



# **Futura Dealer Manual Sport Range Car Trailers**

USA

View product information

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

If you have any questions please email [trailers@futuratrailers.com](mailto:trailers@futuratrailers.com)



## Section Guide

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## Welcome to the Futura Team

At Futura Trailers we take great pride in the quality of our trailers and hope your experience with our company is both satisfying and rewarding. Futura trailers are Engineered to be Effortless.

Futura trailers are manufactured in our Auckland, New Zealand facility and shipped to our West and East Coast US facilities where they are unpacked, assembled and restacked into road-towable stacks of up to 4 trailers. The trailers are assembled to a schedule based on the dealer's final payment timing, ensuring they are ready to collect within 30 days of receiving full payment.

### Our assembly facility locations are:

California - 15342 Texaco Ave, Paramount, CA 90723

South Carolina - 4257 Domino Ave Unit 2, North Charleston, SC 29405,

**US phone number:** (855) 744 3877

### Key E-mail addresses:

Dealer Relationships (NZ)

Bevan McDonald

[bevan@futuratrailers.com](mailto:bevan@futuratrailers.com)

Marketing (NZ)

Reuben Heunes

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(Please note our NZ office hours are 6 hours behind EST plus one day ahead)



[futuratrailers.com](http://futuratrailers.com)



## Futura Sport Range Trailers

The Futura Sport Range is the fourth generation of patented trailer from Futura Trailers Ltd, New Zealand.



**Club Sport** (US40195LT)  
13' 1" Single, 3500lb GVWR



**Super Sport** (US50205LT)  
16' 5" Tandem, 7000lb GVWR



**Pro Sport** (US60205LT)  
19' 8" Tandem, 7000lb GVWR



**Super Tourer** (US60205LTE)  
19' 8" Tandem, 7000lb GVWR. Black or White Option.

**RT500 Ramp Trailer** (US50205RT)  
16' 5" Tandem, 7000lb GVWR







## Futura Accessories

Futura Trailers offers a range of premium add-on accessories to enhance the Futura ownership and make the entire transporting experience effortless and ultimately more enjoyable.



### Lockable Tire Rack (TRX205)

Assembly and mounting required - approx. 1 hour

[TIRE RACK ASSEMBLY VIDEO](#)



### Rock Guard (RG205)

Mounting required - approx. 15 minutes

[ROCK GUARD MOUNTING VIDEO](#)



## Futura Accessories

**Recovery Winch** with wireless remote controller (RW4). No assembly is required.

note: Ramp Trailer requires the addition of a 12V battery to run the winch.



**Spare Wheel with mount** (SW4). No assembly is required if ordered with a trailer.



**Futura Tie Downs** (TD4). Correct use instruction is required.

[INSTRUCTION VIDEO LINK](#)





## Getting Started With Futura Trailers

### Pricing

- Dealer pricing for trailers and accessories is based on a set discounted rate off the MSRP of the trailer or accessories.
- Futura parts are priced to Dealers as per the [Dealer Parts Price list](#).

### Minimum Dealer Order

Orders are a minimum of 4 trailers and are secured with a 10% non-refundable deposit. To ensure your order is ready when you need it we recommend payment 3 months before the estimated Ready-to-Collect date. Full payment is to be made in full 30 days before the trailers are assembled in Futura's US assembly facilities.

### Recommended Order Mix

The recommended first order for a new Futura Dealer is at least the following:

- 2 x Super Sports (+ full accessories)
- 2 x Pro Sports (+ full accessories)

Please discuss with your Futura Dealer Relationship Manager about ordering additional trailers that may suit your market e.g. Club Sport, Super Tourer, and Ramp trailers.

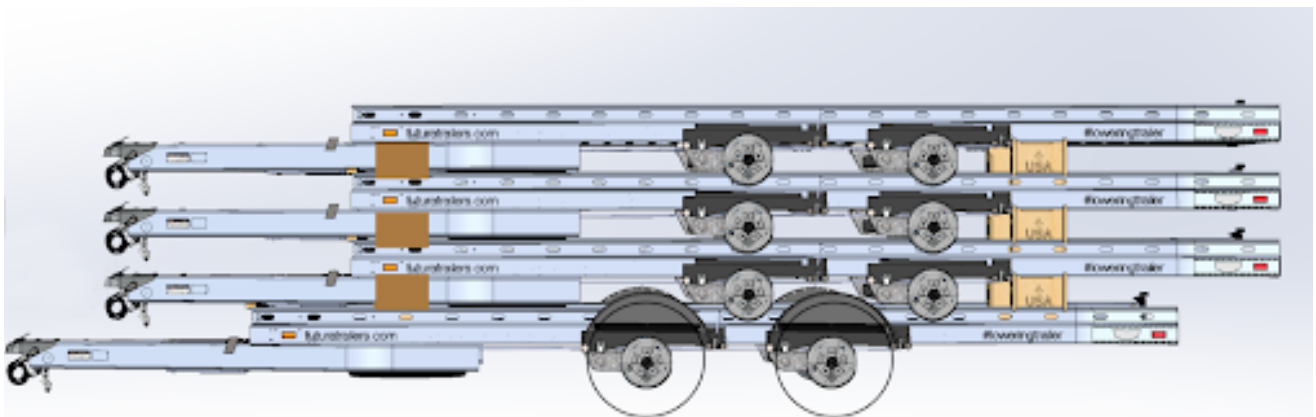
### Order and Collection

Orders are confirmed with a non-refundable 10% deposit. Futura trailers are assembled and stacked for collection in our Paramount and Charleston warehouses. Your order will be confirmed in our assembly schedule within 30 days of the Ready-to-Collect date by making full payment on a deposit-paid order.

### Transportation from Futura Trailers US facilities to the Dealers Lot

Location 1: West Coast, Paramount, LA, CA

Location 2: East Coast, North Charleston, SC.





The Dealer is responsible for collecting the trailers from the Futura Trailers US distribution facility. The trailers are prepared for delivery to the Dealer's location as a Road Tow Pack of up to 4 trailers of any type, assembled and stacked as a pack that can be towed with a pick-up truck with a 7,000lb tow capacity. Up to 8 trailers (2 x 4 stacks) or 2 x Enclosed trailers, 1 x 4 stack and 1 x Enclosed trailer can be collected using a self-loading centreline trailer.



Road towable 4-stack



Self-loading centreline trailer

Accessories and wheels are flat-packed on the deck of each stacked trailer. The trailers are lightweight and easy to unstack with a forklift, car hoist, A-frame lifting device, etc.

The delivery driver must sign a form and agree to;

1. checking the wheel bearings and tire pressure en route
2. re-torquing the lug nuts en route

(These checks are particularly important as this is the first time the trailer will have been towed on the road)



Note, if the trailers are to be transported on a trailer the trailer must be self-loading, we do not have facilities to lift the stacks or a loading dock. MSO documents will be handed to the delivery driver, who shall sign for receipt of these documents.

## **Insurance**

As soon as the trailers leave Futura Trailer's US facility they are the property of the Dealer, therefore the Dealer and their driver must carry their own insurance.

## **Dealers Assembly**

Basic assembly by the Dealer is required when receiving a Futura Trailers Road Tow Pack.

- Mount jack and license plate holder
- Mount fenders
- Mount and torque the wheels
- Assemble and mount accessories as applicable (Rock Guard, Tire Rack etc)
- Complete 'Pre Delivery Inspection' form
- Dealer may on charge these handling costs to the Customer above MSRP.

Tire Rack's can be pre-assembled to order by Futura if required at a cost of \$150 per Tire Rack. If this service is required please specify when ordering your trailers.

## **Assistance with Assembly**

Our friendly US-based After Sales team is available to assist by way of video call, with any issues that may be encountered during assembly of the trailers when they arrive in your lot.

## **Dealer Responsibilities**

- Check stock for damaged/missing parts on arrival
- Receive MSO paperwork from the delivery driver
- Ensure trailers are commissioned to manufacturer specifications (specifically: nuts torqued and marked correctly, battery checked and charged if necessary, trailer functionality checked). Ensure checklists are completed before the trailer is ready for delivery to the customer.
- The digital handover checklist is to be completed by the person handing over the trailer.
- Represent Futura Trailers as per Futura Trailers brand guidelines (provided).





## **Shipping Damage and Missing Parts**

Futura Trailers must be notified by email of missing parts or damage within 7 days of receiving the trailers. We require the last 5 digits of the VIN number of each trailer affected and clear photos and a description of the damage and/or missing parts.

## **Spare Parts Orders**

Spare parts can be ordered through our Parts and Service Department. Parts will be shipped free of charge if they arrive with the trailers, or alternatively can be shipped at the Dealer's cost. We recommend Dealers hold stock of all common spare parts.

## **Technical Support**

You can access our comprehensive "[Knowledge Base](#)" on our website, [futuratrailers.com](http://futuratrailers.com), which contains instructional and support materials available 24/7 in the form of videos or downloadable PDFs. Additionally, we have dedicated After Sales representatives located in our offices in California, Charleston, and New Zealand. Dealers are also provided with access to a password-protected [Dealer Portal](#) on the [futuratrailers.com](http://futuratrailers.com) website that holds valuable resources for the Futura Dealer.

## **Stock**

It is expected that dealers always have stock on hand that is ready for handover to a customer. We refer to this as 'customer-ready stock'. E-Commerce confirmed sales along with leads will be sent to those who have 'customer-ready stock'. Futura funded promotional activity will be targeted at geographical locations where 'customer-ready stock' is available.

Minimum stock levels are set for Dealers in conjunction with Futura. This level is to enable the fulfilment of sales from your lot/stock, not drawing from stock in transit or in assembly. To ensure 'customer ready stock' is replenished in time, forward orders are to be placed at a level that will ensure continuity of supply. The 'customer-ready stock' is additional to any demo stock or Dealer own use trailers carried.

## **Targets**

Targets are a good way of focusing our attention. They also give clarity around expectations between Futura and the Dealer. They are intended as a guide and a measure of performance.

Key considerations when setting a target include:



- Agreement between Futura and the Dealer
- Length of time in business
- Length of time being a reseller of Futura trailers
- Previous year's sales (if applicable)
- Dealers location
- Demand for trailers
- Frequency of orders
- Stock on the lot (and available space)
- Targets are for Total Units and then segmented by trailer type

Once Targets have been agreed upon we will work with you on the Optimal Stocking Level for your lot, the required number of demo/display units, and a Forward Order plan (to minimize the possibility of stock-outs).

## **Dealer Compliance Checklists**

In order to maintain the highest level of brand and product integrity as a Futura Trailers Dealer we oblige our Dealers to complete Assembly, Pre-Delivery and Handover checklists. The primary reason for these checklists is for safety and an enhanced customer experience. Futura Trailers is notified of the progress with the trailer as each electronic checklist is completed. Records of these checks are kept to cover the liability of both Futura Trailers and the Dealer if any product liability issues are raised.

Outlined below are each of the required checklists, with the rationale of each check explained. Futura Trailers has endeavored to make the checklists as user-friendly as possible, however, we are open to suggestions should you have any ideas for improvement in this area of our operation.

### **Pre-delivery Checklist:** (Sales/Delivery and Assembly Team)

User: Sales or Customer Services Representatives

Link: [COPY OF PDF CHECKLIST](#)

This paper checklist ensures the trailer is well presented and is in safe working order, fully operable and ready to hand over to a customer. Completing this checklist will help to optimize the customer experience by ensuring everything works as it should. We recommend this checklist is completed a day or so before the trailer is delivered or handed



over, allowing time to charge the battery if required. A copy of this checklist is included in the toolbox of every trailer. We ask for a completed copy of this checklist to be uploaded during the customer handover process.

**Customer Handover Checklist:** (Dealer/Customer/Delivery Driver)

User: Sales or Customer Services Representatives

Link: [FUTURA TRAILERS - TRAILER HANDOVER CHECKLIST](#)

This web-based checklist is accessed by scanning the QR code on the PDI checklist with a smartphone or tablet. The checklist is used to ensure the customer is taken through key features and operation of the trailer and all cautions are explained. The customer acknowledges they have been briefed about the trailer operation and necessary post-purchase checks. This acknowledgment addresses important liability issues between the Dealer and the customer.

The link to this checklist can also be found at the bottom of the [futuratrailers.com](http://futuratrailers.com) home page. If the trailer is shipped directly from the Dealer to the customer, simply tick the box at the bottom of the Handover checklist letting us know the handover was handled remotely.







## Why is it Important?

We have observed that dealers who conduct thorough handovers in accordance with the Dealer Handover Checklist experience significantly fewer customer-related issues with trailer usage. Upon completing the handover and clicking 'submit,' we are notified that the trailer has been handed over, and details, including the VIN number, are automatically entered into our database.

- **Owner Support** - Post-purchase, we provide owners with valuable support materials, including video guides, through email automation.
- **Customer Satisfaction:** We follow up with owners via email automation to ensure they are satisfied with the product and its operation.
- **Component Updates:** If updates on any components are necessary, we can reach out to the owner directly.
- **Lead Tracking:** This process allows us to track leads provided versus closed sales, enabling us to continually refine and improve our lead-generation strategies.
- **Remarketing:** We engage with owners to encourage continued interaction with the Futura brand and to promote word-of-mouth recommendations
- **Automated Dealer Stock Monitoring** Our dealer stock records are automatically updated when a trailer is handed over, providing us with real-time visibility of dealer stock levels.



## Sales and Marketing

### Futura Trailers Marketing

The Futura Trailers team prides itself on effective marketing. Our talented marketing department carries out extensive marketing that carefully targets potential customers in the US.

Marketing includes

- Google search & display campaigns
- Facebook & Instagram advertising campaigns
- Social media content marketing
- Brand website & blog
- Print advertising
- EDM newsletters
- Promoter/influencer/sponsorship partners & programs

### Dealer Marketing

The Futura Trailers Dealer is expected to carry out marketing including but not limited to Email campaigns, Social media, and Print media. From Jan 1st 2023; Futura Trailers will support new dealers' marketing with a one-off marketing contribution of up to \$5,000 on a cost-share, reimbursement basis on presentation of receipts.

Every marketing request must be pre-approved by Futura to ensure branding and messaging is accurate and marketing requests can be very broad. For example, the co-op funds can be used for apparel, events, digital ads, radio, print ads video creation etc.

### Sales Leads

Futura Trailers has a very active and effective sales and marketing leads engine. Leads generated by Futura Trailers typically come from online advertising, social media content marketing and our network of promoters and influencers. Most consumers reached with our marketing are directed to the [futuratrailers.com](http://futuratrailers.com) website. Once leads have registered their interest in purchasing a trailer, we connect each lead to the nearest Dealer with the stock required to complete the sale. To receive sales leads from Futura, Dealers must have stock on hand.



## **Online Sales in E-commerce**

Futura operates an e-commerce platform at [futura-trailer.com](http://futura-trailer.com), where we sell trailers and accessories. When a customer makes a purchase, they are required to provide a 10% deposit. The sale is then transferred to the nearest dealer with available stock to finalize the transaction. Upon completion of the sale by the dealer and notification through the Customer Handover Checklist, we reimburse the dealer for the 10% deposit, minus a \$500 administration and marketing fee.

## **Forward Order Planning**

Forward orders for the Dealer's first year as a Futura Trailers Dealer will be worked through with the Dealer and Futura Trailers before commencement. It is intended that the Dealer will initially take sufficient stock to meet stocking obligations for the Dealers lot(s), demo trailers as well as sufficient stock to allow for sell-through. The Dealer's annual target sales will be divided by the number of shipments per annum, taking into account the optimal number to be shipped at any one time.

Futura accepts forward orders to secure future production slots and current pricing. Orders must be for delivery within 3 to 12 months from the order date and require a non-refundable 10% deposit. Once received, we will set an estimated ready-to-collect date with you. An additional 10% payment is due 2 months before assembly to confirm the schedule. If this payment is late or you wish to delay, the assembly date will be pushed back about a month. Orders cannot be delayed beyond 12 months, or they will be cancelled, and the deposit forfeited.

## **Demo Trailer Policy**

As well as purchasing stock, new dealerships have the opportunity to purchase a demo trailer for demonstrations, events, staff use, etc. The demo trailer will aid in the sales of other trailers. Furthermore, the following conditions apply:

- Each new dealer is offered a single demo trailers at wholesale less 10% (including accessories) as a one-time offer
- The first demo trailer purchased with a 10% additional discount must be kept for a minimum of 6 months
- If any of the above conditions are not adhered to then the original 10% discount will be on-charged to the dealership.
- Super Tourers are not eligible as Demo trailers.



## Terms and Conditions

### Authority

- The Dealer must provide evidence of a current state-issued trailer dealer license and a copy of the current state-issued sales tax license. The Dealer is only authorized to sell Futura trailers from the licensed premises.

### Pricing

- Prices are subject to change.

### Forward Orders

- Futura will accept forward orders from dealers to secure future production slots and current pricing.
- Forward orders apply to trailers that will be delivered no less than 3 months and no more than 12 months from the date the forward order is placed.
- Forward orders shall be secured with a non-refundable 10% deposit.
- When the 10% deposit is received, we will fix an estimated Ready-to-Collect date in consultation with you.
- No later than 2 months from the estimated assembly date, you are required to pay an additional 10% to confirm the trailer position in the assembly schedule.
- If you fail to pay the additional 10% by the due date or wish to delay the assembly date, we will delay the date by approximately one month or a period mutually agreed upon.
- Forward orders cannot be delayed beyond 12 months from when the forward order was originally placed.
- If the 12-month period is exceeded, your forward order will be cancelled, and the 10% deposit forfeited.

### Payment Terms

- The minimum order is 4 trailers.
- A 10% non-refundable deposit is required to secure the order and must be paid within 5 working days of placing your order.
- Upon receipt of the deposit payment, your order will be placed in the assembly schedule. The exact time of assembly completion is subject to our production schedule at the time, and we will work with you to find a suitable date.
- The final payment invoice will be issued once the assembly date has been confirmed.



- To ensure you receive your order when needed, we encourage you to place your order and pay the invoice in full no later than 30 days prior to the estimated assembly date.
- Payment is to be made in full by wire transfer to Futura's Bank of America account.
- If the final invoice payment is not received within 10 days of the confirmed assembly date, the order may be cancelled, and the deposit will not be refunded or re-applied.
- Prices quoted are subject to change with 30 days' notice.
- Prices will not change on deposit-paid orders.
- Deposits cannot be transferred from one sales order to another.
- Dealers will not buy stock from other Futura dealers.
- Futura Trailers may change policies without prior notice to the Dealer.
- The latest version of this Dealer Manual shall be available to the Dealers on the Futura Trailers Dealer Portal.

### **Assembly and Delivery**

- It is acceptable for the Dealer to pass on a 'reasonable charge' for assembly and transportation to the customer.
- A margin is built into the MSRP of the accessories requiring assembly; therefore, accessories should not incur additional assembly costs to the customer above the stated MSRP.
- The Dealer is to arrange and pay for the transportation of trailers from Futura Trailers facilities to their premises.
- It is acceptable for a 'delivery fee' to be passed onto the customer. For example, the customer pays 'MSRP plus assembly and delivery fee'. The delivery fee is to cover the costs of shipping trailers from Futura US assembly locations to the Dealer's premises and is not to be presented to the customer as a cost of shipping trailers from New Zealand.
- The Dealer must pick up the trailers from the Futura facility within 7 days of receiving the "Ready-to-Collect" notice confirming that the trailers are ready to collect.
- The Dealer agrees to follow the instructions on the Ready-to-Collect notice, including contacting Futura to arrange a suitable pick-up time.
- The Dealer will be charged a daily storage fee for each day after such a 7-day period until the Dealer picks up the trailers at the rate then in effect.
- The Dealer will not be handed trailers before a written Ready-to-Collect notice is presented to Futura staff.



- Futura will not be responsible for any costs incurred by the dealer due to Ready-to-Collect notice terms not being followed or for a dealer arranging transportation before a written Ready-to-Collect notice has been sent by Futura and presented by the dealer or its agent to Futura staff at the collection location.
- The Dealer's driver must carry out checks and adjustments (e.g., torque wheel nuts as specified in the guidelines) when receiving trailers at the Futura Trailers assembly facility. The Dealer's driver is also responsible for receiving accessories and any parts delivered with unassembled trailers or trailer stacks.
- While all care is taken, the Dealer's driver is ultimately responsible for the connection and security of the trailer stack and the parts and accessories loaded, and the Dealer is responsible for any damage that may occur after collection from the Futura Trailers assembly facilities.
- The ownership of trailers transfers to the Dealer upon collection from the Futura Trailers assembly facilities, and insurance from this point is to be held by the Dealer.
- Futura Trailers must be notified by email of missing parts or damage within 7 days of receiving the trailers.

### **Stock**

- The Dealer will endeavor to keep an agreed Optimum Stocking Level (OSL).
- Forward stock planning is essential for Futura's production planning. We will contact you from time to time to understand your sales and stock-holding outlook.

### **Registering Customer Handover**

- Completing the digital handover checklist when delivering a trailer sale is a crucial step. It notifies Futura that the stock has been sold and is no longer in inventory.
- Futura has a legal obligation to collect customer registration details for each trailer sold. We rely on our Dealers to collect this data and provide it to us in a timely manner. From time to time, we will request you perform a stock take of VIN numbers, including any outstanding customer registration data.
- Scan the QR code on the trailer to open the digital handover form. The digital handover instructions are contained in [THIS HANDOVER VIDEO](#).

### **Sales & Marketing**

- The Dealer's sales staff must be able to offer optimal advice and service to its customers to create a positive experience and generate demand for Futura Trailers' products.



- The Dealer must educate and train its staff in the functionality, specifications, features, and use of Futura Trailers products to enable professional demonstration of the features of the products.
- The Dealer must instruct each of its Futura Trailers customers about the proper use, limited warranty terms, and maintenance of the products before purchase and, if requested by the customer, after the purchase.
- The Dealer should apply the best effort to sell at MSRP and not discount the trailer. Trailers manufactured by Futura Trailers are high-end products targeted at sophisticated buyers who are prepared to pay a premium price for a premium product.
- The Dealer and its sales and service staff must understand the method Futura Trailers uses to determine the capacity and specifications of each product and the federal, state, and local laws and regulations governing the use of such products.
- Futura Trailers, in conjunction with the Dealer Tier Program, will annually review dealer performance and assign a co-op marketing budget and tier ranking for each dealership.

### **Representation of Futura Trailers Brand**

- The Dealer shall not stock, promote, or sell any other brand of lowering vehicle trailer.
- The Dealer shall not sell any directly competing product that utilizes Futura Trailers IP.
- The Dealer will not establish a website or other form of internet presentation advertising, promoting, and/or offering for sale the Futura Trailers products unless first approved in writing by Futura Trailers. Such approval may be revoked with immediate effect at the sole discretion of Futura Trailers.
- Futura Trailers reserves the right to discontinue or modify any product without prior notice to the Dealer.
- The Dealer shall use its best efforts to market, promote, and sell Futura Trailers products professionally, diligently, and consistently in line with Futura Trailers' excellent reputation and following Futura Trailers marketing policies, brand guidelines, promotional programs, advertising concepts, guidelines, and campaigns.
- The Dealer shall represent Futura Trailers products as being "assembled in America" with US-based after-sales support.
- The Dealer must possess the resources to professionally represent Futura Trailers in its sales efforts and fully perform its obligations as a Futura Trailers Dealer.



- The Dealer shall assign a primary contact to manage the ongoing relationship with Futura Trailers. The primary contact will be responsible for all reporting, training, and sales activities, limited warranty, and repairs in relation to Futura Trailers.

### **Repair and Maintenance**

- The Dealer must employ at all times at least one trained professional repair and maintenance person per location. Futura Trailers will provide training on the trailers and accessories. If the trained professional leaves the Dealer's employment, the Dealer must immediately notify Futura Trailers.
- We expect the Dealer to provide comprehensive support to Futura trailer owners, including parts and service needs.

### **Trademarks and Intellectual Property**

- Futura Trailers will grant the Dealer a non-exclusive, non-transferable, non-assignable, non-sublicensable, terminable right and license to use Futura Trailers IP solely in connection with the marketing and sale of the products in their territory.

### **Dealer Manual**

- This Futura Dealer Manual is subject to change. The current version can be located on the Futura Dealer Portal.





## Futura Dealer Guide - Making a Limited Warranty Claim

Futura Trailers provides a **two-year** limited warranty for non-commercial trailer owners and a **six-month** limited warranty for commercial trailer owners. Full copies of the limited warranties are available on our website, [futuratrailers.com](http://futuratrailers.com). A comprehensive overview is also available on the inside front cover of the Futura Trailers Manual. It is imperative that the limited warranty terms are communicated to the trailer owner upon handing over a new Futura trailer.

### To request service work under the limited warranty, the Dealer must:

1. Register the sale of the trailer.
2. Upload a signed copy of the trailer's pre-purchase inspection to the Futura Trailers - Trailer Handover Checklist.

### STEP ONE:

The customer contacts their Dealer regarding the issue with their trailer. As the limited warranty terms are **"return to base,"** the customer is responsible for transporting the trailer to their Dealer or a Futura Trailers authorized repair agent.

### STEP TWO:

The Dealer assesses the trailer and then contacts Futura Trailers via the website, providing the trailer VIN, details of the issue, and supporting documentation and photographs through the Limited Warranty Claim Form. (Futura Trailers may request additional information or photographs if the initial submission is insufficient.)

### STEP THREE:

Futura Trailers will assess the claim and advise if it has been accepted as a limited warranty claim.

If a valid limited warranty claim is confirmed, Futura Trailers will provide instructions on performing the repair, supply the necessary parts, and recommend the estimated labor hours for the repair. **Pre-approved labor costs will be credited to the dealer's account and offset against future trailer purchases.**



## **Dealer Repair Notification and Approval Process**

When a dealer encounters an issue with a trailer that requires repair under the Futura Limited Warranty, they must immediately notify Futura Trailers before taking any further action. This allows Futura to assess the repair, advise on the necessary parts, and provide an estimate for the time required to complete the job. The dealer must accept the pre-approved labour allowance, time, and value before proceeding with the repair. Upon completion of the job, the dealer must not charge Futura more than the pre-approved rate for labour, time, and parts.

Additionally, if the dealer needs to perform any work outside the normal scope due to missing parts or faulty components, they must notify Futura Trailers immediately. Futura will assess the situation and provide guidance on the necessary steps. The dealer must not proceed with any additional work without prior approval and must adhere to the pre-approved terms for labour, time, and parts as specified.

## **Standard Repair Rates for Warranty Work**

Futura will provide a 'time to complete' allowance for the time the Dealer can charge for a warranty claim. Futura will not pay for any time charges above this allowance. If Futura does not provide a 'time to complete' allowance, Dealers may only charge Futura for approved warranty repair work according to the approved labor rate schedule. If the labor rate schedule does not cover the specific work being performed, the hourly rate and total time to complete must be pre-approved by Futura.

An estimate of the time required to complete the repair must be submitted and approved before proceeding with the work.

If the issue falls outside the terms of the limited warranty, parts and associated freight costs will be charged to the Dealer, who may on-charge these costs to their customer at their discretion.

## **IMPORTANT POINTS TO REMEMBER:**

- The dealer must ensure that all sales are registered on the Futura Trailers website, including submitting a signed copy of the pre-delivery checklist.
- The date of sale must be recorded, and the trailer must be within the limited warranty period.
- Please refer to the Limited Warranty document for full terms and conditions.
- Consequential damage is not covered.



- Transport costs related to the limited warranty are not covered by Futura Trailers and are the responsibility of the customer.
- Any repair work must receive authorization from Futura Trailers to be eligible for coverage under the limited warranty.
- When encountering warranty issues or additional work due to missing parts or faults, dealers must notify Futura for assessment and approval, adhering to pre-approved rates for labour, time, and parts before proceeding.