

WAVEARMOR



2022 **Distributor Handbook**



From INNOVATION to INSPIRATION

As a Wave Armor Distributor, you are part of the #1 Fastest-Growing floating dock company in the free world. We are REVOLUTIONIZING the industry through INNOVATION and our COMMITMENT to being the BEST! Our team is laser-focused on supporting you with the most innovative products and tools to grow your business and expand your dealer base. Wave Armor has set the benchmark for Quality, Thoughtful Design, Aesthetics, and Consumer Demand.

We Provide:

- **Best in class innovation** – Continuous development of new truly unique products and accessories
- **Unmatched quality** – Made in the USA. Roto-molded & Foam Filled. Wave Armor docks and ports are the most durable and unsinkable floating docking systems and ports in the industry
- **Most aesthetically pleasing dock** - Molded flagstone texture, multi-colored Pebble Beach finish, and patented hidden H-Beam connectivity make it the most beautiful dock on the market
- **Ultimate customization** – Wave Armor Docking systems are modular accommodating any dock design and provide the widest variety of accessories to turn docks into true outdoor living spaces
- **Best in class warranty:**
 - 10-year residential warranty on docks, 8-year residential warranty on ports
 - 3-year commercial warranty on docks and ports
- **Preparing you for success** -
 - Best in class sales, marketing, and customer service team for you and your customers
 - The Wave Armor team is always available and can provide you the tools, training, and resources necessary to be successful
- **Telling our story** – We are continuously building Wave Armor brand awareness and providing our distributors with tools to connect with new customers. Distributors have access to:
 - Content – New articles consistently produced on Wave Armor products, info, tips, features, and benefits for Distributors and Dealers to use socially, email newsletters, website, and in-store
 - New lifestyle & product images added annually to showcase Wave Armor products, and to keep your marketing assets fresh and up-to-date
 - Library of videos to use as needed, with multiple new videos becoming available for 2022
 - Sales support materials – catalogs, brochures, sell sheets
 - Apparel, banners, giveaways and promotional items available for purchase



REQUIREMENTS OF A WAVE ARMOR DISTRIBUTOR

- **Experience, expertise, and knowledge** – In-depth knowledge and relationships within the Marine and Marine leisure sector, particularly within your market
- **A solid position within your market** - That is visible and provable to us through your current customer reach and traditional and digital marketing efforts
- **Proudly offer the entire Wave Armor product line to your Dealers and Customers**
 - Represent and promote Wave Armor products on a dedicated area of your website, for which we will provide you with the product images and specifications to achieve this
 - Display Wave Armor product in your office, showroom, or lot
 - Prominently display POP materials and brochures in your office or showroom
 - Market and advertise Wave Armor products following our MSRP and off-season MAP (Minimum Advertised Price) structure
 - List “Wave Armor Authorized Distributor” as part of your business description where applicable
 - Follow Wave Armor branding guidelines for all logo and brand use, including all marketing materials MSRP and off-season MAP
 - Wave Armor is your only Roto-molded floating dock brand. Our Distributors shall not supply a competing line of floating dock or port (i.e., EZ-Dock, Hydroport, Shoremaster, Permaport, Connect-A-Dock)
- **Provide the highest level of customer service and support to your Dealers and their Customers**
 - Staff and Dealer training and education of all Wave Armor products
 - Marketing campaigns such as social media, digital/print sales brochures, and email blasts
 - Regular cold-call visits to Dealers and Commercial Projects in your market
 - Exhibit or participate at local Boat shows with Wave Armor products, branding, and marketing materials
- **The organizational ability to stock, deliver, and market product to meet Dealer demand in your territory**
- **Collaborative partnership planning**
 - Annual Business Review
 - A collaborative review of your sales of the previous year looking at the following:
 - Total Wave Armor purchase during the product year
 - Your Wave Armor sales and growth per state
 - The overall annual growth expectation for your distribution territory
 - Penetration/Heat map of Territory
 - Annual purchase plan
 - A Wave Armor team member will review and collaborate with you on an annual strategy and sales plan



DISTRIBUTOR PROGRAM

Wave Armor Distributors will qualify to purchase Wave Armor products at a discount based upon the business model of supplying products directly to Wave Armor Dealers within their geographic target market. In addition, you will receive support and incentives as listed below. The requirements and incentives are as follows:

Requirements:

- Represent and promote the most current Wave Armor products on a *dedicated area of your website*, for which we will provide you with the product images and specifications to achieve this
- Advertise Wave Armor products following our MSRP and off-season MAP (Minimum Advertised Price) structure. Encourage your Dealers to follow these policies to ensure congruent pricing throughout your Dealer network
- Display POP Material and brochures prominently in the Distributor's showroom or office. (Dependent upon space)
- Follow Wave Armor branding guidelines for all logo and brand use, including all marketing materials (Any digital or printed materials that are not created by Wave Armor must have approval from Wave Armor's marketing department prior to distribution)
- Must exhibit Wave Armor product at a minimum of (1) Distributor Sponsored Tradeshow per State of Distribution
- Maintain/Update company contact information annually with the Wave Armor Support Team
- Provide Warranty Support directly to the Dealer after the sale/installation utilizing the Wave Armor "Warranty Program"
- Present Wave Armor products to the Dealer/Consumer utilizing the highest level of customer service
- Properly train and educate your Staff and Dealers on all components in the Wave Armor line of products. Attend factory training when invited or as requested
- Maintain a good-faith relationship with your Territory Manager and comply with payment terms
- Participate in an annual business review and planning with Wave Armor and your Wave Armor Territory Manager
- Stock a minimum of **\$100,000** worth of Wave Armor floating docks, ports, rafts, and universal products (accessories). The combination of which will be dependent on the local market and agreed upon by your Wave Armor Territory Manager
- Annual minimum product purchase volume will be agreed upon during your annual review (Plus Annual Growth Expectation)

2022 Stocking Inventory Order Program

2022 Stocking Inventory Order Program for season buy has 2 options:

Option 1: Northpoint Commercial Finance

- Apply and be accepted by Northpoint Commercial Finance. Northpoint is one of the top finance companies in the Marine Industry for large manufacturers. Northpoint will assign you a representative to help you through the application process.
- When a Dealer finances their 2022 Stocking Inventory Order with Northpoint they will receive interest free financing until June 15, 2022 on all purchase orders placed by October 31, 2021 and delivered at factory discretion.



- **Distributor Early Payment Discount** - If any distributor pays off any invoice that is financed by Northpoint Commercial Finance in September 2021, October 2021, November 2021 or December 2021 earlier than the defined payment due dates then the dealer can earn the following discount rates:
 - Invoices Paid on or before January 15, 2022 earn an early payment discount rate of 2.0%
 - Invoices Paid between January 16, 2022 - February 15, 2022 earn an early payment discount rate of 1.5%
 - Invoices Paid between February 16, 2022 - March 15, 2022 earn an early payment discount rate of 1.0%
 - Invoices Paid between March 16, 2022 - April 15, 2022 earn an early payment discount rate of 0.50%
- Purchases after April thru September through Northpoint will be due 45 days after the invoice date. All payments are made directly to Northpoint Finance.

Option 2: Cash Program

- If a distributor chooses to prepay with no terms for their 2022 Stocking Inventory Order they will receive a 4% Discount on all purchase orders placed by October 31, 2021 for product committed to in the fall and delivered at factory discretion.
- All in season purchases submitted will be at the distributor level program. If prepaid, there will be an additional 1% discount, otherwise, the terms are Net 30 qualify for this portion of program. The distributor must have fulfilled the Fall Stocking portion of the program.

Additional Marketing Support provided:

- Up to \$500 Merchandise credit – Use to purchase Wave Armor Apparel and Items for yourself, staff or Dealers

Additional Sales Support provided:

- Lead Distribution from Wave Armor HQ website/shows, etc. upon *completion* of the *Dealer Locator / Referral Request Form*.
- Point of purchase materials, “Authorized Wave Armor Distributor” signage, Banners, Flags, and Show Backdrops
- Wave Armor Sales representative attendance at a tradeshow or marketing event (w/ prior scheduling)



INSIDE SALES TEAM For MARINE
INSIDE SALES MANAGER - MIKE TRACY

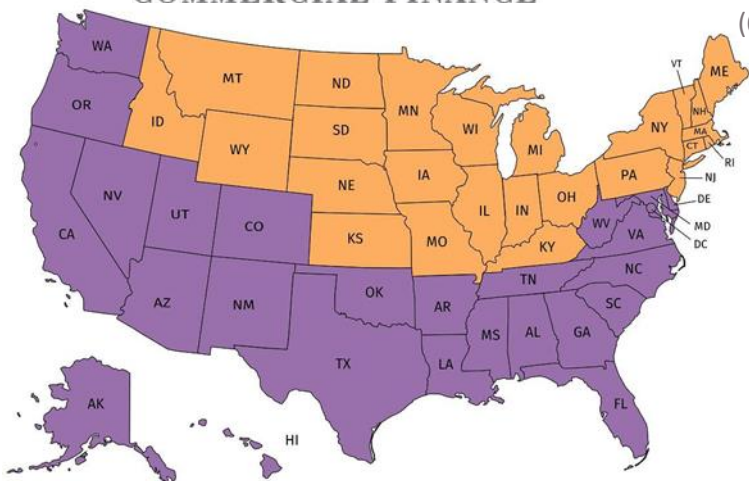
(678) 359-6349 / mtracy@northpointcf.com



RAVI GUNASEKERA
 P: (678) 831-3982
rgunasekera@northpointcf.com



DESTINY TATE
 P: (678) 752-3508
dtate@northpointcf.com





NEW for 2022: Sales Center & Ordering Process

This year we are offering a new online sales center where you will submit your orders and be able to access sales documents and logos.

In the past we offered an FTP program, but due to the way internet browsers are changing it isn't as simple as it used to be. We have now incorporated this into our website.

To access the Sales Center, you will need to set up an account on our website. Once you set it up or if you already have an account, email customerservice@wavearmor.com to let us know your user id and we can set you up to see the Sales Center. Once you have confirmation we have connected your login to the Sales Center, follow these instructions:

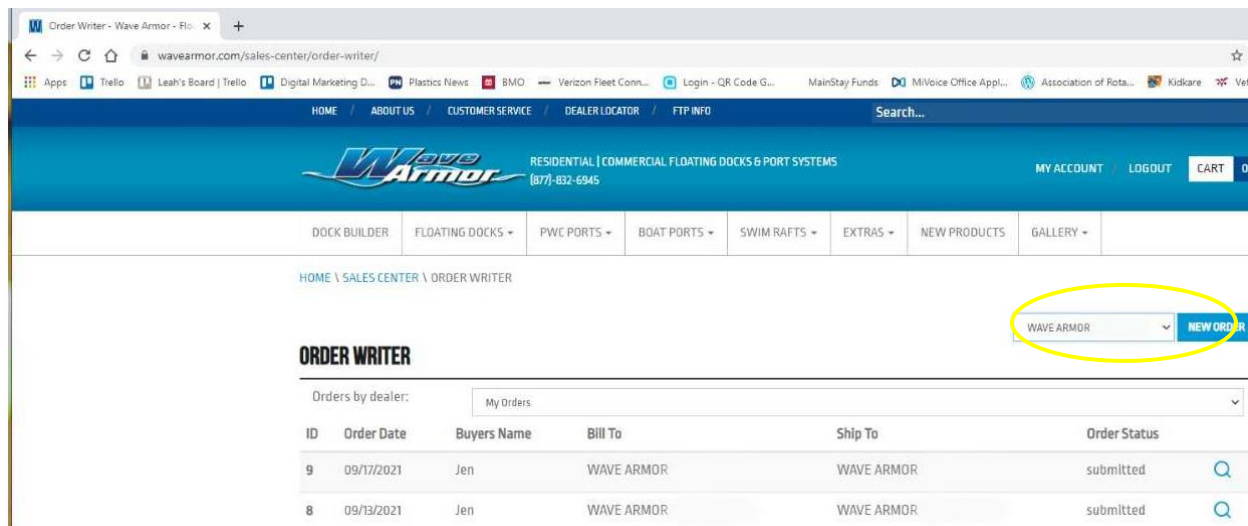
1. Login to our website and click on Sales Center in the left-hand menu

The screenshot shows the Wave Armor website's navigation bar with links for HOME, ABOUT US, CUSTOMER SERVICE, DEALER LOCATOR, and FTP INFO. A search bar is on the right. Below the navigation bar is a menu with categories: DOCK BUILDER, FLOATING DOCKS, PWC PORTS, BOAT PORTS, SWIM RAFTS, EXTRAS, NEW PRODUCTS, and GALLERY. The main content area is titled "MY ACCOUNT" and includes a greeting "Hello kejasowiak (not kejasowiak? Log out)". A sidebar menu on the left has "Sales Center" highlighted in yellow, with other options like Dashboard, Orders, Addresses, and Account details. The main content area provides instructions on how to use the account dashboard.

2. Click on Order Writer to start a new order.

The screenshot shows the Wave Armor website's navigation bar and menu. The main content area is titled "SALES CENTER" and includes links for Order Writer, Sell Sheets, and Dealer Program. The Order Writer link is highlighted in blue.

3. Select your account from the drop down menu and click New Order



4. **New Order** – make sure the Bill to and Ship to information is correct. If you want a different ship to address, you can edit the fields. If your bill to information is wrong, please contact us at ar@rhinomade.com to get it updated.

The required fields are marked with a red * for you to complete.

If you edit the Ship To address, it will automatically save for you to have next time.

In the Truck Routing, choose how you want shipping to be planned.

- **Customer Routed** – This means you will make arrangements to have the product picked up – either with your own truck or a trucking service you work with
- **Prepay & Add-** This means Wave Armor will make the arrangements for you and shipping costs will be added to your invoice
- **Customer Shipping Default**

For your stocking orders, please select “Stocking Order “ under payment terms. This will auto default the shipping date to February 1, 2022 , however we will begin shipping all stocking orders immediately.

There are pictures next to each item, click on them to make them bigger for better visibility on your mobile device.

Scroll down and increase quantities for each item you would like to order.



At the bottom there will be a summary of the product you are ordering and your invoice total. In the drop down box you can choose to Process Order or Save as Draft. Once you click Submit, your order will be sent to the Customer Service team.

You can review any order placed within your Sales Center and you have the option to Print, Download or Request to Cancel the Order.

ID	Order Date	Buyers Name	Bill To	Ship To	Order Status
9	09/17/2021	Jen	WAVE ARMOR	WAVE ARMOR	submitted
8	09/13/2021	Jen	WAVE ARMOR	WAVE ARMOR	submitted

We look forward to seeing your (electronic) order!



DISTRIBUTOR ACKNOWLEDGEMENT

This Distributor Acknowledgement is made effective as of _____ by and between Wave Armor, LLC, a Minnesota company, located at 411 W. Congress Street, Maple Lake, Minnesota 55358 (“Company”) and _____, located at _____ (“Distributor”).

Please initial to confirm each statement:

	I understand all invoices are sent via e-mail to our A/P email address listed here: _____
	I understand that my payment terms are Prepaid with a discount or an Approved Credit with Northpoint Financial Credit.
	I understand that all orders need to be e-mailed to orders@wavearmor.com . If I do not have a business system that prints Purchase Orders, I need to submit my orders electronically online at www.wavearmor.com .
	I understand if I am approved for credit terms that I may choose between using my credit terms OR paying by credit card I must do so within 1 business day of my order shipping and I will incur 4% credit card processing fee.
	I understand Wave Armor will not accept same-day orders.
	I understand there will be a \$500 Order Change Fee charged for any order that is changed within 48 hours of it being staged for pick-up.
	I understand that I am responsible for all transportation costs from Wave Armor’s Maple Lake, MN location.
	I agree to keep Wave Armor’s Dealer price list and Dealer programs are confidential. I also understand that they may change at the sole discretion of Wave Armor.
	I understand that upon delivery, I have 15 days to inspect the products for damages or shortages and to file a claim for any damaged products that I have received. Photos and a clear description of the damage are required when submitting a claim.

Distributor Signature: _____

Distributor Printed Name: _____

Title: _____ Date: _____

WA Territory Rep Signature: _____

WA Territory Rep Printed Name: _____



2022 MSRP, OFF-SEASON “MAP” PRICING AND INTERNET SALES PROGRAM

DESCRIPTION

This is available to you as an authorized Wave Armor Distributor that plans to utilize a “published price” format in any marketing or advertising campaign. If all of your online advertised prices comply with this MSRP and off-season MAP Program, you will be authorized to sell and ship Wave Armor products direct to customers within the continental United States.

Written authorization will be required for any distributor to ship product internationally or be considered an international business partner.

PURPOSE

To encourage customer interaction with a focus on the features unrelated to price, such as performance, quality, lifestyle engagement, safety features, warranty coverage, durability, etc., during the retail sales process.

MSRP and OFF-SEASON MAP PROGRAM TERMS

Wave Armor Brand Products: The advertised price for all Wave Armor products cannot be presented to the public any lower than the published MSRP online. (The MAP price may or may not be less than the published MSRP pricing on the company’s websites at WWW.WAVEARMOR.COM)

Product Branding: Wave Armor has invested and will continue to invest in its proprietary branding in the public marketplace. All public advertising shall include the “Wave Armor” Logo and proprietary color scheme. The product name and description used in any and all forms of advertising media will directly reflect those listed in the “Wave Armor Catalog” and on the company’s websites at WWW.WAVEARMOR.COM

No private labeling or branding will be authorized without written consent from the Wave Armor corporate offices. To inquire about private labeling and the volumes required please contact your distributor or Territory Sales Manager.

MSRP and OFF-SEASON MAP PROGRAM BENEFIT

Dealers that participate (see next page), and comply with the terms of this program, will be authorized to MARKET, SELL AND SHIP all Wave Armor products by catalog, flyer, or via the internet.

ELIGIBLE PRODUCTS

- **Wave Armor Docks:** Dock Sections, Dock Anchoring Kits, Dock Connection Kits, Dock Bumpers, and Dock Accessories
- **Wave Armor Boat Ports:** Boat Ports including the Genesis Series Boat Ports, Extreme Series Boat Ports, Connection Kits, Anchoring Kits, Accessories, and Replacement Parts
- **Wave Armor PWC Ports:** PWC Ports including the Pro, Apex, SLX Series Ports and all Accessories and Connections.
- **Wave Armor Swim Rafts and Kayaks:** Otter Island Swim Rafts, Raft Anchoring Kits, Raft Accessories, Raft Replacement Parts. Kayaks, Kayak Assist Units, Kayak Racks, and Kayak Accessories
- **Wave Armor Accessories and Branded Apparel:** Universal Boat and Dock Products including but not limited to Benches, Bumpers, Dock Boxes, Fenders, Racks, Wheels, and all Wave Armor branded apparel.



INTERNET POLICY

All sales activities, including those over the internet, should be consistent with the obligations and limitations in the current Wave Armor pricing structure. Any statements made through the internet shall include but not be limited to “Additional Freight and Sales Tax where Applicable”. Any advertised prices greater than MSRP will be considered acceptable if they are represented as “all-inclusive” or “value-added” proposition (e.g., “Installation included” or “fully assembled”).

FINAL SALE PRICE

This MSRP, off-season MAP Program applies only to advertised prices and the prices used for the marketing of Wave Armor Products. The final per unit sale price to the consumer of any Wave Armor products will be determined by you as the “Authorized Dealer”, following negotiation, discounts if any, fees or surcharges if any.

Internet sales may be transacted at prices below MSRP and off-season MAP Program pricing, so long as the sale price is not reflected on the web page, or in the secure internet shopping cart (e.g., acceptable pricing descriptions or statements are “call for pricing”, or “request a price at email@XYZ.com” for actual “Specials” and any available “Discount Programs”). It is *not acceptable* to reflect lower prices on the web page or electronic shopping cart. It is not the intent or suggestion that the terms of the Wave Armor MSRP and off-season MAP Program or any descriptive pricing model dictate or control the sale price to the consumer.

MSRP and OFF-SEASON MAP RELIEF PERIOD / “SPECIAL SALE” POLICY

Beginning on August 1st and ending on October 30th of every model year it will be allowable for dealers to offer a current listed MSRP and off-season MAP pricing online. All advertising must include an end date for the discount no later than October 30th of that year and will require a description of the sale such as “End of Season Clearance”, “Blowout”, “Inventory Reduction Sale” or a statement explaining the reason for any additional discounts. All pricing must go to current model year MSRP as of November 1st.

VIOLATIONS

A violation is defined as any marketing or advertising that represents Wave Armor Products at prices below the aforementioned MSRP or off- season MAP Program prices. Public Pricing that violates the MSRP and off-season MAP Program could appear in catalogs, newspapers, billboards, promotional flyers, web pages (including electronic shopping carts), or any other form of media which identifies a price. It is also a violation of the MSRP and off-season MAP Program to sell and ship Wave Armor Products for resale to a non-authorized dealer without consent from Wave Armor or one of its Distributor private catalogs, flyers, or via the internet marketing tools.

The penalties for violating this Program are:

- 1st violation (unintentional) – warning directly to the dealer
- 2nd violation (or 1st intentional violation) – written warning and notification to the point of distribution which is to include the loss of any annual support offered by Wave Armor (marketing tools and support or any annual discount opportunities)
- 3rd violation (or 2nd intentional violation) – termination of the right to participate as a Wave Armor Authorized Dealer and/or marketing to the public utilizing the Wave Armor MSRP and off-season MAP Program



TO PARTICIPATE

1. Complete the requested information below;
2. Email to Customerservice@WaveArmor.com or fax this completed form to Wave Armor Customer Service at (320) 963-6192
3. Comply with all requirements of the MSRP and off-season MAP and Internet Sales Program.

2022 WAVE ARMOR DISTRIBUTOR MSRP, OFF-SEASON “MAP” AND INTERNET SALES PROGRAM PARTICIPATION AGREEMENT

Distributor Name: _____

Distributor Address: _____

Authorized Signature: 

Title: _____

Date: _____

If not received, it is assumed you consent to the program participation agreement when placing your first purchase order.





FREQUENTLY ASKED QUESTIONS

- **As a distributor can we use a Credit Card to purchase products?**
 - Yes, you can, credit card payments are subject to a 4% surcharge (processing fee) applied to the total purchase, including freight and must be paid within 1 business day of your order shipping.
- **How do we submit our orders?**
 - Orders need to be e-mailed to orders@wavearmor.com or processed online. E-mail customerservice@wavearmor.com to obtain your login credentials for online ordering.
 - For “custom orders”, “special orders” or orders that require any type of extra attention please contact your Territory Manager or a member of our customer service team to review.
- **How do we receive our invoices?**
 - All of our invoices are emailed directly to the Accounts Payable contact in our system within 24 hours of the shipment leaving our facility.
 - If you have not received an invoice from us or have any inquiries regarding invoicing, please email us at AR@rhinomade.com or give us a call at 1-877-832-6945.
- **After we place our order when should we expect it to ship or be available for pickup?**
 - All orders are processed in approximately (3) business days from the time of submission; they will be shipped as soon as we can. We are all in the fight for labor together, please be patient with us as we have extended ship times.
 - Expedited shipping or pickup can be made available but is contingent upon scheduling, current inventory, and the availability of trucks and containers.
 - Pricing, Specifications, Product Availability, Promise Dates are subject to change anytime, with or without notice, including after acceptance of Purchase Orders. Rhino, on behalf of Wave Armor, reserves the right to make changes as business dictates.
- **How do we find answers to installation and marketing support?**
 - Our Territory Managers and members of our customer service team are available in situations where custom applications may be necessary.
 - Email customerservice@wavearmor.com stating you would like access to Wave Armor google documents, at which time you will be sent a link that includes all relevant information.
- **How do we handle warranty issues or claims?**
 - Please review the “Wave Armor Warranty Policy” then utilize our online “Warranty Claim Form” that can be found on our website under the “Customer Service” link listed below. <https://www.wavearmor.com/customer-service/warranty/>
 - Please note that as the Distributor servicing the Dealer/Installer you should be prepared to provide Wave Armor with pictures and documentation as to the validity of the claim.



WAVE ARMOR WARRANTY POLICY

Wave Armor stands behind its craftsmanship and quality products. Wave Armor warrants to any original owner that they will repair or replace at Wave Armor's discretion, any product found to be defective due to a manufacturing defect within the specific product's warranty period.

*Manufacturer defects apply to excessive deformation of surface area, cracks, breaks, leakage, and ultraviolet deterioration.

The manufacturer's warranty does not apply to any Wave Armor products subjected to an accident, maladjustment, improper installation, misapplication, misuse, modification, neglect, repair, extreme natural elements, vandalism, animals or aquatic life, including but not limited to improper maintenance, or use of unauthorized parts or attachments.

Warranty replacement or repairs will be made without charge by Wave Armor for an authorized dealer. Transportation/shipping charges to and from Wave Armor or an authorized dealer are the responsibility of the owner. All other obligations or liabilities, including loss of use, inconvenience, commercial loss and consequential damages are hereby excluded.

Manufacturer warranty period begins on the date of purchase (as evidenced by a product receipt) from an Authorized Wave Armor dealer. Warranties apply only to the Original Owner of the products and are not transferable to anyone who later purchases products from Original Owner, or to any subsequent purchaser. Only the balance of the original warranty period shall apply to repaired and replacement products. Wave Armor reserves the right to change product models, features, and designs without incurring any obligations to incorporate such changes into already completed products, or those in the hands of Dealers or Consumers. Wave Armor products repaired or replaced under this warranty may or may not incorporate these changes.

Buyer, by acceptance and use of these warranties, waives any rights it would otherwise have to claim or assert that these warranties fail of their essential purposes. Buyer agrees that venue for any court action to enforce these warranties shall be in Wright County in the State of Minnesota.

THE FOREGOING LIMITED WARRANTY IS THE SOLE AND EXCLUSIVE WARRANTY FOR SELLER'S PRODUCTS, AND IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, IN LAW OR IN FACT. SELLER SPECIFICALLY DISCLAIMS ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, WITHOUT LIMITATION, ALL IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR USE OR PURPOSE, AND ANY IMPLIED WARRANTIES ARISING OUT OF COURSE OF DEALING OR PERFORMANCE OR TRADE USAGE. SELLER SHALL NOT BE LIABLE FOR ANY INCIDENTAL, CONSEQUENTIAL, EXEMPLARY, SPECIAL, OR PUNITIVE DAMAGES, OR ANY LOSS OF REVENUE, PROFIT OR USE, ARISING OUT OF A BREACH OF THIS WARRANTY OR IN CONNECTION WITH THE SALE, INSTALLATION, MAINTENANCE, USE, OPERATION OR REPAIR OF ANY PRODUCT. IN NO EVENT WILL SELLER BE LIABLE FOR ANY AMOUNT GREATER THAN THE PURCHASE PRICE OF A DEFECTIVE PRODUCT.

NOTE:

- Distributors have 15 days upon receipt to thoroughly inspect the products for damages or shortages and file a claim for any damaged products. Failure to do so within this time-period may result in denial of claim.
- Warranties do not apply to floor or display models, out-of-box models, seconds, and close-out or discontinued items



WARRANTY PERIOD

Product Category	Residential Warranty	Commercial Warranty
WAVE DOCKS	10	3
DOCK ANCHORING KITS	2	1
DOCK CONNECTION KITS	2	1
DOCK ACCESSORIES	2	1
PWC PORTS	8	3
BOAT PORTS	8	3
PWC PORT & BOAT PORT ACCESSORIES	2	1
ISLAND SWIM RAFT	3	2
ISLAND ACCESSORIES	2	1
KAYAKS	2	1
KAYAK ACCESSORIES	2	1
UNIVERSAL DOCK ACCESSORIES	2	1
UNIVERSAL BOAT ACCESSORIES	2	1

WARRANTY INSTRUCTIONS:

All Warranty claims for defective or missing products that have been purchased from an Authorized Wave Armor dealer will require the dealer to facilitate the process by the following means:

1. On site assessment of the defective product or installation to verify the claim.
2. If claim is valid, go to: <https://www.wavearmor.com/customer-service/warranty/> and complete the online form. Clear explanation of the issue, original sales receipt and photos of the defective product must be submitted.

The Wave Armor Team will review all warranty claims and electronically respond with an RMA# if the claim is accepted.

Wave Armor will communicate the steps towards resolution of the claim. This may include you offering replacement parts when applicable and returning the defective item(s) within 90 days to Wave Armor upon request. The RMA number should be clearly marked and legibly printed on the top or side of the return packaging (i.e. RMA #123456) or your items may become lost & the warranty will not be processed.

In certain cases and upon Wave Armor approval, you may retain the defective item(s) to be used for special purposes (i.e. displays, discounted sales etc.).

NOTE:

Incomplete claims such as; no receipt, supporting photos/videos/explanations or installations completed by an unauthorized Wave Armor dealer are subject to denial.

A detailed explanation will be offered if the claim is denied.

All Warranties will be pro-rated based on years of use.



ADVERTISING AND MARKETING ASSETS

The following items/benefits are available to all our dealers to use at their discretion.

1) Google Drive

You can access the information two ways:

1. Email customerservice@wavearmor.com stating you would like access to Wave Armor google documents, at which time you will be sent a link that includes all relevant information.
2. You can also give us a call at 877-832-6945 and request access by providing your email address over the phone.

Both options you will be sent an email that will grant you access to the documents.

Please reach out to our Customer Serviced Department or your Sales Representative directly with questions.

2) Dock Builder

This easy-to-use tool allows you to help your customers design the dock of their dreams.

Directions are as follows:

- Go to www.wavearmor.com
- Click on Dock Builder
- Design the dock using system prompts
- When finished, click on the Dock Build Icon or E-mail Dock Build Icon to print out or e-mail a parts list and image of the dock design

3) Advertising and Marketing Material Available

- Catalogs
- Brochures
- Sell Sheets
- Banners
- Apparel

4) Social Media

Facebook: <https://www.facebook.com/WaveArmorProducts/>

Instagram: wave.armor



WHO'S WHO AT WAVE ARMOR

ADDRESS

Wave Armor
411 Congress St W
Maple Lake, MN 55358

CUSTOMER SERVICE HOURS

Monday – Thursday 8:00 AM – 3:00 PM
Friday 8:00 AM – 2:00 PM

SHIPPING HOURS

Monday – Friday 8:00 AM – 3:00 PM

GENERAL

NAME	PHONE	E-MAIL
Customer Service	1-877-832-6945	customerservice@wavearmor.com
Orders	1-877-832-6945	orders@wavearmor.com
Accounts Receivable	320-963-5995	AR@rhinomade.com

TERRITORY MANAGERS

NAME	CONTACT	PHONE	E-MAIL
Steve Schneider	Territory 1 International	Office: 320-963-2534 Cell: 320-267-0810	steve.schneider@wavearmor.com
Nate Deschene	Territory 2	Cell: 763-401-9238	nate.deschene@wavearmor.com

MARKETING

NAME	E-MAIL
Leah Schaal	leah.schaal@rhinomade.com

Wave Armor Territory Map - 2022



411 WEST CONGRESS STREET, MAPLE LAKE, MN 55358





CONTACT UPDATE FORM

Complete this form to ensure we have the correct contact information for your company and staff.

Please e-mail to Customerservice@wavearmor.com when completed.

BILLING ADDRESS:

Company: _____

Address: _____

City State Zip: _____

Main Phone: _____

Fax: _____

Website: _____

SHIPPING ADDRESS:

Company: _____

Address: _____

City State Zip: _____

Receiving Instructions: _____

TEAM:

Name: _____

Title: _____

Phone: _____

Email: _____

Name: _____

Title: _____

Phone: _____

Email: _____

Name: _____

Title: _____

Phone: _____

Email: _____

Name: _____

Title: _____

Phone: _____

Email: _____

ACCOUNTING & PURCHASING:

Accounts Payable:

Name: _____

Phone: _____

Email: _____

Purchasing:

Name: _____

Phone: _____

Email: _____



411 WEST CONGRESS STREET, MAPLE LAKE, MN 55358





DEALER LOCATOR / LEAD REQUEST FORM

Our Dealer Locator tool allows consumers to locate Authorized Wave Armor Dealers in their area via our website and will be utilized by Wave Armor to direct consumer leads to those dealers who comply with our requirements.

Our goal is to send leads to Wave Armor dealers with comprehensive knowledge of the Wave Armor products and the ability to professionally promote the brand.

To qualify to be listed on our Dealer Locator and receive leads from Wave Armor, you must:

- Complete and return this request form to customerservice@wavearmor.com or give to your Wave Armor Territory Rep.
- Have placed and received orders from your Distributor within the past year.
- Have stock on hand or have a current order for products to meet the consumer demand.
- Have working knowledge of the Wave Armor products you market.
- Provide timely and accurate updates to your company and/or contact information.
- **Indicate the following on your website**
 - o *Your company as an Authorized Wave Armor Dealer including a current Wave Armor logo on your homepage, a link to Wave Armor’s website or have a page or pages dedicated to the Wave Armor products you carry.*
 - o *Provide a positive written statement and/or product descriptions equal to or greater than any of the other brands or products that you may represent.*
- Provide written proof that all leads provided were responded to in a timely and professional manner. Offer documentation of outcome upon request.

COMPANY INFORMATION

Company: _____ Contact(s) _____

Address: _____ E-mail: _____

City State Zip: _____ Phone: _____

Website: _____ **This must be a phone # that is answered regularly and messages returned promptly**

Who is your Distributor: _____

Wave Armor products I plan to market (check all that apply): DOCKS PORTS SWIM RAFTS

Authorized Signature: _____

Title: _____

Date: _____

