inexperience as manufacturer defects. Manufacturing defects are handled on a case-by-case basis and replacement and/or repair will be performed at the sole discretion of Redcat Racing.

The following situations will absolutely **not** be considered manufacturing defects:

- Improper setup/break-in of the vehicle.
- Loose hardware.
- Crash damage.

Warranty & Support

As a dealer and representative of Redcat Racing products, it is the dealer's responsibility to provide the 1st line of support with your customers for all non-warranty related issues. Many questions can be answered by visiting the Redcat Racing website and watching the "How-To" videos or reviewing the Redcat Racing warranty information. Dealers must handle customer inquiries before forwarding customers to Redcat for service and support. Dealers are also required to investigate customer claims and determine if a warranty-related issue exists before directing the customer to the correct warranty form. Redcat will then handle any warranty claims directly with the end user.

All information regarding Redcat's warranty policies and limited lifetime engine and electronics replacement programs can be found here: <http://www.redcatracing.com/information/warranty.html>

Redcat Racing Sales & Marketing

As part of this dealer agreement, you are authorized to use any logo, images, or descriptions found on the Redcat Racing website. You are not allowed to alter an image in any way however.

Redcat Racing has one of the best nitro engine and electronics replacement programs in the industry today, and those facts should be touted as a sales tool. A full overview of these programs can be found here: <http://www.redcatracing.com/information/lifetimeengine.html>

All print and media advertisements (including all online marketplaces) must include the following information:

- Redcat Racing logo and photo(s) showing the exact vehicle listed for sale.
- Complete vehicle name in item description.

Two examples of proper item descriptions are provided below:

- Redcat Racing 1/10 Scale Volcano S30 Nitro Monster Truck
- Redcat Racing Rockslide RS10 1/10 Scale Crawler

Redcat Racing reserves the right to contact dealers if incorrect product listings are identified. Continued failure to follow these guidelines may result in revocation of your wholesale purchasing privileges.