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PLEASE READ THIS INFORMATIONAL LETTER THOROUGHLY AS IT WILL EXPLAIN THE EXPECTATIONS OF PURCHASING A NEW AND USED PIECE OF EQUIPMENT

Dear very valued customer,

We here at Discount Forklift are very happy that you have chosen to purchase your forklift or equipment from us! Over the years, we have sold thousands of pieces of equipment, and we have learned that **REALISTIC EXPECTATIONS** are very important.

ex·pec·ta·tion

noun \ek-,spek-'tā-shən, ik-l

- 1. Belief that something will happen or is likely to happen.*
- 2. Feeling or belief about how successful, good, etc., someone or something will be.*

If you are purchasing a **brand-new unit**, congratulations, and smart move! Your equipment will carry its particular manufacturer's warranty. Discount Forklift will serve as an initial warranty contact with the manufacturer and buyer. The remainder of this letter is intended for our customers purchasing preowned equipment. If you are buying new, please disregard the remainder of this letter.

If you are purchasing a pre-owned piece of equipment and you would like to consider one of our new units, please ask your Equipment Matchmaker.

The vast majority of our customers are extremely satisfied with the equipment they receive from Discount Forklift. On those rare occasions when a customer is not satisfied, we try very hard to understand why. In almost every instance, we found that a few customers expected more than we could deliver for the price they wanted to pay for a used piece of equipment.

Most of our buyers are out of state and purchase equipment without seeing it in person. Our buyers rely on us to tell them what they can expect from a particular piece of equipment. We want to be crystal clear about what you can expect to get when you purchase a particular piece of used equipment.

Understanding What You're Buying

- 1)** Our recommendation is to always come see the forklift in person for a test drive. We have 3 locations: 4905 Lima St, Denver, Colorado; 2900 E. Patrick Lane #2, Las Vegas, Nevada; 3331 N. 35th Avenue, Phoenix, Arizona. We are open Mon – Fri 7:00 AM – 5:00 PM and Sat by appointment.
- 2)** If you are not available to see the equipment in person, we suggest sending a qualified individual to inspect the equipment if your company has locations in Colorado, Nevada or Arizona.

- 3) You can also hire a third party to do the test drive or do an inspection on your behalf. This would be at the buyer's expense.
- 4) If you do not want to pay for a third-party inspection, ERG Forklift Repair in Lafayette, Colorado will provide FREE inspections on all of our equipment located at the Denver Headquarters! You can call them at: (303) 947-9753.
- 5) Most popular: VIRTUAL TEST DRIVE! This is provided upon request. We will shoot a YouTube video, showing your actual lift from start up to shut down. We will show you: drive forward/reverse, tilt, accelerate, brake, emergency brake, side shift, lift, the sound of the horn, and turn lights on/off if applicable.
- 6) Also popular, we can take more pictures of anything you'd like to see: engine, options, accessories, or whatever else you need to see to have confidence in your purchase.

Function Over Form: The Truth About Workhorses

func-tion-al-i-ty noun
(fŭngk'shə-năl'ĩ-tē)

1. *Serving a utilitarian purpose: capable of serving the purpose for which it was designed.*
2. *The quality of being functional or functions.*
3. *Capable of basic operating or functioning.*
4. *Application to provide a useful function.*

Most of the units we sell are Pre-Owned (used) and have worked hard for their previous owner for many years. Here at Discount Forklift we do **NOT “restore”, “recondition”, or “refurbish” used equipment.** Our equipment is repaired to function at a “Rental Ready” condition, not look pretty.

Our goal is to provide you (our customer) with an asset that will work in your business, increase your productivity, and ultimately increase your company income. All equipment that comes to our facilities goes through our multi-point service inspection. (NOTE: We do not inspect “brokered” equipment because “brokered” equipment is sent from an independent seller to an independent buyer. We never actually possess the equipment.) PLEASE REMEMBER - If we inspected and serviced every item on a forklift, we would inspect and service over 800+ items. We fix the things that need to be fixed in order to make the equipment functional. We do not fix things that make the equipment look good.

Here are some examples of what we do and do not repair

Dash: Cosmetic items like dash and trim pieces may be broken or missing. We do not guarantee that all gauges and accessory buttons function properly, including all lights.

Tires: It's typical to have chunks in the edges of the tires or even minimal “flat spotting”, but if the tire has life left and still functions, it does not get replaced.

Body: Brackets and body parts might be bent, dented or even missing. These items may be an eye sore, but they don't stop a forklift from contributing to your business.

Hoses: Many forklifts are used in dry climates, or they sit in the sun. Because forklifts have many hydraulic hoses on them that move and bend, the very outer sheathing will crack, split, and peel. The actual hoses

(underneath the sheathing) are made of braided steel capable of handling high pressures. If the braided steel is in good shape, the hose will still function, and does not get replaced.

Fluids: Many fluids and filters on a forklift last a very long time, so not all fluids and filters get replaced unless absolutely needed.

Brakes: Brakes are usually not replaced unless they are completely worn out, though they may be adjusted. Forklifts, in general, do not feel or respond like a car. The engagement point is often lower. Forklifts are small yet EXTREMELY heavy. They require more pedal pressure and longer distances to stop than vehicles do. Even the strongest of forklifts may struggle under pressure when parked on a hill. We strongly advise not parking on hills and suggest using blocks to secure should it be absolutely necessary.

Load back rests: Some load back rests will be dented from use. Not all forklifts will even have load back rest. A previous owner may have removed it, and we no longer have it. It will need to be purchased at buyer's expense if you require one for your operation.

Paint job: Sometimes the paint job may be damaged from transportation. We do paint most of the machines, however all units are for rent until the equipment sells. There may be some paint flaws from the forklift being operated on a rental.

Seats: The seat is not always replaced. If it has reasonable wear or damage (such as rips, tears, or flat cushion), it does not get replaced. We may tape tears or rips with heavy duct tape, if needed.

Owner's manuals: It's rare that owner's manuals come in with the used forklifts. We are lucky when they do, but it's never guaranteed.

Forks: Forks deteriorate from their original length over time. It's common for the forks to be shorter by an inch or more due to usage and chipping. It is very common for a pair of forks to be different lengths.

Electric forklifts: Your forklift may be dirty under the hood. Because there is a risk of short circuiting an electric machine with water, we are not able to pressure wash and steam clean electric units very well.

Batteries: Batteries on used lifts are tested to make sure they are working. However, most used batteries will not hold a full charge due to wear and age. It is normal for a used battery to hold around 50% of the original charge (roughly 3-4 hours of use).

Leaks: Because most forklifts have four different fluids in them, and because the hydraulic system is very high pressured, it is common to have some leaks and seepage on your hydraulics. It's typical for most forklifts to be parked on cardboard. If leaks are a major concern, we'd suggest buying an electric forklift because they only have one fluid as opposed to four. Also, we would recommend buying brand new equipment to minimize the possibility of leaks.

Fault codes: Late model forklifts all have high-tech proprietary systems on them. Occasionally these forklifts arrive, and they will display a fault code on the dash. Usually, the code is notifying you of something very insignificant while the machine remains fully functional and continues to run and operate. Examples of some fault codes; windshield wiper, light bulb out, tire angle, or knob position. Discount Forklift sells all brands of forklifts, but we do not have every brand's proprietary software. In order to get the fault code erased you must call the OEM dealer and have them hook up their software to reset the system. The cost for this is relatively high and we would have to add that to the sale price, in-turn costing the buyer more. If we know the fault code

is insignificant and no real threat to the forklift's health and functionality, we do not incur the additional cost and leave the code.

Age and hours wear and tear: Pre-owned forklifts will still have some wear consistent with the age and hours of the unit. This will reveal itself in lift levers, steering play, tie rods, valve train clatter, and possible light engine smoke, exhaust noises, hydraulic drift down, loose lift chains, etc. These forklifts, by definition, have NOT been "restored," "reconditioned," or "refurbished." If they were, the cost per forklift would be thousands of dollars higher. We focus on the items that make the forklift function and operate. This allows us to sell it at the lowest affordable price to the customer.

Propane tanks: Propane tanks are not included with the purchase of a forklift that requires propane to run. Empty tanks are available for sale at an additional price. We are not allowed by the Department of Transportation to ship a forklift with a full tank. Filling the tank is the responsibility of the customer.

Data plates: Over time, data plates may lose visibility. We can, at the customer's request, have a new data plate installed at the market price. These data plates come from the original dealer and may delay shipping.

If you're looking for the "perfect" forklift, pre-owned may not be the right fit for you, but that is still no problem! We offer several brand-new forklift options. Ask your Equipment Matchmaker for a free quote today!

Understanding Your Needs

Our motto is "A cheap lift isn't good, and a good lift isn't cheap." Here at Discount Forklift we have many quality control checklists that we use if your unit comes through our facility. (This can vary so always review the checks performed on your equipment with your salesman.) Five different signatures go on every forklift before it ships out to the end user. The final approval comes from your actual salesperson. They will test drive and operate your forklift to ensure it meets your needs before you take delivery. Our sales team goes to great lengths to understand your needs as a customer. They will deliver the best product they can find within your budget. If you tell your salesperson that you need a forklift that is both "good" and "cheap," you may be setting an impossible goal.

A Drip is not a Leak

Just because fluid is dripping from a piece of equipment does not mean the equipment has a leak. There are many reasons why your equipment may drip fluid even if it does not have a leak. When forklifts are loaded and unloaded, they are tipped on a steep angle. Sometimes that angle can reach forty-five degrees. This can cause some fluid to spill and drip, but that drip will eventually stop. Also, these forklifts have just been through service, and some fluids may have just been drained. Often, we will see some residual drips following service; these drips also eventually stop.

Mile High Tuning and Other Considerations

All forklifts that come through our shops are tuned in one of three places - Denver's thin air at 5,280 feet (mile high elevation), 2,000 feet in Vegas or 1,100 feet in sunny Phoenix. Depending upon where the unit is sold, the elevation change may be dramatic. This can drastically affect the idle, power, and tune of your forklift. We always recommend you have your machine re-tuned at your elevation for optimal performance.

Hour Meters

We report to you what the hour meter **READS**. Since we are not the original owners of the machine we cannot verify accuracy, all we can do is report to our customers what the meter reads.

"Can I trust the Hour Meter on a forklift?" Not always, BUT it depends... On newer forklifts the meters are digital in the dash. It is not easy or cheap to replace these and the meters will show you the 5th digit so you can usually trust what it reads. Older hour meters roll over every time they hit 10,000 & start back at zero again. Also, it is fairly easy to replace the older hour meters, so you never know if the meter has rolled over or has been replaced before. Hours represented on our quotes are what the machine currently reads. When purchasing used equipment, the buyer must understand there is risk and assume the liability. On electric forklifts there are three-hour meters. There are "Key," "Drive," and "Pump" hour meters. We represent the "Drive" hours. This is the most comparable to the Odometer on your car that records mileage.

Lifelong Customers

We want a Discount Forklift customer to be a customer for life, and many of them are. We realize that an educated customer will always be the best long-term customer. Since most of our forklifts are sold "As Is," we want the buyer to know exactly what to expect. We want you to be satisfied with your purchase, shop with us in the future, and recommend us to your friends and family. If you feel that you may expect more than what a pre-owned forklift can deliver, we are happy to talk to you about purchasing a new forklift! Ask your Equipment Matchmaker for a free quote today!

This letter is intended to help you understand the purchase you are making. We want our buyers to have expectations we can meet and exceed, and to understand that buying brand new equipment may be the right (and the only) way to meet their needs. We look forward to working with you now and in the future!

If you have additional questions or concerns that were not answered in this letter, please check out our web page regarding FAQ, refund, seven (7) day exchange policy, and other helpful information.

www.DiscountForklift.us

Sincerely,

Brian Firkins, President
Discount Forklift

The buyer acknowledges and understands that they have read and understand this Expectations Letter






Customer Signature

Date

5 Conditions Of A FORKLIFT!

At Discount Forklift, we know that an educated customer can make better decisions. That's why we want to make your forklift rental or purchase easier by providing you with this resource page. Whether you need a new rough terrain forklift or a good used lift for heavy work in your warehouse environment, please use this resources page as it will help you become familiar with lift conditions and what to look for.

What do these terms mean? We use these terms to determine the quality of the forklift we are offering you. If you have received a quote from Discount Forklift, you will notice on the last page we indicate the condition that the forklift will be in at the end of the process, this changes as a lift goes through our process and this could also affect the price. Think about buying a lift before paint and body to save money.

	<p>NEW A "New" Forklift comes straight from the factory. This type of forklift has factory warranty, the highest quality and most dependability. Not much can be said here about this condition. These are pretty straight forward. If your business depends heavily on your forklift, we would recommend buying "New." These forklifts typically have a Factory warranty and additional warranties can be added for very little cost.</p>
	<p>RETAIL A "Retail" Forklift has often been painted and reconditioned. A Retail Forklift will still have some wear consistent with the hours. This forklift can have minimal seepage, but no major leaks. These forklifts are best for those who view appearance and dependability as important, while still having the ability to save money and get great value out of your product. These forklifts can often qualify for our warranty program at an additional fee?.</p>
	<p>RENTAL A "Rental" Forklift is in decent operation and condition, though cosmetics may range from good to rough. This forklift will be able to perform basic functions for you. "Rental" forklifts may potentially have some flaws, minimal leaks and seepage. If you want to save money but also get the job done, we would recommend a "Rental" condition. These forklifts can often qualify for our warranty program. program at an additional fee?.</p>
	<p>WHOLESALE A "Wholesale" Forklift may need some work done. Cosmetics may be rough and mechanical work may be needed in order to fully operate this type of forklift. If you have a small budget and have some mechanical knowledge, we would recommend buying one of our forklifts from the "Wholesale" condition. Please note all forklifts in this condition are "SOLD AS IS."</p>
	<p>MECHANIC SPECIAL A "Mechanic Special" Forklift will also need some work done. Cosmetics will likely be rough and mechanical work will be needed. These forklifts are a good fit for an experienced mechanic that doesn't mind some work. These forklifts are sold very cheap! Often they need engines or transmissions. All forklifts in this condition are "SOLD AS IS."</p>

Customer Signature _____

Date _____