**PACCAR Parts Program Policy**

**redbox+ Dumpsters**

**Background**

The PACCAR Parts Program (“Program”) provides not to exceed pricing on parts to repair Kenworth trucks. Often, prices on parts purchased through the Program are significantly less than can be obtained anywhere else. The Program is also accompanied by the KW Assist program which provides assistance when a Kenworth truck breaks down and needs service. The KW Assist program is only available with membership in the Program. The Program is only available to trucking companies with at least 200 trucks. The program is available to redbox+ Dumpsters through a special arrangement reached between PACCAR and redbox+ Dumpsters. Continued participation in the Program by redbox+ Dumpsters franchisees is subject to the provisions of this Policy.

**Policy**

In order to participate in the Program, a franchisee must meet all of the following requirements:

* In full compliance with the franchise agreement;
* Current on all royalty payments;
* Agree to be fully responsible for all charges incurred for parts and service obtained through the Program;
* Agree to pay all amounts due for parts and service obtained through the Program at the time of service;
* Agree that if the service and/or parts are not paid for at the time they are received and the Franchisor is invoiced, the Franchisor may draw the full amount of the invoice from the Franchisee’s operating account at the same time that the next royalty payment is withdrawn; and
* Have signed a Program agreement and acknowledgement.

A franchisee that is not compliant with all of the above requirements will be removed from the Program and will not be entitled to the benefits of the Program.

**Service Procedure**

A franchisee who is part of the Program and has a Kenworth truck that is in need of service or repair and who intends to utilize the Program must adhere to the following procedure:

* Contact local Kenworth dealership;
* Inform the Kenworth service representative that franchisee is part of both the Program and of the Kenworth Assist Program;
* After truck service is complete, pay the invoice from the Kenworth dealership for the labor and materials to repair the truck;
* If additional assistance is needed, send an email to [support@redboxplus.com](mailto:support@redboxplus.com) with the truck VIN, hoist serial number and a description of the problem and any pictures available.

Contact Steve Jahner, VP of Equipping, for questions and assistance at [sj@redboxplus.com](mailto:sj@redboxplus.com) or 701-426-4965.