

THOMAS BUY DIRECT FREQUENTLY ASKED QUESTIONS

Why are you selling direct?

Thomas Equipment has been in business since 1943 and manufacturing skid steer loaders since 1969. It is estimated that there are over 50,000 Thomas loaders in the field today.

Over the years some Dealers have gone away leaving Thomas owners without a Dealer to support their product. By selling direct and opening up the website we give access to those owners and can provide the support they need to keep their equipment running. At the same time we give access to those who wish to purchase a new mini skid but do not have a Dealer in their area.

Our world is constantly changing and in the last decade the changes have been compounded. The internet has changed the world, the way we do business and the way we live our lives! Purchasing patterns have changed and at Thomas we know that we must change to keep up or get left behind.

Consider the following statistics:

- According to the US Census Bureau in 2010 e-commerce alone accounted for as much as 46% of all manufacturers' sales and shipments, a 21% increase over 2009.
- 83% of shoppers use search engines to research a purchase.
- 70% of households (i.e.: at least one person in the household) use the internet for buying goods/services
- 66% of consumers ages 14 and older bought goods, travel or other services online at least once per month in 2010.
- More than a third of on-line shoppers have increased the amount of money they are spending online over the past year
- Online sales of clothing have grown 32% year on year
- Older consumers are more likely to do their research online. For example, 70% of over-35s who have bought domestic appliances in the last six months carried out online research, compared to 60% of under-35s.
- Price is the top reason consumers are shopping online, with 60.4% believing they get a better bargain than from a conventional store. In second place with 50.8% is the convenience of having items delivered and in third place with 39.3%, is the sheer range of choice available online.

Thomas is at the forefront of this major business and cultural change ensuring that we provide you the best products available at the most economical cost while at the same time offering you the convenience of direct purchasing. However, for those who are more comfortable purchasing direct from an established brick and mortar dealership, Thomas is represented by a world-wide dealer and distributor network that is more than willing to service your needs.

Why should I buy direct?

Buying direct from Thomas means you're shopping on your terms. You can take your time, review product specifications, checkout product comparisons and performance features and benefits that are important to you, stress free and at your convenience.

Are there other advantages in buying direct?

When you purchase your next Compact Tool Carrier through Thomas' direct purchase program you automatically become part of the ***Thomas Direct Premiere Customer Program***. Membership to this program entitles you to exclusive promotions, special deals and discounts. Membership definitely does have benefits.

How can I be sure the quality is there?

Thomas has been manufacturing quality industrial and agricultural equipment in North America since 1943. They are renowned globally for producing safe, high quality, reliable, high performance products.

In addition to being sold world-wide through a network of dealers and distributors under the Thomas name, other leading international manufacturers have had the confidence to put their name and reputation on our equipment. Thomas has manufactured equipment for companies such as Kubota, Ford, Hyundai and Koehring (Scat Track) under private labeling agreements.

Is this some cheap off-shore product?

All Thomas products are designed and manufactured in North America, utilizing a proud North American labor force working under the strictest quality assurance and manufacturing practices and are built to stringent North American as well as international standards.

Thomas only utilizes well known, high quality brand name components in its construction. Names such as Kubota and Kohler, bullet proof work horses of the industry power your Thomas. Additionally major hydraulic components from companies such as Sauer-Danfoss, Parker, White and Walvoil, all leading world-wide industry suppliers are used in the manufacture of Thomas brand products.

You can rest assured that your Thomas is constructed using reliable mainstream components that will provide you years of trouble free performance, a good return on your investment while holding its value.

What about freight?

If available, your new Thomas will be delivered from inventory stocked in your area. You will be advised of total freight and delivery costs. We can also arrange prepaid freight from our factory directly to you advising you of your options and cost before it ships. We don't profit from freight and we will always ensure you receive the most economical options. Or, if you wish, you can arrange your own freight or pick up your new Thomas directly from our factory.

Can I return the product?

Yes, if for any reason you are dissatisfied with your purchase, you may return any new, unused Thomas product for a full refund within 30-days of receiving the goods. The cost of return freight and all handling costs will be the responsibility of the purchaser. Used or damaged products will not be accepted for return.

Will I have to pay any taxes, duties or fees?

Canadian Purchases: Your invoice will reflect any GST as well as PST or HST owing based on the location the machine is being shipped to.

US Purchases: The purchase price will include all applicable duties or brokerage fees. Any local taxes or fees are the responsibility of the purchaser.

Do I have warranty protection?

Thomas products carry one of the most complete, all encompassing customer protection plans available in the industry. Regardless of how you purchase your new Thomas Compact Tool Carrier, from an authorized Thomas Dealer or from Thomas Direct, your purchase is covered by a comprehensive 1-year full machine warranty plus a 2-year engine warranty.

You can rest assured we are not just with you at the point of sale but are there to support you anytime you need us.

Where can I get warranty service?

Warranty service may be obtained from any of Thomas' authorized Sales and Servicing dealers. If there is no dealer in your immediate area other arrangements may be made through a Thomas' Authorized Service Center. For additional information call 1-866-238-6844 or contact

customersupport@thomasloaders.com

If I have a problem who can I talk to?

Any problems or questions you may have you can usually be quickly resolved by reaching Thomas directly. We don't utilize off-shore call centers but support you with a full complement of friendly, knowledgeable factory sales, service and parts personnel. We can be reached at:

1-866-238-6844

Sales Assistance – sales@thomasloaders.com

Parts & Service – customersupport@thomasloaders.com

Where can I get parts?

Parts are readily available online directly from **Thomas** or through any of our authorized Thomas Sales and Service Dealers.

Remember, as a **Thomas Direct Premiere Customer**, you will qualify for special, exclusive parts discounts on all your **Thomas Direct** purchases.

Will my Thomas hold its value?

Thomas has a world-wide reputation of building tough, high performance, reliable equipment that are designed to survive severework cycles day after day. This long service life coupled with high quality components all add up to ensuring that your Thomas product will maintain a high resale value maximizing your return on investment.

Is the Buy Direct process difficult?

We want your purchasing experience from the Thomas "Buy Direct" program to be as easy and stress free as possible. Check out our "How the Process Works" tab for a step by step explanation or contact one of our "In Factory" staff who will be more than willing to help and guide you with your purchase.