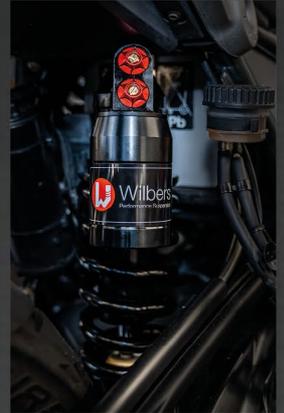


Sales Policy



This Sales Policy describes all decisions relating to the direct and/or indirect supply of our products/services to customers. It is aimed at all Wilbers dealers who have already received or would like to receive a certain status.



Wilbers
Performance Suspension



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1. Introduction

This sales policy describes all decisions relating to the direct and/or indirect supply of our products and/or services to customers. These are aimed at all Wilbers dealers who have already received or would like to receive a particular status.

2. Sales Partner

Our dealers will be classified as follows:

- Premium partner
- A partner
- B partner
- C partner
- Nivomat Testcenter

The corresponding conditions to each status will be described below. The dealer status will be verified regularly. The noncompliance of the following requirements will result in the loss of the appointed status.



Premiumpartner

Designation	Certified partner
Services	Sales and service partner for all Wilbers products This includes all products of the Wilbers portfolio according to homepage and online shop.
Products / Technology Training	Participation in initial training as well as in regularly conducted follow-up training sessions
Training participants	At least 1 employee from the company (if the employee leaves company, another employee needs to be trained)
Qualifications	x Basic
	x WESA
	x Nivomat
Tools/Spare parts	The premium partner is obliged to purchase special tools and to stock spare parts, which are necessary for carry out work.
Wilbers CI	Wilbers guideline for corporate identity must be adhered to
Annual turnover	From 50.000 € annual review by Wilbers – Discount scale applies for the whole year
Connection to Wilbers online shop	possible
Use of external online trade (eBay, Amazon, etc.)	forbidden
Partner discount	granted based on chapter 4
Annual bonus	1% of the annual turnover as a credit note in the following year for advertising purposes (example: dummies, banners, placement of an advertisement) in accordance with the annual review by Wilbers Products GmbH
Advertising support	possible – see chapter 10

- 1) Generally, all partners have to offer all „Wilbers“ and „Wilbers Powered by ZF“ products.
- 2) Trainings details, see chapter 0



A Partner

Designation	Certified partner	
Services	Sales and service partner for all Wilbers products This includes all products of the Wilbers portfolio according to homepage and online shop.	
Products / Technology Training	Participation in initial training as well as in regularly conducted follow-up training sessions	
Training participants	At least 1 employee from the company (if the employee leaves company, another employee needs to be trained)	
Qualifications	x	Basic
	x	WESA
	x	Nivomat
Tools/Spare parts	The A partner is obliged to purchase special tools and to stock spare parts, which are necessary for carry out work.	
Wilbers CI	Wilbers guideline for corporate identity must be adhered to	
Annual turnover	25.000 € to 49.999 € annual review by Wilbers – Discount scale applies for the whole year	
Connection to Wilbers online shop	possible	
Use of external online trade (eBay, Amazon, etc.)	forbidden	
Partner discount	granted based on chapter 4	
Advertising support	possible – see chapter 10	

- 1) Generally, all partners have to offer all „Wilbers“ and „Wilbers Powered by ZF“ products.
- 2) Trainings details, see chapter 0



B Partner

Designation	Certified partner	
Services	Sales and service partner for all Wilbers products. This includes all products of the Wilbers portfolio according to homepage and online shop.	
Products / Technology Training	Participation in initial training as well as in regularly conducted follow-up training sessions	
Training participants	Participation in initial training as well as in regularly conducted follow-up training sessions	
Qualifications	x	Basic
	x	WESA
	x	Nivomat
Tools/Spare parts	The B partner is obliged to purchase special tools and to stock spare parts, which are necessary for carry out work.	
Wilbers CI	Wilbers guideline for corporate identity must be adhered to	
Annual turnover	0,00 € to 24.999 € annual review by Wilbers – Discount scale applies for the whole year	
Connection to Wilbers online shop	possible	
Use of external online trade (eBay, Amazon, etc.)	forbidden	
Partner discount	granted based on chapter 4	
Advertising support	possible – see chapter 10	

- 1) Generally, all partners have to offer all „Wilbers“ and „Wilbers Powered by ZF“ products.
- 2) Trainings details, see chapter 0



Nivomat Testcenter

Designation	Certified partner
Services ¹⁾	Sales and service partner for all Wilbers products. This includes all products of the Wilbers portfolio according to homepage and online shop.
Products / Technology Training	Participation in initial training as well as in regularly conducted follow-up training sessions
Training participants	Participation in initial training as well as in regularly conducted follow-up training sessions
Qualification	x Nivomat
Tools/Spare parts	--
Wilbers CI	Wilbers guideline for corporate identity must be adhered to
Annual turnover	Scale I: 0.00 €- 4.999 € Scale II: from 5.000 € Assembly group 12 (see chapter 4) always 30% Condition: at least one demonstrator as proof. Up to three demonstrators possible. A 50% discount is granted for each demonstrator. Annual review by Wilbers - discount scale applies for the whole year.
Connection to Wilbers online shop	possible
Use of external online trade (eBay, Amazon, etc.)	forbidden
Partner discount	granted based on chapter 4
Advertising support	possible – see chapter 10

- 1) Generally, all partners have to offer all „Wilbers“ and „Wilbers Powered by ZF“ products.
- 2) Trainings details, see chapter 0



C Partner

Designation	Motorbike dealer (authorised dealer, independent dealer or motorbike workshop)
Services ¹⁾	Sales partner for all Wilbers products. This includes all products of the Wilbers portfolio according to the homepage and online shop.
Products / Technology Training	--
Training participants	-
Tools/Spare parts	--
Wilbers CI	--
Annual turnover	Scale I: 0.00 € - 4.999 € Scale II: from 5.000 € Annual review by Wilbers - discount scale applies for the whole year
Connection to Wilbers online shop	--
Use of external online trade (eBay, Amazon, etc.)	Forbidden
Partner discount	granted based on chapter 4
Advertising support	possible – see chapter 10

1) Generally, all partners have to offer all „Wilbers“ and „Wilbers Powered by ZF“ products.

2) Trainings details, see chapter 0



3. Product assemblies

- 1) **Ecoline Type 530/531 and 540**
- 2) **Adjustline Type 630 and 640**
Colour options: see chapter 6
- 3) **WESA, WESA Dynamic, WESA Dynamic Comfort, WESA Dynamic Feedback**
- 4) **Adjustline with expansion tank Type 631/632/633 and 641/642/643**
Colour options: see chapter 6
- 5) **Carline Type C30/C31/C32/C33 and C40/C41/C42/C43**
Colour options: see chapter 6
- 6) **Preload adjuster unit (X-PA/ZF-PA Type 659)**
- 7) **Hagon shock absorber types 910/915/920/925 und 930**
- 8) **Steering damper Hyper-Race type 871 with kit 876**
- 9) **Promoto sliding tube, raising and lowering kits, Ballig Kit**
- 10) **Wilbers fork springs ZERO friction and fork oil type 600/601**
- 11) **Wilbers Powered by ZF USD Fork Type 46R, 46RR and 46RR ACA**
- 12) **Wilbers Powered by ZF Nivomat systems and suspension kits**
- 13) **Spare Parts Wilbers and Wilbers Powered by ZF (only for trained partners)**
Exception: Private customers or C-partners can obtain spare parts if the shock absorber does not have to be opened – i.e. all external parts (height adjustment mount, spring, spring plate, screw ring + metal washer, bearing filling bushings + O-rings)
- 14) **Wilbers suspension kits**
Colour options: see chapter 6
- 15) **SKF seal rings**
- 16) **Preload adjuster Wilbers PA type 625**



4. Partner discounts

The suspension products from our company are divided into assembly groups. As the various products are calculated differently, we have discounted the assembly groups for our dealers accordingly.

Groupe	Premium	A	B	C		Nivomat-test Center	
				Scale II	Scale I		
1	Ecoline	40%	35%	30%	22,5%	20%	see Scale I + II
2	Adjustline	40%	35%	30%	22,5%	20%	see Scale I + II
3	WESA / Dynamic / Comfort	35%	30%	25%	17,5%	15%	see Scale I + II
4	Adjustline with expansion tank	37,5%	32,5%	27,5%	17,5%	15%	see Scale I + II
5	Car-Line	30%	25%	20%	17,5%	15%	see Scale I + II
6	Preload adjuster unit X-PA/ZF-PA (Type 659)	30%	25%	20%	17,5%	15%	see Scale I + II
7	Hagon shock absorbers	35%	30%	25%	22,5%	20%	see Scale I + II
8	Steering damper Hyper-Race	35%	30%	25%	22,5%	20%	see Scale I + II
9	Promoto sliding tube, raising and lowering kits, Ballig Kit	35%	30%	25%	22,5%	20%	see Scale I + II
10	Wilbers fork springs / fork oil	47,5%	42,5%	37,5%	30%	27,5%	see Scale I + II
11	Wilbers Powered by ZF Fork / Cartridge Products	30%	25%	20%	17,5%	15%	see Scale I + II
12	Wilbers Powered by ZF Nivomat / suspensions kits	35%	30%	25%	22,5%	20%	30%
13	Spare parts Wilbers	30%	30%	30%	30%	30%	see Scale I + II
14	Wilbers suspensions kits (Boxer Cup / Raising 70mm etc.)	30%	27%	23%	17%	14,5%	see Scale I + II
15	SKF seal rings	22,5%	22,5%	22,5%	22,5%	22,5%	see Scale I + II
16	Preload adjuster Wilbers PA Type 625	10%	10%	10%	10%	10%	see Scale I + II
17	Footrest Lowering	15%	15%	15%	15%	15%	15%



Additional Information

- a) The partner discounts mentioned are your standard discounts and will be taken into account immediately for your shipment.
- b) No discounts are granted for customs shock absorber options - see chapter 5.

5. Custom Shock Absorbers

For the production of a custom shock absorber, we charge an end customer a surcharge of 25% on the recommended retail price of the shock absorber. This note is intended to help you calculate the price of the custom shock absorber that you will charge your customer.

We do not grant any discount on special shocks that are not part of our official range and have to be produced according to special specifications based on data sheets. If a shock absorber is sent in for measurement and this does not result in an order for a custom shock absorber, the costs incurred for the measurement will be invoiced.



6. Colour Options

Blueline, Blackline, Nightline

The following colour options are available for the suspension struts of the assemblies 2 "Adjustline", 4 "Carline" and 13 "Wilbers suspension kits".

Colour Option	Anodisation	Spring	Adjuster ^{*)}	Hydraulic Preload adjuster	Surcharge ^{**)}
Blueline	Alu-natural	Blue	Blue + Red	Red	None
Blackline	Alu-natural	Black	Silver	Silver	None
Nightline	Black	Black	Red	Red	Mono-Shock-Spring (Mono) 49,58 €* per Shock Twin-Shock Spring (TS) 116,81 €* per Set

^{*)} The colour of the adjustment units (adjuster / hydraulic spring preload) can be changed to blue, red, silver or black on request - at no extra charge.

^{**)} not discountable, plus VAT

Individual spring colours

Surcharge for springs in a RAL colour of your choice:

Mono-Shock-Spring (Mono Shock absorber):	108,99 €*	pro Shock
Twin-Shock-Spring (TS – Stereoset)	188,99 €*	pro Set

*nicht rabattfähig, zzgl. MwSt

You can find the offered spring RAL colours here: <https://bit.ly/32EoKWe>

For shock absorbers with special spring colours, the delivery time is approx. 28 working days. Therefore, they cannot be produced in a with an express surcharge.

7. Use of spare parts

It is not permitted to use third-party spare parts in a "Wilbers" or "Wilbers powered by ZF" suspension product. In the event of subsequent damage caused by third-party spare parts, the party responsible shall be liable. Furthermore, it is not permitted to create complete suspension products from spare parts. It is also not permitted to forward spare parts to end customers or resellers who are not classified as Premium, A or B partners (see chapter 2). Should a Partner violate these regulations, he is liable for all consequences and may lose his Distributor status.



8. Training

In order to achieve Premium, A or B Partner status, at least one employee of the company (excluding trainees) must participate in the following three training modules, as described in chapter 2:

- Basis
- WESA
- Nivomat

In order to obtain Nivomat Test Center status, at least one employee of the company (excluding trainees) must participate in the following training module, as described in Chapter 2:

- Nivomat

Basis

The basic training course covers the basics of motorbike suspension technology as well as the technical structure of conventional Wilbers shock absorbers, cartridges and fork components. After completing the training, the participant is able to independently carry out service, warranty and repair work as well as adjustments to the settings on the products.

WESA

In this module, the trainee is taught in detail how to carry out the coupling work on the various WESA products.

Furthermore, the functioning of dynamically controlling damper systems, i.e. those equipped with CDC, DDC or OCV valves, is explained in detail.

Nivomat

The Nivomat training explains how the system works and how to set it up for the first time. Furthermore, it should help the participant to competently introduce this new, unique technology to his customers.

After successful participation in the training or the training module, the partner will be listed on the homepage of Wilbers Products GmbH under the heading "Dealers". Here, potential customers are able to find their nearest dealer by searching the area

9. Service/ Warranty work

Trained Premium, A or B partners are obliged to carry out all service, warranty and repair work as well as WESA couplings independently.

During the basic training, a basic equipment package is presented, which includes all necessary spare parts and special tools. The kit is mandatory for all newly trained partners (Premium, A or B partner). A list of the components is provided during the training - a cost overview is available on request.

To ensure that the customer can be helped promptly in the event of a defect or if maintenance is required, it is necessary to keep a stock of appropriate spare and wear parts. These are included in the basic equipment package. To ensure that the partner always has a sufficient stock of wear parts, we have introduced minimum order quantities for this. In this way, we would like to shorten the waiting times of the customer and avoid unnecessary costs.



10. Advertising

Advertising measures

All partners must use the latest Wilbers CI / CD for advertising measures in the form of advertisements, flyers, catalogues, trade fair appearances and websites. The manual and the files are available for download on our website under the following link:

<https://bit.ly/WilbersProductsCI>

Advertising support

Partners can apply for support. We will support a Wilbers trade fair stand where the importer or dealer would like to exclusively present "Wilbers" and "Wilbers Powered by ZF" products in the form of personnel, catalogues and advertising material. The amount and type of advertising support will be negotiated after submission of a concept proposal.

We would also support you with the integration of the Wilbers vehicle and product database into your existing web shop system. The prerequisite is that no suspension products from competitors are offered in the web shop.

11. Naming rights

The trademarks "Wilbers Products" and "Wilbers Powered by ZF" may only be used by the Wilbers partner with the written permission of Wilbers Products GmbH and only for the period of the business relationship. This also applies to the integration into an internet domain.

12. Required order information

All Wilbers shock and fork products are individually manufactured for the customer. Therefore, for these products it is necessary to ask for customer data such as rider, pillion and luggage weight, percentage of pillion and luggage rides as well as riding style. Please provide the data as follows:

- Driver weight in kg
- Passenger weight in kg
- Luggage weight in kg
- Proportion of solo rides in %
- Share of pillion rides in %
- Proportion of rides with luggage in %
- Proportion of rides with luggage + Pillion in %
- Application: (road, off-road, race track)
- Set-Up: (sporty, standard, comfortable)

Please note that the shares of the trips may not exceed 100 % in total. For all written orders, please use the order form which we provide on our homepage in the download area (Link: [Order Form](#)) .



13. Delivery Conditions

Shipping is always carried out via DHL.

The delivery time of the individually manufactured products is approx. 14 working days. If you need the goods faster, there is the possibility of express orders.

The delivery time for express orders of shock absorbers and fork products is 5 working days within Germany. Please note that we have no influence on postal delivery times. Especially abroad, the delivery time for express orders can therefore vary considerably. Upon request and for an additional charge, shipping can be carried out by DHL Express.

The additional costs for express orders are calculated net ex warehouse Nordhorn as follows:

Assemblies	Prices (incl. VAT.)
Adjustline- / Ecoline Shock absorber sets (TS) Forks / Cartridges Kits Suspension kits	50,- € (per set / Kit)
Adjustline / Ecoline / WESA shock absorber (Mono)	25,- € (per piece)

The surcharge for rush orders are not discountable.

14. Pricing

Our sales prices are recommended prices plus shipping costs, which you can/should pass on to your customers.

15. General terms and conditions/data protection

The current General Terms and Conditions and Privacy Policy, which can be found on our homepage, always apply.