



L S Tractor USA, LLC
6900 Corporation Parkway, Battleboro, NC 27809
Phone 252-984-0700
Fax 252-984-0701

Dealer Information Sheet
Business Information

Dealership Trade Name or DBA T & E Small Engine

Principal Owner John Higgs Kelli Higgs

Business Location Address 199 Appalachian Rd

City: Floyd **State:** VA **Zip:** 24091 **County:** Floyd

Tel# 540-745-8383 **Fax** 540-745-8383

Mailing Address 199 Appalachian Rd

City: Floyd **State** VA **Zip** 24091

Website tesmallengine.com **Email** info@tesmallengine.com

Ownership Type: ☐ Proprietorship ☐ Partnership ☒ Incorporation ☒ LLC

Parts Manager/Personnel John Higgs **Tel#** 540-745-8383

Service Manager/Personnel John Higgs **Tel#** 540-745-8383

☐ **Delivery Address:** (If the delivery address is different from the above business location address)

City: _____ **State** _____ **Zip** _____

☐ **Hours of operation**

Weekday 7:00-5:00 **Saturday** 7:00-12:00 **Sunday** Closed

☐ **Loading Dock:** **Yes** ☒ / **No** ☐

☐ **Wells Fargo:** Account No. _____ Credit Line: _____

Section A. Current Business Information

Type/Nature of Current Business Lawn and Garden Sales + Service
Tractor Dealership

<u>Equipment Brands Currently Sold</u>	<u>Since Year</u>	<u>Approx. Annual \$ Sales</u>
<u>Husqvarna</u>	<u>2007</u>	<u>\$648,000</u>
<u>Mahindra</u>	<u>2015</u>	<u>\$1,148,000</u>
<u>Titan</u>	<u>2020</u>	<u>\$89,000</u>

Date business came under present management/ownership: Month 03 Year 2004

Prior Employment and/or business ownership.

Position	Firm	City/State	From/To	Type of Business

Section B/ Business Infrastructure

Real Estate. Please provide detail information on all real estate owned by you/ or by the business.

Description/Size & Location	Date Purchased	Name Titled	Purchase Cost	Assessed Value	Mortgage
<u>199 Appalachian Rd</u> <u>Floyd VA 24091</u> <u>5.2 acres</u> <u>Commercial Building</u>	<u>11/1/15</u>	<u>John & Kelli Higgs</u>	<u>\$350,000</u>	<u>\$700,000</u>	<u>\$277,595</u>
<u>610 New Haven Rd</u> <u>Floyd VA 24091</u> <u>1.47 acres</u> <u>Resident</u>	<u>3/1/95</u>	<u>John & Kelli Higgs</u>	<u>\$70,000</u>	<u>\$180,000</u>	<u>\$49,145</u>

Information about your business property and staff.

Showroom Area Covered Yes ☒ No 3000 sq. ft.
Display of Equipment Front Area Yes ☒ No 8000 sq. ft.
Workshop Area Covered Yes ☒ No 1700 sq. ft.
Parts Area Covered Yes ☒ No 1300 sq. ft.
Number of Salesmen Employed 4 Number of Service people 4

Number of Parts people 4 Number of Office staff 2
Major Highway Access Yes ___ No ☒ Miles from Highway .25
Do you have any plans to added on or change the appearance of your property, please give a brief description _____

Section C. Certification

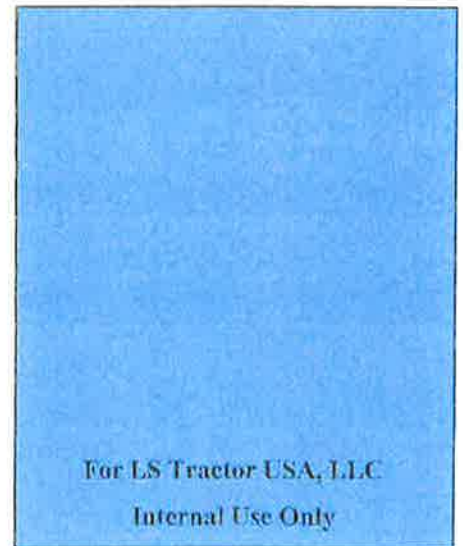
I/We certify that the above information is true to the best of my/our knowledge and belief.

I understand that LS Tractor USA, LLC may use the above information to make a decision about my Dealership application with LS Tractor USA, LLC.

Date 5-1-22

Name Kelli L. Higgs

Signature Kelli L. Higgs
(Owner/Partner/Officer of the Company)



Financial Information: To process your application, please submit the following documents:

- **Personal Financial.** Please provide documents less than 6 months old for all principals (owners)
'AND'
- **Business Financial.** Please provide financial statements (both the income statement and the balance sheet) for two prior year-end and current year interim financial statements.
'OR'
- **Complete Business Tax Returns.** Entire returns for the last two years and all supporting schedules

Other Information: Please include appropriate documents if your company is listed as follows:

- Corporation – Articles of Incorporation
- LLC – Operating Agreement
- Partnership – Partnership Agreement



BANK AUTHORIZATION FOR CREDIT REFERENCE

(If required, please make copies, before you fill out the information)

Atlantic Union Bank
(Bank Name)
680 E Main St.
(Street Address)
Floyd, VA 24091
(City, State, Zip)


Dear Sir or Madam:

Subject: Credit Reference

I have filed a Dealership Application with LS Tractor USA, LLC and the Company requires a credit reference on my account listed below. Please release this information to LS Tractor USA, LLC at the following contact address:

LS Tractor USA, LLC
Atten: Dealer Application Services
6900 Corporation Parkway
Battleboro, NC 27809
Phone Number: (252) 984-0700
Fax Number : (252) 984-0701

Best Regards,


(Dealer Prospect Signature)
T. E. Small Engine
(Dealership Trade Name)
199 Appalachian Rd
(Street Address)
Floyd, VA 24091
(City, State, Zip)

Bank Authorization Form. For each financial institution listed as a credit reference, please sign a form per financial institution. If additional copies required, please make copies.



GUARANTY

LS Tractor USA, LLC
6900 Corporation Parkway,
Battleboro, NC. 27809

For valuable consideration, the receipt of which is acknowledged, the Undersigned jointly and severally unconditionally guarantee to you the full and prompt performance by
T & E Small Engine, LLC

_____, herein called "Obligor", of all obligations, which Obligor presently or hereafter may have to you and payment when due of all sums presently or hereafter owing by Obligor to you and agree to indemnify you against any losses you may sustain and expenses you may incur because of any wrongful act of Obligor.

For the purpose of this guaranty and indemnity, all sums owing to you by Obligor shall be deemed to have become immediately due and payable if (a) Obligor defaults in any of its obligation to you; (b) a petition under any Chapter of the Bankruptcy Act, as amended, or for the appointment of a receiver of any part of the property of Obligor be file against Obligor and be notdismissed within thirty days; (c) such a petition be filed by Obligor; (d) Obligor makes a general assignment for the benefit of creditors, suspends business or commits any act amounting to a business failure, or (e) an attachment be levied or tax lien be filed against any of Obligor's property.

This shall be a continuing guaranty and indemnity and, irrespective of the lack of any notice to or consent of Undersigned, their obligations hereunder shall not be impaired in any manner whatsoever by any

- (a) new agreements or obligations of Obligor with or to you; amendments, extensions, modifications, renewals or waivers of default as to any existing or future agreements or obligations of Obligor or third parties with or to you, or extensions of credit by you to Obligor;
- (b) adjustments, compromises or releases of any obligations of Obligor, Undersigned or other parties or exchanges, releases or sales of any security of Obligor, Undersigned or other parties;
- (c) fictitiousness, incorrectness, invalidity or unenforceability, for any reason, or any instrument or writing, or acts of commission or omission by you or Obligor;
- (d) compositions, extensions, moratoria or other relief granted to Obligor pursuant to any statute presently in force or hereafter enacted, or
- (e) interruptions in the business relations between you and Obligor.

Notice of your acceptance hereof, of default and non-payment by Obligor or any other parties, of presentment, protest and demand and of all other matters of which Undersigned otherwise might be entitled, is waived.

The obligations hereunder of each of Undersigned are independent and several, and shall be binding upon their respective heirs and personal representatives. The failure of any person to sign this guaranty and indemnity shall not affect the liability hereunder of any signer thereof. The death or release from liability hereunder of any of Undersigned shall not relieve the others from liability hereunder. Each of the Undersigned may terminate his or her obligations hereunder as to then future transactions between you and Obligor by registered mail notice to you at your above stated address, provided, however, that such termination shall not affect either his or her ability hereunder with respect to any obligations of Obligor to you incurred prior to your receipt of such notice, or the continuing liability of such of the others of Undersigned as have not give such notice.

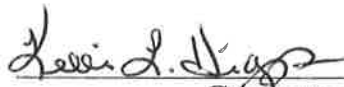
Undersigned shall reimburse you on demand, for all expenses incurred by you in the enforcement or attempted enforcement of any of your rights hereunder against any of Undersigned.

This guaranty and indemnity is assignable, shall be construed liberally in your favor and shall inure to the benefit of your successors and assigns. If Obligor should default in the performance of any of Obligor's obligations to you, and if any third party makes any payment to you with respect thereto, such third party shall, to the extent thereof, be subrogated to all of your rights against Undersigned hereunder. Legal rights and obligations hereunder shall be determined in accordance with the laws of the state to which this is address.

In WITNESS Whereof, each of the Undersigned has set his hand and seal,
the 16th day of June, 2022.



Guarantor



Guarantor (Spouse)

WITNESS



Personal Guaranty. All principal stockholders should sign a personal guaranty. Signatures must be witnessed. Corporate seal not required.



LS Tractor USA, LLC
6900 Corporation Parkway,
Battleboro, NC. 27809

WARRANTY LABOR SET-UP FORM

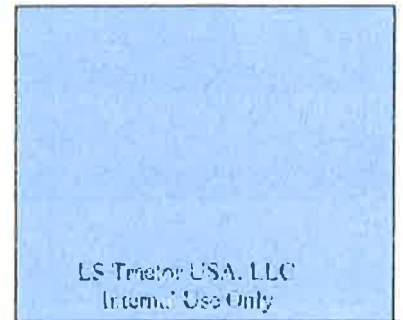
Dealership Name T & E Small Engine

Dealer Account Number _____
(New Dealer Leave Blank)

City, State, Zip Floyd, VA 24091

Dealer Signature Jessie L. Higgs Date 5-1-22

1. Current Shop Retail Labor Rate \$85
(per hour labor rate charged to retail customers for equipment repair)
2. Is the above rate clearly posted ✓ Yes
in your shop area? _____ No
3. Please attach five copies of invoices verifying that you charge the retail customers the above hourly labor rate.



PLEASE PROVIDE THE FOLLOWING ADDITIONAL INFORMATION:

- Dimensions of your workshop area 34 ft x 50 ft
- Number of full-time mechanics employed 4
- Number of part-time mechanics employed 0
- Computer and Internet access in shop or parts area yes
- Do you have the following equipment in your shop?

Injector Pop – Tester
Dynamometer
Torque Wrenches
Engine Compression Test Gauge
Hydraulic Test Gauges
Electrical Test Gauges
Battery Charging Equipment

	Yes		Plan to Install
	Yes		Plan to Install
✓	Yes		Plan to Buy
✓	Yes		Plan to Buy
✓	Yes		Plan to Buy
✓	Yes		Plan to Buy
✓	Yes		Plan to Buy

DEALER NAME

2022 Forecast	Q1	Q2	Q3	Q4	Total
Primary County(ies)			4	4	8
Secondary County(ies)			8	8	16
Total: 2021 Forecast			12	12	24

Goal 1

Introduce LS Tractor in territory.

Goal 2

Promote, sell and service LS Tractor

SOCIAL MEDIA PLANS

(examples: Facebook, Instagram, Twitter, Snapchat, SEO (search engine optimization), hire marketing intern from local college, update website; include photos/bios of personnel, photos of parts counter, service area)

1. Description
2. Status of prior plans
3. Target Dates

Face Book
Digital Targeting
You Tube
SEO
SEM
Connect TV

GEO Fencing
GEO Targeting

ADVERTISING PLANS

(examples: LS branded TV and radio ads, printed publications, billboards)

1. Description
2. Status of prior plans
3. Target Dates

TV
Radio
year round

Floyd Magazine
Local Phone Book

EVENT PLANS

(examples: Open House, trade shows, fairs, rodeos, tractor pulls, horse shows)

1. Description
2. Status of prior plans
3. Target Dates

TRAINING PLANS

(examples: sales training, service training)

1. Description
2. Status of prior plans
3. Target Dates

SIGNAGE PLANS

(examples: light-up signs, banners, feather flags)

1. Description
2. Status of prior plans
3. Target Dates

Outdoor sign
Banner

OTHER PLANS

(example: implement retails, spend 75% of co-op, aged inventory depletion, parts stocking plan)

1. Description
2. Status of prior plans
3. Target Dates

Dealer (or New-Dealer Applicant) Signature: _____

Date: 5-1-22

Business Manager Signature: _____

Date: 5-1-22

UNIFORM SALES & USE TAX RESALE CERTIFICATE — MULTIJURISDICTION

The below-listed states have indicated that this certificate is acceptable as a resale/exemption certificate for sales/use tax, subject to the instructions and notes on pages 2–6. The issuing Buyer and the recipient Seller have the responsibility to determine the proper use of this certificate under applicable laws in each state, as these may change from time to time. This form was revised as of December 9, 2020.

Issued to Seller: LS Tractor USA, LLC

Address: 6400 Corporation Parkway, Battleboro, NC 27809

I certify that:

Name of Firm (Buyer): T & E Small Engine

Address: 199 Appalachian Rd
Floyd VA 24091

is engaged or is registered as a

☐ Wholesaler

☒ Retailer

☐ Manufacturer

☐ Seller

☐ Lessor (see notes on pages 2–4)

☐ Other (Specify) _____

and is registered for sales/use tax with the below-listed states and cities within which Seller would deliver purchases to Buyer and that any such purchases are for wholesale, resale, or ingredients or components of a new product or service to be resold, leased, or rented in the normal course of business. Buyer is in the business of wholesaling, retailing, manufacturing, leasing (renting), or selling the following:

Description of Business: Lawn & Garden Sales and Service, Tractor Dealership

General description of tangible property or taxable services to be purchased from the Seller: Equipment & parts

State	State Registration, Seller's Permit, or ID Number of Purchaser	State	State Registration, Seller's Permit, or ID Number of Purchaser
AL ¹		NE	
AR		NV ¹⁹	
AZ ²		NJ	
CA ³		NM ^{4,20}	
CO ^{4,5}		NC ²¹	
CT ⁶		ND	
FL ⁷		OH ²²	
GA ⁸		OK ²³	
HI ^{4,9}		PA ²⁴	
ID ¹⁰		RI ²⁵	
IL ^{4,11}		SC	
IA		SD ²⁶	
KS ¹²		TN ²⁷	
KY ¹³		TX ²⁸	
ME ¹⁴		UT	
MD ¹⁵		VT ²⁹	
MI ¹⁶		WA ³⁰	
MN ¹⁷		WI ³¹	
MO ¹⁸		VA	<u>10-203389324 F-001</u>

I further certify that if any property or service so purchased tax-free is used or consumed by Buyer so as to make it subject to sales/use tax, Buyer will pay the tax due directly to the proper taxing authority when state law so provides or inform the Seller for added tax billing. This certificate shall be a part of each order that Buyer may hereafter give to Seller, unless otherwise specified, and shall be valid until canceled by Buyer in writing or revoked by the city or state.

Under penalties of perjury, I swear or affirm that the information on this form is true and correct as to every material matter.

Authorized Signature: [Signature]
(Owner, Partner, or Corporate Officer, or other authorized signer of Buyer)

Title: Owner

Date: 5-1-22

INSTRUCTIONS

In order to comply with state and local sales tax law requirements, the Seller must have in its files a properly completed exemption certificate from all of its customers (Buyers) who claim a sales/use tax exemption. If the Seller does not have this certificate, it is obliged to collect the tax for the state in which the property or service is delivered.

Generally, a Buyer must be registered as a retailer for sales/use tax in states where the Buyer has sales/use tax nexus. The sales/use tax registration number(s) should be entered on this certificate. A Buyer has sales/use tax nexus in a state if the Buyer has physical presence in that state or has made sufficient sales to customers in that state to have sales/use tax economic nexus. The threshold of sales activity needed to establish sales/use tax economic nexus may differ by state. If the Buyer is entitled to claim a resale sales tax exemption or exclusion, the Buyer should complete the certificate and send it to the Seller at the time of purchase or as soon thereafter as possible. If the Buyer purchases tax free for a reason other than resale, ingredient or component exemption, the Buyer cannot use this form and must provide to the Seller the proper state exemption certificate for that specific exemption.

Caution:

Misuse of this certificate by Buyer, Seller, lessor, lessee, or the representative thereof may be punishable by fine, imprisonment or loss of right to issue or accept a certificate in some states or cities.

Notes:

1. Alabama: Each retailer shall be responsible for determining the validity of a purchaser's claim for exemption.
2. Arizona: This certificate may be used only when making purchases of tangible personal property for resale in the ordinary course of business, and not for any other statutory deduction or exemption. It is valid as a resale certificate only if it contains the purchaser's name, address, signature, and Arizona transaction privilege tax (or other state sales tax) license number, as required by Arizona Revised Statutes § 42-5022, *Burden of proving sales not at retail*.
3. California:
 - a) This certificate is not valid as an exemption certificate. Its use is limited to use as a resale certificate subject to the provisions of Title 18, California Code of Regulations, Section 1668 (Sales and Use Tax Regulation 1668, Resale Certificate).
 - b) By use of this certificate, the purchaser certifies that the property is purchased for resale in the regular course of business in the form of tangible personal property, which includes property incorporated as an ingredient or component of an item manufactured for resale in the regular course of business.
 - c) When the applicable tax would be sales tax, it is the Seller who owes that tax unless the Seller takes a timely and valid resale certificate in good faith.
 - d) A valid resale certificate is effective until the issuer revokes the certificate.
4. Colorado, Hawaii, Illinois, and New Mexico: these states do not permit the use of this certificate to claim a resale exemption for the purchase of a taxable service for resale.
5. Colorado: Sellers should review 1 Code Colo. Regs. 201-1, Rule 39-26-105-3 (Documenting Exempt Sales) prior to accepting this form. The Colorado Department of Revenue collects and administers the state sales and use taxes and the sales and use taxes of certain cities, counties, and special districts (see department publication DR 1002). Use of this form (along with the other documentation required by department rule) is acceptable for taxes administered by the Colorado Department of Revenue. This form may not be accepted by self-collecting Colorado home-rule cities. Sellers are advised to contact those cities directly for further instruction.
6. Connecticut: This certificate is not valid as an exemption certificate. Its use is limited to use as a resale certificate subject to Conn. Gen. State §§12-410(5) and 12-411(14) and regulations and administrative pronouncements pertaining to resale certificates. The good faith of the seller will be questioned if it has knowledge of facts which give rise to a reasonable inference that the purchaser does not intend to resell the property, as, for example, knowledge that the purchaser of particular merchandise (or service) is not engaged in the business of selling that kind of merchandise (or service).
7. Florida: Allows the Multistate Tax Commission's Uniform Sales and Use Tax Resale Certificate – Multijurisdiction for tax-exempt purchases for resale; however, the selling dealer must also obtain a resale authorization number from the Florida Department of Revenue at floridarevenue.com/taxes/certificates, or by calling 877-357-3725, and entering the purchaser's Florida *Annual Resale Certificate* number.

8. Georgia: a) The purchaser's state-of-registration number will be accepted in lieu of Georgia's registration number when the purchaser is located outside Georgia, does not have nexus with Georgia, and the tangible personal property is delivered by drop shipment to the purchaser's customer located in Georgia.
- b) The certificate relieves the seller from the burden of proof on sales for resale if the seller acquires from the purchaser a properly completed certificate, taken in good faith, from a purchaser who:
- (i) Is engaged in the business of selling tangible personal property;
 - (ii) Has a valid sales tax registration number at the time of purchase and has listed his or her sales tax number on the certificate; and
 - (iii) At the time of purchasing the tangible personal property, the seller has no reason to believe that the purchaser does not intend to resell it in his or her regular course of business.
9. Hawaii: Allows this certificate to be used by the seller to claim a lower general excise tax rate or no general excise tax, rather than the buyer claiming an exemption. The no tax situation occurs when the purchaser of imported goods certifies to the seller, who originally imported the goods into Hawaii, that the purchaser will resell the imported goods at wholesale. If the lower rate or no-tax does not in fact apply to the sale, the purchaser is liable to pay the seller the additional tax imposed. See Hawaii Dept. of Taxation Tax Information Release No. 93-5, November 10, 1993, and Tax Information Release No. 98-8, October 30, 1998.
10. Idaho: This certificate may be used only when making purchases of tangible personal property for resale in the ordinary course of business, and not for any other statutory deduction or exemption. It is valid as a resale certificate only if it complies with Rule 128 of the Idaho Administrative Rules for Sales Tax (IDAPA 35.01.02.128).
11. Illinois: Use of this certificate in Illinois is subject to the provisions of 86 Ill. Adm. Code Ch.I, Sec. 130.1405 (Seller's Responsibility to Obtain Certificates of Resale and Requirements for Certificates of Resale). Illinois does not have an exemption for sales of property for subsequent lease or rental, except as follows: (i) a motor vehicle that is used for automobile renting subject to the Automobile Renting Occupation and Use tax Act (35 ILCS 120/2-5(7)) and (ii) merchandise that the purchaser certifies is purchased to be rented subject to the Rental Purchase Agreement Occupation and Use Tax Act (35 ILCS 120/2-5(43)). Buyers purchasing items for lease or rental that meet either of these two exceptions should not use this Uniform Sales and Use Tax Resale Certificate, but instead must provide to Sellers proof of registration for the Automobile Renting Occupation and Use Tax or the Rental Purchase Agreement Occupation and Use Tax, as appropriate, and, in the case of the Rental Purchase Agreement Occupation and Use Tax, should use Form ST-261 (Exemption Certificate for Property Subject to Rental Purchase Agreement Tax). The use of this certificate for claiming resale purchases of services does not have any application in Illinois.

The registration number to be supplied next to Illinois on page 1 of this certificate must be the Illinois registration or resale number; no other state's registration number is acceptable.

"Good faith" is not the standard of care to be exercised by a retailer in Illinois. A retailer in Illinois is not required to determine whether the purchaser actually intends to resell the item. Instead, a retailer must confirm that the purchaser has a valid registration or resale number at the time of purchase. If a purchaser fails to provide a certificate of resale at the time of sale in Illinois, the seller must charge the purchaser tax.

While there is no statutory requirement that blanket certificates of resale be renewed at certain intervals, blanket certificates should be updated periodically, and no less frequently than every three years.

12. Kansas: Purchaser must enter a valid Kansas Registration Number issued by the Kansas Department of Revenue. Exemption certificates must be obtained from the purchaser at the time of the sale, but no later than 90 days subsequent to the date of sale. This resale certificate may only be used as a resale exemption certificate or ingredient or component part exemption certificate. This resale certificate may not be used by contractors to purchase materials without sales tax. This resale certificate may not be used by Manufacturing Companies to purchase machinery and equipment without sales tax. See Kansas Certificate ST-201. This resale certificate need not be renewed or updated when there is a recurring business relationship between the buyer and seller. A recurring business relationship exists when a period of no more than 12 months elapses between sales transactions. This resale certificate cannot be used by contractors to purchase labor services from other contractors without tax.
13. Kentucky: a) Kentucky does not permit the use of this certificate to claim a resale exclusion for the purchase of admissions.

- b) This certificate is not valid as an exemption certificate. Its use is limited to use as a resale certificate subject to the provisions of Kentucky Revised Statute 139.270.
- c) The use of this certificate by the purchaser constitutes the issuance of a blanket certificate in accordance with Kentucky Administrative Regulation 103 KAR 31:111.

14. Maine: This state does not have an exemption for sales of property for subsequent lease or rental. This certificate is not valid for use by manufacturers purchasing tangible personal property that becomes an ingredient or component part of a product manufactured by the manufacturer. Please use Maine's Industrial Users Exemption Certificate (ST-A-117).

15. Maryland: This certificate is not valid as an exemption certificate. Its use is limited to use as a resale certificate subject to the provisions of Md Tax – Gen § 11-408(b). All claims for the resale exclusion, even those made with this certificate, must include the Buyer's Maryland sales and use tax registration number. Certificates without a Maryland sales and use tax registration number will not be honored by the State. However, in lieu of a sale and use tax registration number, sellers may accept resale certificates that bear the exemption number issued to a religious organization. Exemption certifications issued to religious organizations consist of 8 digits, the first two of which are always "29". Maryland sales and use tax registration numbers, exemptions, and direct pay numbers may be verified on the website of the Comptroller of the Treasury at www.marylandtaxes.gov.

16. Michigan: Blanket certificates are effective for a period of four years unless a lesser period is mutually agreed to and stated on this certificate. A seller who receives and maintains a record of a properly completed certificate is not generally liable for sales or use tax on the transaction, even if a purchaser improperly claims an exemption. There are certain limited situations in which a seller can be liable for the tax, such as those involving fraud on the part of the seller. For more information, see revenue Administrative Bulletin (RAB) 2016-14.

17. Minnesota: Purchaser's Minnesota tax identification number should be inserted into the row labeled "MN" in the state chart on page 1. If purchaser does not have a Minnesota tax identification number, the following are acceptable:

Purchaser's tax identification number issued by a state other than Minnesota and the name of the state;

Purchaser's federal Employer identification Number;

The number of Purchaser's valid state - issued driver's license, or a valid state - issued identification number, along with the state of issue.

Purchaser must identify purchaser's type of business using Minnesota's business-type coding system. Check the correct box near the top of page 1. If you check the box labeled "Other," provide the appropriate Minnesota business code in the space following the "Other" check box. You can find a list of Minnesota business codes on the Minnesota exemption certificate (Form ST3).

Purchaser must update the certificate data, as necessary, if this certificate is to be used as a blanket exemption certificate for continuing future purchases.

Note that Minnesota allows this certificate to be used to claim a resale exemption only. It does not permit this certificate to be used to claim any other type of exemption. To claim an exemption other than resale, use the Minnesota exemption certificate (Form ST3) or the Streamlined Sales Tax Governing Board exemption certificate (Form F0003).

18. Missouri: a) Purchasers who improperly purchase property or services sales-tax free using this certificate may be required to pay the tax, interest, additions to tax, or penalty.
b) Even if property is delivered outside Missouri, facts and circumstances may subject it to Missouri tax, contrary to the second sentence of the first paragraph of the above instructions.

19. Nevada: a) This certificate is not valid as an exemption certificate. Its use is limited to use as a resale certificate subject to the provisions of NRS 372.165, NRS 372.170, NRS 372.175 and NRS 372.180 regarding sales tax, and NRS 372.235, NRS 372.240 and NRS 372.245 regarding use tax.
b) By use of this certificate, the purchaser certifies that the property is purchased for resale in the regular course of business in the form of tangible personal property, which includes property incorporated as an ingredient or component of an item manufactured for resale in the regular course of business.
c) When the applicable tax would be sales tax, it is the Seller who owes that tax unless the Seller takes a timely and valid resale certificate.
d) A valid resale certificate is typically effective until the issuer revokes the certificate, but periodic renewal of the certificate is recommended.
e) Contractors are generally considered consumers of tangible personal property pursuant to NAC 372.200 and are unable and should not use this certificate, and Sellers should not accept it from a contractor.

20. New Mexico: For transactions occurring on or after July 1, 1998, New Mexico will accept this certificate in lieu of a New Mexico nontaxable transaction certificate and as evidence of the deductibility of a sale of tangible personal property provided:
- a) this certificate was not issued by the State of New Mexico;
 - b) the buyer is not required to be registered in New Mexico; and
 - c) the buyer is purchasing tangible personal property for resale or incorporation as an ingredient or component of a manufactured product.
21. North Carolina: This certificate is not valid as an exemption certificate if signed by a person such as a contractor who intends to use the property. Its use is subject to G.S. 105-164.28 and any administrative rules or directives pertaining to resale certificates.
22. Ohio:
- a) The buyer must specify which one of the reasons for exemption on the certificate applies. This may be done by circling or underlining the appropriate reason or writing it on the form above the state registration section. Failure to specify the exemption reason will, on audit, result in disallowance of the certificate.
 - b) If no certificate is provided or obtained from the buyer at the time of the sale or within ninety days after the date on which such sale is consummated, it shall be presumed that the tax applies.
23. Oklahoma: Oklahoma would allow this certificate in lieu of a copy of the purchaser's sales tax permit as one of the elements of "properly completed documents" which is one of the three requirements which must be met prior to the vendor being relieved of liability. The other two requirements are that the vendor must have the certificate in his possession within ninety (90) days subsequent to the date of sale and must accept the documentation in good faith. The specific documentation required under OAC 710:65-7-6 is: Written certification containing the purchaser's name, address, type of business, sales tax permit number, and the signature of the purchaser. OAC 710:65-7-8.
- Absent strict compliance with these requirements, Oklahoma holds a seller liable for sales tax due on sales where the claimed exemption is found to be invalid, for whatever reason, unless the Tax Commission determines that purchaser should be pursued for collection of the tax resulting from improper presentation of a certificate.
24. Pennsylvania: This certificate is not valid as an exemption certificate. It is valid as a resale certificate subject to the provisions of 61 PA Code §32.3. The buyer should enter their eight-digit Pennsylvania Sales and Use Tax license number. If the buyer does not have a Pennsylvania Sales and Use Tax license number, they must provide an explanation as to why they are not licensed.
25. Rhode Island: Rhode Island allows this certificate to be used to claim a resale exemption only when the item will be resold in the same form. It does not permit this certificate to be used to claim any other type of exemption.
26. South Dakota: Services which are purchased by a service provider and delivered to a current customer in conjunction with the services contracted to be provided to the customer are claimed to be for resale. Receipts from the sale of a service for resale by the purchaser are not subject to sales tax if the purchaser furnishes a resale certificate which the seller accepts in good faith. In order for the transaction to be a sale for resale, the following conditions must be present:
- (a) The service is purchased for or on behalf of a current customer;
 - (b) The purchaser of the service does not use the service in any manner; and
 - (c) The service is delivered or resold to the customer without any alteration or change.
27. Tennessee: Third-Party drop shipment -- A seller registered in Tennessee, who sells to an unregistered out-of-state retailer but delivers the product in Tennessee to the retailer's customer who is a consumer, must charge the sales tax on the sale to the out-of-state retailer unless the out-of-state retailer provides the seller with a resale exemption certificate that includes a Tennessee resale number.
- Any tangible personal property or other taxable item or service purchased without the payment of tax upon this resale certificate that is used or consumed in any manner by the buyer, or is given away, must be reported and the tax paid directly to the Tennessee Department of Revenue.
28. Texas: Items purchased for resale must be for resale within the geographical limits of the United States, its territories, and possessions.

29. Vermont: The reseller must be registered to collect Vermont sales tax. Vermont allows this certificate to be used to claim a resale exemption for goods only, not component parts to a service. It is not to be used by contractors. Vermont's manufacturing exemption is limited to property consumed in the manufacturing process, used directly and exclusively in the manufacturing process, or packaging or shipping materials for use by a manufacturer or wholesale distributor. Any other uses and the use for any other exemptions is not permitted.

While there is no statutory requirement that blanket certificates of resale be renewed at certain intervals, blanket certificates should be updated periodically, and no less frequently than every three years.

30. Washington: Buyer acknowledges that in addition to the amount of tax due, the misuse of this form may result in interest and penalties being imposed by law.
31. Wisconsin: Allows this certificate to be used to claim a resale exemption only. It does not permit this certificate to be used to claim any other type of exemption.

Frequently Asked Questions Uniform Sales and Use Tax Certificate – Multijurisdictional

- **To whom do I give this certificate?**
- **Can I register for multiple states simultaneously?**
- **I have received this certificate from my customer. What do I do with it?**
- **Am I the Buyer or the Seller?**
- **What is the purpose of this certificate?**
- **How do I fill out the certificate?**
- **What information goes on the line next to each state abbreviation?**
- **What if I don't have an ID number for any (or some) state(s)?**
- **Who should use this certificate?**
- **Can I use this certificate?**
- **Which states accept the certificate?**
- **I am based in, buying from, or selling into Maine. Can I use this certificate?**
- **I am a drop shipper. Can I use this certificate?**
- **Do I have to fill this certificate out for every purchase?**
- **Can this certificate be used as a blanket certificate?**
- **Who determines whether this certificate will be accepted?**
- **I have been asked to accept this certificate. How do I know whether I should accept it?**
- **Is there a more recent version of this certificate?**
- **To whom should I talk to for more information?**

To whom do I give this certificate?

If you are purchasing goods for resale, you will give this certificate to your vendor, so that your vendor will not charge you sales tax.

If you are selling goods for resale, and you have received this certificate from your buyer, you will keep the certificate on file.

Can I register for multiple states simultaneously?

A buyer must be registered as a retailer for sales/use tax in states where the buyer has sales/use tax nexus in a state. Registration in each state must be done separately with that state. See the state tax agency's website. The Federal Tax Administrators (FTA) maintains a centralized list of links to state agency websites: <https://taxadmin.memberclicks.net/state-tax-agencies>. The Streamlined Sales Tax Governing Board, Inc. maintains a centralized registration system that can be used to register in states that are members. For more information, see www.streamlinedsalestax.org.

I have received this certificate from my customer. What do I do with it?

Once you have examined the certificate and you have accepted it, you will keep it on file as prescribed by applicable state laws. The relevant state will generally be the state where you are located, or the state where the sales transaction took place.

Am I the Buyer or the Seller?

If you are purchasing goods for resale, you are the Buyer. If you are selling goods to a buyer who is purchasing them for resale, you are the Seller.

What is the purpose of this certificate?

This certificate is to be used as supporting documentation that the Seller should not collect sales tax because the good or service sold to the Buyer, is exempt from the tax as a sale for resale or as an ingredient or component of a product manufactured by the Buyer and to be resold.

How do I fill out the certificate?

The individual filling out the certificate is referred to as the Buyer. The first two lines, “Issued to Seller” and “Address”, should be filled in with the name and address of the Seller. The rest of the information refers to the Buyer (name and address of Buyer, business engaged in, description of business, property or services to be purchased). The line next to each state abbreviation should be filled out with the relevant state ID number.

What information goes on the line next to each state abbreviation?

The line next to each state abbreviation should be filled in with the relevant state ID number. This will be the sales/use tax registration or resale authorization number issued by the state (see next FAQ for an exception). For example, on the line next to AL, provide the sales/use tax registration number issued by Alabama. The relevant registration number may be given various names in the different states. Some of the terms for this number are State Registration or Seller’s Permit Number. Regardless of the name, this will be a number that has been issued by the state to the Buyer (see next FAQ for an exception). This number is generally associated with the reseller’s authority to collect and remit sales/use tax.

What if I don’t have a registration number for any (or some) state(s)?

The states vary in their rules regarding requirements for a reseller exemption or exclusion. Some states require that the reseller (Buyer) be registered to collect sales tax in the state where the reseller makes its purchase. Other states will accept the certificate if the registration number is provided for some other state (such as the resident state of the Buyer). You should check with the relevant state to determine whether you meet the requirements of that state.

Who should use this resale certificate?

A Buyer who is registered in one of the states listed on the resale certificate may be able to use this certificate to make purchases of tangible property or taxable services that are for resale tax-exempt. States vary in their policies for use of this certificate. Questions regarding your specific eligibility to use this certificate should be addressed to the revenue department of the relevant state.

Can I use this resale certificate?

The states vary in their rules for use of this resale certificate. You should check with the relevant state to determine whether you can use this resale certificate for purchases from sellers registered in that state. The footnotes to the certificate provide some guidance; however, the Multistate Tax Commission cannot guarantee that any state will accept this certificate. States may change their policies without informing the Multistate Tax Commission.

Which states accept the certificate?

States listed on the certificate accepted this certificate as of December 1, 2020. States may change their policies for acceptance of the certificate without notifying the Multistate Tax Commission. You may check with the relevant state to determine the current status of the state’s acceptance policy. See next FAQ.

I am based in, buying from, or selling into Maine. Can I use this certificate?

Please contact Maine Revenue Services.

I am a drop shipper. Can I use this certificate?

If you are the Buyer and your Seller ships directly to your customers, you may be able to use this certificate because you are a reseller. However, your Seller may be unwilling to accept this certificate if you are not

registered to collect sales tax in the state(s) where your customers are located.

If you are the Seller, and you have nexus with the state(s) into which you are shipping to your Buyer's customers, you may be required by such state(s) to remit sales tax on those sales if your Buyer is not registered to collect sales tax.

Do I have to fill this resale certificate out for every purchase?

In many cases, this certificate can be used as a blanket certificate, so that you will only need to fill it out once for each of your Sellers. Some states require periodic replacement with a renewed certificate (see notes on certificate).

Can this resale certificate be used as a blanket certificate?

In many states this certificate can be used as a blanket certificate. You should verify this with the applicable state. A blanket certificate is one that can be kept on file for multiple transactions between a specific Buyer and specific Seller.

Who determines whether this resale certificate will be accepted?

The Seller will determine whether it will accept the certificate from the Buyer. The applicable state will determine whether a certificate is acceptable for the purpose of demonstrating that sales tax was properly exempted. The applicable state will generally be the state where the Seller is located or has nexus or the state where the sales transaction took place, or where the Buyer is located. The Multistate Tax Commission does not determine whether this certificate will be accepted either by the Seller or the applicable state.

I have been asked to accept this resale certificate. How do I know whether I should accept it?

You should contact your state revenue department if you are not familiar with the policies regarding acceptance of resale certificates.

In order for the certificate to be accepted in good faith by the Seller, Seller must exercise care that the property or service being sold is of a type normally sold wholesale, resold, leased, rented or incorporated as an ingredient or component of a product manufactured by Buyer and then resold in the usual course of its business. A Seller failing to exercise care could be held liable for the sales tax due in some states.

Is there a more recent version of this certificate?

No. The most recent version is posted on our website (revised as of December 9, 2020). You may have seen a version that has been modified in an unauthorized manner. You should not use any version other than the one available on our website.

Whom should I talk to for more information?

For information regarding whether the certificate will be accepted in the applicable state, you should contact the revenue department of that state. The Multistate Tax Commission's [Member States](#) webpage has links to revenue department websites.

**Request for Taxpayer
Identification Number and Certification**

Go to www.irs.gov/FormW9 for instructions and the latest information

Give Form to the
requestor. Do not
send to the IRS

Print or type.
See Specific Instructions on page 3.

1 Name (as shown on your income tax return). Name is required on this line, do not leave this line blank

T & E Small Engine LLC

2 Business name/disregarded entity name, if different from above

3 Check appropriate box for federal tax classification of the person whose name is entered on line 1. Check only one of the following seven boxes.

☐ Individual/sole proprietor or single-member LLC

☐ C Corporation

☐ S Corporation

☐ Partnership

☐ Trust/estate



Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=Partnership) **S**

Note: Check the appropriate box in the line above for the tax classification of the single-member owner. Do not check LLC if the LLC is classified as a single-member LLC that is disregarded from the owner unless the owner of the LLC is another LLC that is not disregarded from the owner for U.S. federal tax purposes. Otherwise, a single-member LLC that is disregarded from the owner should check the appropriate box for the tax classification of its owner.

Other (see instructions) **S**

5 Address (number, street, and apt. or suite no.) See instructions

199 Appalachian Rd

6 City, state, and ZIP code

Floyd VA 24091

7 List account number(s) here (optional)

4 Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3):

Exempt payee code (if any)

Exemption from FATCA reporting code (if any)

Requester's name and address (optional)

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the instructions for Part I, later. For other entities, it is your employer identification number (EIN). If you do not have a number, see How to get a TIN, later.

Note: If the account is in more than one name, see the instructions for line 1. Also see What Name and Number To Give the Requester for guidelines on whose number to enter.

Social security number

OR

Employer identification number

20 3389324

Part II Certification

Under penalties of perjury, I certify that:

- The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and
- I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and
- I am a U.S. citizen or other U.S. person (defined below); and
- The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.

Certification instructions: You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions for Part II, later.

Sign

Here

Signature of

U.S. person ☒

Heidi L. Higgs

Date ☒

5-1-22

General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

Future developments: For the latest information about developments related to Form W-9 and its instructions, such as legislation enacted after they were published, go to www.irs.gov/FormW9.

Purpose of Form

An individual or entity (Form W-9 requester) who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) which may be your social security number (SSN), individual taxpayer identification number (ITIN), adoption taxpayer identification number (ATIN), or employer identification number (EIN), to report on an information return the amount paid to you, or other amount reportable on an information return. Examples of information returns include, but are not limited to, the following:

- Form 1099-INT (interest earned or paid)

- Form 1099-DIV (dividends, including those from stocks or mutual funds)
- Form 1099-MISC (various types of income, prizes, awards, or gross proceeds)
- Form 1099-B (stock or mutual fund sales and certain other transactions by brokers)
- Form 1099-S (proceeds from real estate transactions)
- Form 1099-K (merchant card and third party network transactions)
- Form 1098 (home mortgage interest), 1098-E (student loan interest), 1098-T (tuition)
- Form 1099-C (canceled debt)
- Form 1099-A (acquisition or abandonment of secured property)

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN.

If you do not return Form W-9 to the requester with a TIN, you might be subject to backup withholding. See What is backup withholding, later.

Will have local sign Co make sign.

LS

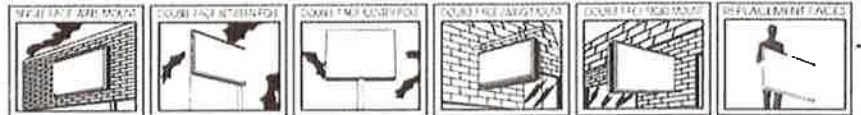
OUTDOOR ILLUMINATED SIGNAGE



BOX SIGN

These signs are formed of Solar Grade Lexan[®] and decorated in Blue, Red and Gray. Sign Cabinets are of extruded aluminum, mill finish. LED Illumination. Signs are UL listed and labeled and are available in multiple options.

ILLUMINATED SIGNS SHOWN ARE AVAILABLE
IN THE FOLLOWING TYPES OF INSTALLATION:



SIZE / DESCRIPTION	QUANTITY	UNIT PRICE	EXTENSION
2'-6" x 8'-0 1/2" Logo Panel - Unpacked		\$160.00 EA	
Carton for Shipping (1 or 2 Per Carton)		\$ 80.00 EA	
<i>Consists of top 2'-6" x 8' logo panel</i>			
2'-6" x 8'-0 1/2" Single Face, Wall Mount (MM2)		\$873.00 EA	
2'-6" x 8'-0 1/2" Double Face, Swing Mount (MM2)		\$1150.00 EA	
2'-6" x 8'-0 1/2" Double Face, Rigid Mount (MM2)		\$1168.00 EA	
2'-7" x 8'-1 1/2" Double Face, Between Pole Mount (MM5)		\$1245.00EA	
2'-6" x 8'-0 1/2" Double Face, Center Pole Mount 2006/9 IBC Code (MM8)		\$1778.00 EA	
<i>Consists of top 2'-6" x 8' logo panel and bottom 1x8 imprint panel (Black Applique Imprint on White)</i>			
3'-6" x 8'-0 1/2" Single Face, Wall Mount (MM2)		\$1078.00 EA	
3'-6" x 8'-0 1/2" Double Face, Swing Mount (MM2)		\$1446.00 EA	
3'-6" x 8'-0 1/2" Double Face, Rigid Mount (MM2)		\$1464.00 EA	
3'-7" x 8'-1 1/2" Double Face, Between Pole Mount (MM5)		\$1543.00 EA	
3'-6" x 8'-0 1/2" Double Face, Center Pole Mount 2006/9 IBC Code (MM8)		\$2297.00 EA	
<i>Consists of top 2'-6" x 8' logo panel and bottom 2'-6" x 8' imprint panel (Black Applique Imprint on White)</i>			
4'-6" x 8'-0 1/2" Single Face, Wall Mount (MM2)		\$1393.00 EA	
4'-6" x 8'-0 1/2" Double Face, Swing Mount (MM2)		\$1827.00 EA	
4'-6" x 8'-0 1/2" Double Face, Rigid Mount (MM2)		\$1845.00 EA	
4'-7" x 8'-1 1/2" Double Face, Between Pole Mount (MM5)		\$ 1927.00 EA	
4'-6" x 8'-0 1/2" Double Face, Center Pole Mount 2006/9 IBC Code (MM8)		\$2703.00 EA	
<i>Consists of left 2'-6" x 8' logo panel and right 2'-6" x 8' imprint panel (Black Applique Imprint on White)</i>			
2'-6" x 16'-0 1/2" Single Face, Wall Mount (MM2)		\$ 1978.00 EA	

There are numerous Building Codes and Special Construction requirements in the United States of America. These include, but are not limited to, IBC 2006-2009-2015 Compliance, California Title 24 Compliance and High Wind Load Compliance. Due to the diverse code requirements, if the sign(s) you are ordering are for an area that requires special upgraded construction, Dualite will quote these signs upon receipt of your order and will include an option to purchase the signs using standard construction or upgraded construction. If you order a sign with standard construction in an area that requires special upgraded construction you will be asked to sign an indemnification waiver. Some cabinets will require custom fabrication and additional lead time of 1 to 4 weeks may be required. If sealed engineering drawings are required, lead time will commence after the drawings have been completed and sealed, and may incur additional charges.

TOTAL	
SALES TAX	
TOTAL THIS ORDER	



OUTDOOR ILLUMINATED SIGNAGE

Business Name: _____
Address: _____
City: _____ County: _____ State: _____ Zip: _____
Contact Name: _____ Contact E-mail: _____
Contact Phone # : _____ Contact Fax # : _____
Authorized Signature: _____ Date: _____
Name Print: _____ Title: _____

Prices subject to change with out notice. Call the Order Entry Department @ Dualite to verify total amount due at 513-724-7100.
Or fax your order to 513-724-9029 and Order Entry will advise the total amount due. Please include payment with order, make checks payable to Dualite and mail your order to: Dualite Inc.

One Dualite Lane
Williamsburg, OH 45176

Visa and Mastercard are accepted. Please contact Order Entry for credit card authorization form.



Proposed Counties and Retail Forecast

Dealership Name: T&E Small Engine

New Location's Address: _____

Date: _____

County Assignments (Discuss with Business Manager)	
Primary	Secondary
County, State	County, State
Floyd, VA	
	Petrick, VA
	Carroll, VA
	Montgomery, VA
	Franklin, VA
	Pulaski, VA
	Giles, VA
	Stokes, NC
	Surry, NC
	Monroe, WV

2022 Retail Forecast

Jan	Feb	Mar	Q1

Apr	May	Jun	Q2

Jul	Aug	Sep	Q3
4	4	4	12

Oct	Nov	Dec	Q4
4	4	4	12

Charge	Check	APPR

Dealer Service Assessment

Dealership : New			
Name	LSTA		
Address	NC, US		
Remark	T&E Small Engine		
LSTA			
Name	Terry Coley	Ass. Date	06.14.2022
Human competence assessment Points (A)			18.0
Facility capacity assessment Points (B)			28.0
Customer Response Capability assessment Points (C)			25.0
Total Points (A+B+C)			71.0

*This Service Assessment must be completed by LS Service Manager with the dealer to be valid.



LS Tractor

No	Item	Evaluation Standard	Evaluation	Content	Point	Result
1	Staffing (10)	Service technician only. Service / Sales Exclude owner.	Number of personnel	1 person	4	
				2 people	6	V
				3 people	8	
				4 people	10	
2	Experience (10)	Average years of experience in LS Ex) Service personnel : 3 people, Experience in LS : 10 years => Average years of experience : 3.3 years, The point should be 4	Experience	Within 1 year	1	
				1 ~ 2 years	3	
				2 ~ 3 years	5	
				3 ~ 4 years	7	V
				Over 4 years	10	
3	Training certificate (10)	The number of the training certificates related to agricultural machines like engine, hydraulic, electrical, etc in recent 2 years. Ex)00 dealer : 2 people A technician: 1time, B technician: 2 times -Number of Certificates: 3 times=>Point: 7	Number of the training certificates	0 ea	0	
				1ea~2ea	5	V
				3ea~4ea	7	
				Over 5ea	10	

*Remark :

*This Service Assessment must be completed by LS Service Manager with the dealer to be valid.

Dealer Service Assessment

B. Facility capacity assessment(New : 35)

No	Item	Evaluation Standard	Evaluation	Content	Point	Result
1	Service truck (5)	Number of service trucks Over 2.5t truck excluded	Number of Service trucks	0 truck	0	
				1 truck	1	
				2 truck	3	V
				Over 3 trucks	5	
1E	Service truck (3)	Over 2.5t truck	Heavy truck	0	0	
				2.5t	1	V
				3.5t	2	
				4.5t	3	
2	Management of Failed parts (5)	A : No separated storage place B : Separated storage place C : A tag is attached or not	Content	A	0	
				B	5	V
				C	7	
3	Standard Service Tool List (10)	Number of instruments - Mandatory list : Total 16 items	Number of instruments	1	0	
				2~4	2	
				5~7	4	
				8~10	6	
				11~13	8	V
				14~16	10	
3E	Standard Service Tool List (3)	Number of instruments - Recommend list : Total 7 items		1	0	
				2~3	1	
				4~5	2	
				6~7	3	V
4	Status of Engine diagnosis tool (5)	Number of engine diagnosis tools : If dealer has any engine diagnosis tool for the sales tractor, the point will be 5, if not, the point will be "zero".	Engine diagnosis tool for the sales tractor	Yes	5	
				No	0	V
5	Designated service bay (5)	A : XP tractor B : other tractors C : No maintenance space	Service bay	A	5	V
				B	3	
				C	0	
6	Hoist (5)	A : Chain block B : Hoist (below 2t) C : Electric chain hoist (Over 2t)	Content	N/A	0	
				A	1	
				B	3	V
				C	5	

*Remark :

*This Service Assessment must be completed by LS Service Manager with the dealer to be valid.

Dealer Service Assessment

C. Customer Response Capability assessment(New : 35)

No	Item	Evaluation Standard	Evaluation	Content	Point	Result
1	Customer Sales history (5)	A : Unformatted management B : Formatted ledger management C : Computerized management (PC)		A	1	
				B	3	
				C	5	V
2	PDI Check sheet (10)	Percentage of tractors with PDI Check sheets completed during past 6 months New dealer = Point x 2	Ratio	0	0	
				~60%	2	
				70%~	4	
				80%~	6	
				90%~	8	V
				100%	10	
3	Service Bulletin Compliance (10)	Dealer cooperation on service policy recommendation from LSTA New dealer = Point x 2	Cooperation	Very bad	0	
				Bad	0	
				Average	6	V
				Good	8	
				Very good	10	
4	Service Capability (10)	Dealer ability to independently manage service issues The lower the dependence on the service, the higher the point (Most solved by dealer : 5 points) (Mostly dependent : 1 point) New dealer = Point x 2	Content	0	0	
				A	2	
				B	4	
				C	6	V
				D	8	
				E	10	

*Remark :

*This Service Assessment must be completed by LS Service Manager with the dealer to be valid.



*Remark :

■ Photos



*Remark :