

v. July 10, 2019

***HardCabs***

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[www.hardcabs.com](http://www.hardcabs.com)

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# OFFICIAL GUIDE:

## ***HardCabs Dealer Program***

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## OVERVIEW

### ***Welcome to the HardCabs Dealer Direct Purchase Program!***

This Guide will explain all the details of Registering for our Program as well as help you to find all the online tools we have built to assist you and your team in the sales of cabs and cab accessories.

If at any time you have any problems or questions with setting yourself up on this system, we are here to help you. Call 630-324-8585 and hit option #2 or # 5.

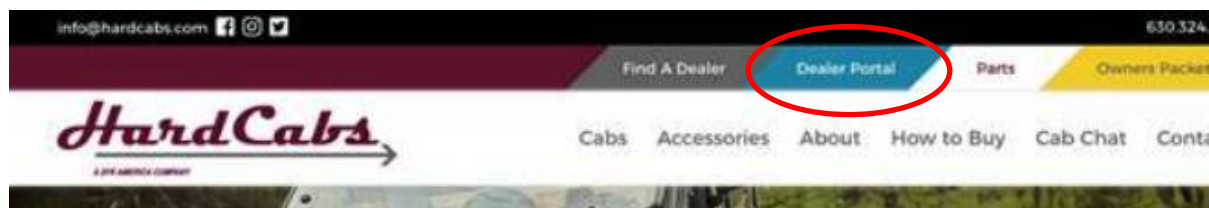
## ELIGIBILITY

All brand affiliated Powersports and Equipment Dealers.

Non-brand affiliated Powersports and Equipment Dealers with Reseller License and/or Relative Sales Tax ID including Online Retailers. Dealer may be required to submit a copy of their Tax license for verification.

## REGISTERING VIA THE DEALER PORTAL

The initial Dealer Application is available at [www.hardcabs.com](http://www.hardcabs.com) on the Dealer Portal tab. Once the application has been completed and submitted, HardCabs will validate the dealership and send an approval email. Dealers will then have full access and will be able to set up their accounts. This process should take less than a day.



The Dealer Portal is accessible on desktop and laptop computers from the webpage. The Portal will also be augmented to give full functionality on handhelds as well.

From the Portal, Dealers will have complete access to:

- Catalog of all aftermarket cabs and accessories being sold by HardCabs in North America
- Current Pricing, Discounts and Awards
- Up-to-date Inventory Levels and Information
- Electronic Ordering and Payments
- Order Status
- HardCabs Extended Warranty and Insurance Programs
- Install Tips and Videos

The Portal is set-up with the “Stripe” credit card processing system. Your information can be stored safely for future use, similar to an Amazon Account. Stripe is a secure site. HardCabs will not have access to your credit card information.

## **PRICING AND DISCOUNTS**

All items listed in the Portal will have the associated MSRP and Dealer Pricing. Freight, unless otherwise indicated, is INCLUDED<sup>1</sup> in all prices.

If you wish, you can choose to have an item(s) DROP-SHIPPED to your customer. When opting for this service **there may be additional fees** charged for Residential Delivery, Inside Delivery, Limited Access and Lift Gate Services.

Discounts may be available for multi-cab purchases. Check with the HardCabs Sales Department to see if your order is eligible.

Multiple Purchases of 4 or more cabs at the same time WILL qualify for Additional Discounts. Contact HardCabs Sales Department for special pricing.

Dealer profit margins on Cab Sales and Accessories average 25%.

## **FLOOR (DEMO) MODELS**

Dealers that sign up in the Initial Enrollment period of June 2019 thru October 2019 will be eligible to **purchase a Demo Cab at a 15% discount** during the 2019/2020 DEMO PERIOD (July 1, 2019 – June 30, 2020). Dealers will have the option to request up to **90 days dating** on a Demo Cab. This deal must be done via email or phone call. **DO NOT USE THE DEALER PORTAL FOR THIS PROGRAM.**

Afterward, based on their sales during the current DEMO PERIOD, Authorized HardCabs Dealers may be eligible for additional Demo Cab Purchases during the NEXT July/June (12) month DEMO PERIOD based on their Sales Performance below:

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<sup>1</sup> Freight is included to any Business Address in the United States lower 48.

*(FLOOR (DEMO) MODELS continued)*

|                |  |
|----------------|--|
| 1-5 Cab Sales  | Eligible for 1 Demo Cab in next DEMO PERIOD  |
| 6-15 Cab Sales | Eligible for 2 Demo Cabs in next DEMO PERIOD |
| 16+ Cab Sales  | Eligible for 3 Demo Cabs in next DEMO PERIOD |

**One to SHOW – One to GO Special Purchase**

When purchasing a Demo Cab, dealers will have an option to add a second cab to the order for 10% off Dealer Price. The cabs must ship together. The second cab is not eligible for dating and must be paid for per normal terms.

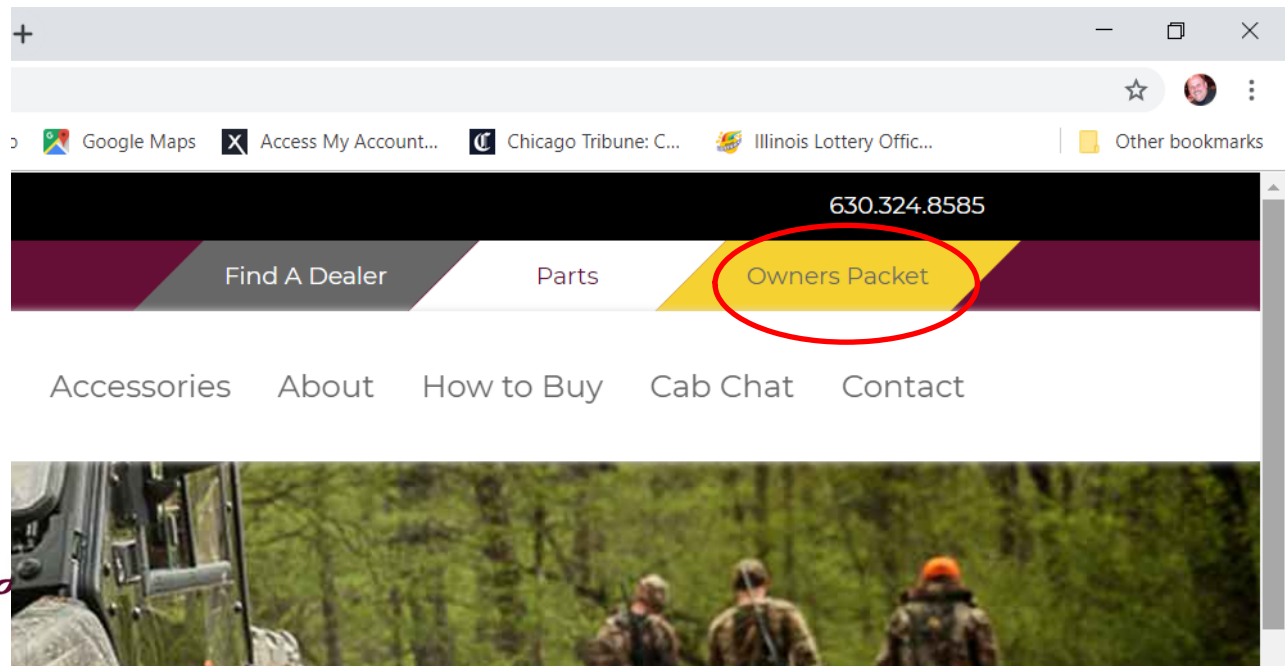
**Demo Cab Rules:**

1. Demo Cabs do not count towards Cab Unit Sales
2. Demo Cabs must be displayed on a vehicle at the Dealership
3. Aside from the “One to Show-One to Go program”, Demo Cabs cannot be part of a Multi-Cab Purchase (unless dealer qualifies for multiple Demos and buys them all at once)

**DOWNLOADS (INSTALL MANUAL AND PARTS CATALOG)**

Installation Manuals and Parts Catalogs are no longer included in hard form with the cab kit and accessories since January 1, 2017. They are available in **digital format only** at [www.hardcabs.com](http://www.hardcabs.com) This information can either be viewed online or downloaded and printed.

The support manuals are found on the **OWNERS PACKET tab** in the upper RH Corner of the homepage (see below).





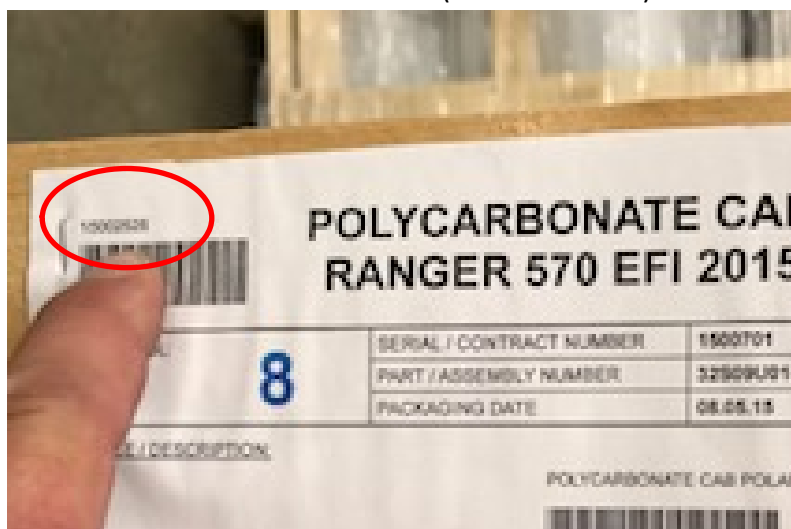
## WARRANTY CLAIMS

*Please urge your customers to **Register their Cabs** immediately after purchase for Warranty Coverage and instruct your Installers to leave the Information Packet that comes with each cab kit in the glove box for the end user.*

All HardCabs cab kits (except the ROXOR Cab) and accessories are covered under a 1-year Limited Warranty. The ROXOR Cab is warranted for 2-years. A copy of the current Warranty Statement is available for Download from the Owners Packet tab at [www.hardcabs.com](http://www.hardcabs.com).

Warranty Claims must be submitted to [warranty@hardcabs.com](mailto:warranty@hardcabs.com), and are subject to approval by HardCabs Management. When submitting a claim it is important to include:

- Several photos, both close up and standing back so the evaluator can get the full picture of what is going on.
- Serial Number from crate (if still available)



- If the Crate with the Serial Number is no longer available, a picture of a barcode from one of the cab panels should be sent



- Also include a detailed description of the Warranty Claim

**Please note:** The HardCabs warranty **INCLUDES** parts and freight, and **DOES NOT INCLUDE ANY LABOR REIMBURSEMENT.**

## **WINDSHIELD INSURANCE**

Windshield Glass is only warranted to arrive at the installing location intact.

Any breakage once removed from the crate is not covered.

A REPLACEMENT FRONT WINDSHIELD COSTS A MINIMUM OF \$425!!!

In 2017 HardCabs introduced a Windshield Glass Insurance Policy to help customers lessen the expense of a broken front glass windshield.

### **Windshield Glass Insurance Information**

**Eligible:** US Cab Owners in the Lower 48 States only

**2019 Cost:** \$135 2- year TERM (max of 2 replacements within term)

**Covered:**

- Front or Rear Windshield Glass cracked or shattered
- Fault or tear on internal safety laminate

**Not Covered:**

- Side or rear sliding glass
- Tilt-out handles hardware
- Mounted handles
- Hinges
- Gas springs
- Mirrors
- Labor

**Deductible:** \$50 per replacement – payable upon claim prior to shipment

**Dealer Commission:** \$30.00

## **DEALER PAYMENTS**

Unless previously arranged or part of a Demo Cab Deal, all cab and accessory sales will be paid by Credit Card at the time of purchase.

The Dealer Portal will allow for multiple cards to be saved in the system. Please be sure to update card information when it changes to avoid any delays in ordering.

Sales Tax will not be charged on any orders. Dealers in Illinois must provide a copy of their Sales Tax Letter upon registration.

## **RETURNS**

Cab and accessory returns can be made under the following terms:

- Petition and receive approval in writing from HardCabs management
- Returned product must be within 1-year of purchase by dealer
- Return Freight is the responsibility of the Dealer
- Items must be complete, undamaged and in original package
- Returns will result in 90% credit to Dealer Account

## **EVENT PARTICIPATION**

HardCabs will usually have available a minimum of (1) and often multiple demo vehicles with Cabs installed and Accessories mounted. With 60 days or more notice, we would be glad to travel a reasonable distance from our base in the Chicago – IL area to display our product at your dealership event or a local/regional show.

For more information contact the GM at HardCabs.

## **MARKETING MATERIALS AND USE OF IMAGES**

HardCabs on occasion will develop a flyer or sell sheet for a specific product, but does not have a library of marketing materials available. We will do our best to provide the registered Dealer with any materials or photographs they may need to assist in the sale of our products to the consumer.

All registered Dealers have the right to use the HardCabs logo on marketing materials and signage without prior approval.

Co-op Advertising opportunities must be discussed on an individual basis with the GM of HardCabs.