AIRSTAHL RESELLER CHARTER

AIRSTAHL builds its network on its resellers. This charter sums up our commitments to them. It applies in every country where AIRSTAHL operates.

OUR COMMITMENTS

1. We never go over our resellers' heads

We do not approach our resellers' customers. When a customer in your area contacts us, we introduce them to you. We act as a business introducer for our network: enquiries that reach us through our website, by phone or on WhatsApp are passed on to the reseller for that area.

2. Your deals are protected

- **Online deal registration**: register a project in progress in a few clicks in your reseller account. For 90 days, we make no offer to that customer and we hand the deal to no other reseller.
- **Your customer stays yours**: servicing, parts and replacement for a machine you sold come back to you, for its whole life.

3. An exclusive territory is possible

We can reserve a geographical territory for you. Within it, we appoint no other AIRSTAHL reseller, and you are the only reseller shown on our "Find a reseller" map.

4. Discounts reserved for resellers

Our resellers buy on terms reserved for them, which improve as their volumes grow. No joining fee.

5. Stock, at our premises and at yours

A main stock in France, stock in every country, and fast replenishment. You can draw on our stock and have orders delivered straight to your customer. Subject to conditions, we place machines on consignment at your premises: you only pay for them once they are sold.

6. You are never alone with after-sales

- **A machine defect is our problem, not yours**: we supply the part, we cover the repair and, if needed, we answer your customer ourselves.
- **Written response times**: diagnosis within 24 working hours, parts in stock shipped the same day.
- **Online support tickets**: open a ticket from your reseller account (serial number, photos, description) and follow it until it is solved.
- **A direct line reserved for resellers**, by phone and WhatsApp, handled as a priority.
- **Your customer is not left at a standstill**: we lend a replacement machine while the repair is carried out.

7. Technical support at your side

Help with sizing before the sale, support with commissioning, remote diagnosis, and an AIRSTAHL technician when needed. On large projects, an AIRSTAHL technical sales engineer joins you at your customer's site, on your behalf.

8. Free training and a certificate

Product and maintenance training, online then in the workshop. Your technicians receive the "AIRSTAHL Approved Technician" certificate.

9. All our documentation, without limits

Data sheets, manuals, exploded views, photos and brochures in your language, free to use in your own materials.

10. We help you sell

- A page in your name on our website and your place on the "Find a reseller" map.
- The "Official AIRSTAHL reseller" logo for your website, your shop window and your documents.
- A starter kit: brochures, roll-up banner, stickers, vehicle livery, visuals for your social media.
- A contribution to your local advertising (trade shows, ads, flyers, online advertising), based on your purchases over the year.
- Financing solutions to offer your customers.

11. Parts and a warranty you can rely on

A 2-year warranty backed by AIRSTAHL, and spare parts available for 15 years.

12. A simple, honest relationship

- **Rules known in advance**: any change to prices or terms is announced with notice, and a machine already ordered keeps its price. No hidden costs.
- **Your stock bought back** if our partnership ends: you are never left with unsold machines.
- **Your opinion counts**: a review with each reseller twice a year, and your feedback from the field helps us improve our machines.
- **An annual resellers' meeting** to discover new products and share experience.

13. Respect for everyone, within the law

We respect our resellers' independence and the rules of competition: each reseller sets its own prices freely and runs its business as it sees fit. We apply the same rules to all our resellers, transparently.

WHAT WE EXPECT FROM OUR RESELLERS

- Recommend the right equipment and present AIRSTAHL honestly.
- Install, commission and service machines according to our recommendations.
- Register every machine sold to activate its warranty.
- Take care of customers and of the brand.

BECOME A RESELLER

Detailed terms are provided when your reseller account is opened.

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