

06 April 2011

Dear Dealer,

We would like to clarify our company's position regarding the use of our Intellectual Property, and sales of our "Own Brand" products by Mail Order.

Intellectual Property –

RGM General Terms Intellectual Property Clause 11.

All intellectual property, including trademarks, images, videos, and domain names, belong to RGM Ltd. Intellectual Property may not be used without prior written consent from RGM. RGM also reserves the right to withdraw permission to use its Intellectual Property.

Dealers who wish to use our Own Brands Intellectual Property in print or online, (including but not limited to, AL-KO, Ardisam, DR, Mitox) must adhere to our Trade Terms, and we wish to clarify that we will take action against any dealer who uses our Intellectual Property and contravenes any of the following:

- Dealers must be "Stocking Dealer" of the particular brand they are promoting, and must satisfy the "Dealer Standards" as defined in our trade terms.
- Dealers must not use our Intellectual Property to "Pass off" rival brands.
- Dealers must not promote (new unused) RGM Own Brand products on EBAY or AMAZON

Mail Order sales -

RGM Warranty Policy Clause 11.

Dealers who sell product by mail order and do not provide a pre-delivery inspection and safety handover to the customer take sole responsibility for warranty repairs that will not be funded by RGM Ltd. Dealers supplying product by mail order must not imply warranty service will be undertaken by other RGM dealers, unless they are prepared to fund such warranty work that will not be reimbursed by RGM Ltd.

Dealers that currently sell, or intend to sell our own brands by Mail Order must ensure they understand our Mail order sales policy.

- We do not offer any warranty support to the selling dealer unless a pre-delivery inspection and safety handover to the customer takes place.

We are committed to working with the specialist dealer network, and these steps show our commitment to our chosen path to market.

We look forward to building our relationship with your business in the future, if you have any questions regarding our trading policy, please contact me directly.

Yours sincerely,

**Stewart Anderson
Managing Director**

