

GRACELAND DEALER HANDBOOK

GENERAL BUSINESS, SALES, AND CONSTRUCTION POLICIES



Version Date: 08/2024

DH.2024.08.01

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Please carefully review this Dealer Handbook. The Dealer Handbook may be revised from time to time at the Company's sole discretion, with written notice. This version date is 08/01/2024.

GENERAL BUSINESS POLICIES

DEALER TECHNOLOGY

Dealer Sales/Business location must be equipped with appropriate technology including but not limited to:

- High Speed Internet
- Computer/Tablet capable of internet connection
- Computer Antivirus
- Email
- Phone
- Printer

Dealer must be capable of submitting all sales documents through Online Sales Order (www.gpbsales.com). Dealer must be capable of receiving and sending both email and phone correspondence related to product sales.

SECURITY

To protect Customers, Corporate, Peers, and the Dealer from security breaches, Dealer must ensure that security is a priority. Graceland strongly recommends utilizing Two-Factor Authentication for any Email account that will handle any Customer or Business communication.

To further protect the Dealer, it is strongly advised that the Dealer become knowledgeable about scams that may be encountered, including Phishing (Email/Document), Vishing (Phone), and Smishing (Text).

INVENTORY MAINTENANCE

Dealer shall maintain all display products and inventory in the same condition as when delivered by Company to Dealer, ordinary wear and tear expected; doors and windows are to remain closed to assist in protecting the building from weather damage.

Dealer shall frequently assess all display products and inventory for material defects and promptly submit repair requests when necessary. Dealer should be prepared to submit photos of building for repair consideration. Repair Request forms for new and pre-owned inventory are available at marketing.gracelandportablebuildings.com.

Dealer shall be required, from time to time, to submit an inventory audit of finished buildings located at the Dealer location. Dealer must turn in audit information as requested, by the date requested, and in the format requested.

Dealer may not use any Company product for personal use or storage, or business use or storage. Dealer shall not allow customers or other individuals to use any Company product for personal use or storage, or business use or storage while located on Dealer location.

PRE-OWNED INVENTORY

When a pre-owned building has been brought back to the lot, Dealer is required to hold the building for a minimum of 14 days before it can be sold to a new customer.

Dealer must assess all pre-owned inventory for material defects or damages and promptly submit repair requests, when necessary, after a pre-owned building arrives to their lot. Dealer should be prepared to submit photos of building for repair consideration. Repair Request forms for new and pre-owned inventory are available at marketing.gracelandportablebuildings.com.

Dealer must provide clean-out services for pre-owned buildings to prepare the product for resale. Reimbursement rates are set forth in the Dealer Commission & Fee Schedule. Dealer may choose to hire a third party at Dealer's expense, to supply clean-out services for pre-owned buildings.

A pre-owned building should be cleaned out before it is sold and delivered to the next customer. This is necessary for several reasons, including safety, liability, general professionalism, and quality customer service. The unit should be kept secured and locked until contents are removed.

General Lot Maintenance is not admissible for reimbursement request. Examples include the removal of cobwebs, uninhabited wasp nests, sweeping the floors, etc.

If the cleanout is excessive, or the prices do not fully compensate for the labor, discuss additional reimbursement with the Sales Support Team *prior* to cleaning out the building. Examples of "excessive cleanout" include human/animal waste, biohazard materials, and harmful objects such as controlled substances or needles. Written confirmation (email) of the agreement is required before payment is issued.

All dump fee reimbursements must have a copy of a receipt. Any other additional fees must have information regarding their nature and must be pre-approved. Before & After photos are required for all clean-outs. Please send requests through the Online Forms titled "Pre-Owned Clean Out" and "Pre-Owned Clean ACC" located in the Dealer Marketing Portal.

BUSINESS LOCATION

Dealer shall provide one or more lots at Dealer's sole cost, to locate display products, as well as new and pre-owned inventory, and customer orders in transit. The location must provide sufficient room for the Company's trucks and delivery equipment to pick up and deliver product.

The product and all areas surrounding the product and Dealer's business should be kept clean, and all lawn, landscape, and common areas are to be kept in a neat and orderly manner.

Business location shall display business operation hours, and Company marketing products as required.

All Dealer lots/locations are subject to the approval of Company.

PRODUCT KNOWLEDGE

Dealer and Dealer's Salespersons shall be required to show display products to customers and explain the options that are available for each model or other product. Salespersons are responsible for determining reasonable lead time for manufacture and delivery of product and informing the customer.

SALES KNOWLEDGE

Graceland utilizes a Learning Management System called Docebo to distribute training for Sales & Marketing Strategies and Skills as well as critical information about Sales Operations Processes and Technology.

Login information is created shortly after the Dealer Agreement has been signed and all required materials have been submitted to the Corporate Office.

All Dealers should access Docebo to become familiar with the methods required to submit Sales Order Requests, Custom Build Configuration methods, Electronic Signature Information, as well as proven Sales & Marketing Strategies.

Current Course Offerings Include:

- Level 1 Sales & Marketing Training
 - Business Ownership
 - Sales Strategies
 - Marketing Strategies
- Level 2 Sales & Marketing Training
 - Advanced Sales Strategies
 - Advanced Marketing Strategies
- Level 3 Sales & Marketing Training
 - Business Ownership
 - Sales Strategies
 - Marketing Strategies
- Level 4 Sales & Marketing Training
 - Business Ownership
 - Sales Strategies
 - Marketing Strategies
- Sales Training
 - Multiple Courses on selling techniques
- Online Sales Order Training
 - Navigation
 - Creating a Sales Order
 - Order History
- Epicor - 3D Configurator Training
 - Creating a building order
 - Creating a custom build order
- DocuSign
 - Recording Dealer & Customer Signature
 - Print & Sign for Customers without Email

- Process Updates
 - Important updates to Sales Operations Technologies, including examples.
- Warranty & Repair (2023 Version)
 - What is covered by our warranty
 - What voids our warranty
- Webinars
 - Meetings held with home office employees as well as dealers across the nation

Additional courses will be added from time to time, with written notification being provided.

BUSINESS RECORDS

Dealer and Dealer's Salespersons must be trained and able to complete all documentation necessary for the sale or rent-to-own programs, including but not limited to Online Sales Order, Construction Configuration or Drawing, and Rent or Lease to Own contracts. A representative of the Dealer shall be available by phone or email to answer any questions the Company may have regarding any such transaction.

ELECTRONIC SIGNATURE COMPLIANCE

All digital signatures must be tied to a valid email address for the customer. The use of an invalid email address such as "none@none.com", etc. will not be accepted when using electronic signatures for the customer. This ensures that the signature is legally binding and can be traced back to the signer in the event of a dispute.

In the situation where the customer is not able to provide a valid email address, the customer's physical signature will be required utilizing the "Print & Sign" feature through the Online Sales Order.

Sales disputed by a customer and found to be submitted with an invalid email address may be subject to a chargeback to the dealer.

PERSONAL & CONFIDENTIAL INFORMATION

Customer and Company personal or confidential information must be protected. Records should be properly secured and/or destroyed as requested or required by the Company. Highly sensitive personal information must not be stored and must be appropriately destroyed promptly.

Examples of Highly Sensitive Personal Information that should be safeguarded include:

- Social Security Number
- Bank Account Number
- Pin Number
- Passwords
- Credit Card Information
- Credit Card CVV Number

CREDIT CARD INFORMATION CANNOT BE RECORDED AND SENT THROUGH EMAIL. ANY WRITTEN RECORD OF A FULL CREDIT CARD NUMBER, AND ESPECIALLY A CVV NUMBER IS A PCI (PAYMENT CARD INDUSTRY) VIOLATION THAT MAY RESULT IN LEGAL REPERCUSSIONS.

COMMISSIONS

Sales commissions are paid in accordance with the Dealer Agreement and Dealer Commission & Fee Schedule. Commissions are earned when an order is consummated. An order is consummated when it meets the following criteria:

- Cash Sales – The order becomes a consummated sale when the Product has been (1) delivered and accepted by the customer and (2) final payment has been received.
- Rental/Rent-to-Own/Lease/Lease-to-Own – The order becomes a consummated sale when the Product has been (1) delivered and accepted by the customer and (2) two rental payments have been received.
 - ***Graceland recommends two payments be taken when an order is received. Graceland will periodically offer promotions that allow Dealers to take only one rental payment. This is at the discretion of the dealer. Taking one payment is voluntary, the order will be unconsummated and the commission unearned until the second payment is received. Commission pre-payment is described further below and within the Dealer Agreement and Commission & Fee Schedule.*

COMMISSION PRE-PAYMENT

Sales commissions for Graceland products are subject to pre-payment (commission advance) after an order has been approved but before the order converts to a consummated sale, making the commission unearned. Should an approved order cancel or fail to become consummated, the pre-paid commission will be subject to a chargeback, which means the commission prepayment amount will be withheld from future commission payments. Please refer to the Dealer Agreement and Dealer Commission & Fee Schedule for additional information on chargebacks and withholdings.

PRODUCT NON-COMPETE

Dealer shall not advertise or offer for sale any product that may be reasonably construed to be in direct competition with Company products, including but not limited to portable storage buildings and rent-to-own or other financing products for Products offered by Company.

Dealer shall provide exclusively the payment, financing, rent-to-own, and leasing options for the Products that are provided by the Company. Dealer shall not provide additional financing options to customer.

For additional information refer to the Dealer Agreement.

NON-DISCLOSURE

Company may provide information or training, consisting of but not limited to, product knowledge, sales technology, business practices, sales techniques, and promotional materials. Dealer shall protect the confidential material and information disclosed during any meetings, discussions, communications, or training events.

Confidential documents and printed or electronic training materials must be returned to Company upon request of Company or termination of Dealer Agreement.

For additional information refer to the restrictive covenants section of the Dealer Agreement.



GENERAL DEALER SALES POLICIES

DEALER TECHNOLOGY

Dealer must be capable of submitting sales documents through the Online Sales Order (www.gpbsales.com). Dealer must be capable of receiving and sending both email and phone correspondence related to product sales.

MARKETING

PRE-APPROVAL FOR ADVERTISING

All forms of representation and advertising used by all parties representing and selling products for Company must be approved through the Marketing Department of Graceland Properties, LLC. This includes, but is not limited to, all forms of print, radio, television, and internet media. These must be approved prior to publication.

Please refer to Dealer Commission & Fee Schedule as well as Dealer Onboarding Training materials for additional information and details. Terms are subject to revision from time to time at Company's sole discretion, with written notice.

ADVERTISING REIMBURSEMENT

Graceland offers a co-op program for all approved advertising. The co-op program operates under a cap, all reimbursements are subject to fund availability, there is no guarantee warranted or implied. Review the Dealer Handbook for additional information and details.

Newly opened Dealer Locations are eligible for three (3) months of advertising assistance (up to \$200.00 total per month). After the first three (3) months, pre-approved and pre-paid advertising will be reimbursed at a rate of 50% of the total prepaid cost (up to a maximum of \$200.00 per month) to the Dealer during the regularly scheduled commission payment period.

In the event that 50% of the total pre-paid cost exceeds \$200.00 for any single pre-approved advertising, promotional, or marketing occurrence, the Dealer is responsible for paying the full difference. Marketing reimbursement above \$200.00 will not be considered.

Please refer to Dealer Commission & Fee Schedule as well as Dealer Onboarding Training materials for additional information and details. Terms are subject to revision from time to time at Company's sole discretion, with written notice.

MARKETING MATERIALS

Free Marketing materials such as Brochures, Buyer's Guides, Tri-Folds, Welcome Packets, and Fliers can be requested by visiting the Graceland website (www.gracelandportablebuildings.com) and logging in to the Marketing Portal under the Dealers tab. The request will be reviewed and sent to the address indicated.

GENERAL SALES POLICIES

A completed Sales Order is not approved until it has been approved by the Corporate Sales Office. The Dealer must be available for communication about the order and all sales documents. Any requested changes or corrections must be made promptly, or the Sales Order will be closed.

Dealer shall not sell product physically located at another Dealer Location without the written consent of the Regional Sales Manager. Company shall not split commission for sales of this nature, this shall be the responsibility of the Dealer, if applicable.

All portable buildings are for storage purposes and are not designed to be sold for housing. Dealer shall not encourage or assist Company customers with any activity that would void the Warranty, or the Rent to Own contract.

Graceland will not enter into a business agreement, RTO Contract, or other terms with a minor. All Product sales must be made to persons who are 18 years of age or older at the time of the sale.

PRODUCT SALE TYPES

Products can be sold either as a Cash Sale (paid in full) or through a Rent-to-Own / Lease-to-Own Contract.

CASH SALE

Buildings sold without a Rent-to-Own / Lease-to-Own Contract are referred to as "Cash Sales". A minimum down payment of 20% of the total cost (including sales tax) is required at the time of sale. Any remaining balance is due upon delivery and collected by the Transportation Company. Forms of payment include cash, check, credit card, money order, cashier's check and other pre-approved payment options.

Unless there is a Purchase Order, the Driver should not leave the Product if the Product has not been paid for in full. The Transportation Team can accept the balance due upon delivery, or they may connect the customer with the Corporate Office to take Credit Card or Check payment over the phone at 855-865-5999.

ON-SITE BUILD OPTION

For some customers, a delivery may be problematic. An on-site build is an option in some regions – speak with the Sales Support Team to determine where this is available.

- An On-Site Build option is only offered on Cash Sale Types.
- A minimum down payment of 50% of the total cost is required at the time of sale.
- Additional on-site fees will be assessed and paid directly to the builder. This is determined by the Plant arranging the build.
- An on-site build order will be scheduled in a manner that does not inhibit regular Plant production. Plan on an extended wait. Contact the Plant for details.

OUTDOOR SOLUTIONS PRODUCTS

Outdoor Solutions products are available for certain Graceland Dealers to sell through the Online Sales Order. These products are not manufactured, delivered, installed, warrantied, or serviced by Graceland.

- Outdoor Solutions products are not eligible for RTO.
- Outdoor Solutions products must be paid in full at the time of the order and cannot carry a balance due upon receipt.

- Outdoor Solutions products are not eligible for any promotions, and do not qualify for any discounts.
- Commissions for any Outdoor Solutions sales are scheduled for payment processing once the product has been delivered to the customer.
- Outdoor Solutions product sales do not count toward commission bonus tier totals.

RENT-TO-OWN / LEASE-TO-OWN

A Rent-to-Own (RTO) / Lease-to-Own (LTO) sale type allows a customer to purchase a product by making monthly rental payments for a specified contract term. The monthly payment totals are a combination of the Rent and sales tax (if applicable).

- Ownership is transferred to the customer upon completion of the Rental Agreement.
- Customers can exercise an Early Purchase Option on their building at any time per their contract.
- Two payments (unless otherwise promoted) or 20% of the total cost is required at the time of sale.

On all RTO/LTO Agreements, at least two of the following forms of identification are required:

- Date of Birth, and
- Social Security Number, or
- Driver's License / ID Card

On all RTO/LTO sales, at least one phone number is required. It is preferred to provide at least two phone numbers.

ONE PAYMENT DOWN RTO/LTO SALES AGREEMENTS

Unless otherwise promoted, RTO/LTO contracts must have two payments down to be approved. In instances where one payment down is promoted and offered, the order is not considered "consummated" or "earned" and therefore is not a valid sale for the purposes of earned commission, until the second payment has been received and the building has been delivered.

Orders that are not "consummated" or "earned" are subject to a chargeback of the pre-paid commissions. See Dealer Commission & Fee Schedule for additional information.

**THE RENTAL COMPANY DOES NOT CHARGE INTEREST.
RENTAL FEES ARE ASSESSED ON EACH PAYMENT AND SHOULD NOT
BE DESCRIBED AS A FINANCE CHARGE OR AS INTEREST.**

RTO/LTO CONSTRUCTION LIMITATIONS

RTO/LTO Sales are subject to voluntary or involuntary return. As the Product may undergo multiple transportation situations, and may return to a Sales Location to be resold, there are limitations on what options and construction methods are acceptable for an RTO/LTO Sale.

For detailed information please reference the General Engineering Construction Policy section below.

General Sales Limitations for RTO/LTO Agreements

- Non-Standard Roof Colors are not allowed on RTO/LTO Orders without Corporate Approval.
 - Typically, must be either neutral colors or colors very similar to standard offerings.
- Non-Standard Paint, Urethane, and Trim colors are not allowed on RTO/LTO Orders without Corporate Approval.
 - Typically, must be either neutral colors or colors very similar to standard offerings.
- Lofts lend to structural integrity and cannot be removed from a lofted building.
 - Some exceptions can be made based on the style of the building as specified in the General Engineering & Construction Policy. Review the policy for specific guidelines.
- Aluminum ramps can be purchased on a Rental Agreement, but 3 monthly payments must be received at the time of the sale.

Copper Roof Selection

- Copper Roof selection, where available, will cause a delay in raw material receipt by the Plant.
- Due to significant product cost increase and difficulty acquiring, an upcharge is required.

REMOTE LOCATION SALES

A "Remote Location Sale" occurs when a building is sold from Inventory located at lot other than the selling Dealer's lot.

Dealer shall not sell product physically located at another Dealer Location without the written consent of the Regional Sales Manager. Company shall not split commission for sales of this nature, this shall be the responsibility of the Dealer, if applicable.

A Remote Location Purchase Acknowledgement must accompany the Sales Order for a Remote Location Sale. These forms can be found on marketing.gracelandportablebuildings.com.

CLEARANCE PRODUCT DESIGNATION

In some cases, a Portable Building is discounted and sold without a warranty, as it may have incurred damages of varying natures and degrees. A clearance product refers to these Portable Buildings sold without warranty.

As a reminder: in the updated Warranty, previously owned and clearance products are not warrantied.

When a building is sold with "Clearance Product" indicated, the Rental Purchase Agreement will indicate that the Property Condition as "Clearance" in the Disclosure Statement. Additionally, the Limited Warranty attached to the Purchase Agreement or Terms and Conditions will state that the Warranty is excluded due to the purchase of a Clearance Product.

ACCEPTABLE PAYMENT METHODS

Payment to Company must be made by Check, Credit Card, Money Order, or in some instances Purchase Order. Cash may not be submitted to Company. Counter/Starter Checks must have account number and routing indicated by electronic stamp to be considered.

CUSTOMER PROCEEDS

All sale and rental proceeds, including down payments, must be kept in a secure manner, and delivered to the Company as follows:

1. Checks – All customer checks are to be made payable to Graceland Properties, LLC unless otherwise authorized by Company in writing. No authorization shall be given to any Dealer to deposit the sales and rental proceeds into Dealer's account unless Dealer provides to Company a sufficient surety bond to secure all such monies held by Dealer.
 - a. Initial Payment and Down Payment checks under \$15,000.00 will be run electronically at the time of sale or upon sales approval. A copy of the check must be submitted through the Online Sales Order (www.gpbsales.com).
 - i. For best security practices, copies of checks or financial information should never be emailed.
 - b. Initial Payment and Down Payment checks over \$15,000.00 cannot be run electronically. For sales approval, a copy of the check must be submitted through the Online Sales Order (www.gpbsales.com).
 - i. For best security practices, copies of checks or financial information should never be sent through email.
 - ii. A copy of the Sales Order along with the original personal or business check that is over \$15,000.00 must be sent to the Corporate Office within 1 week of the date of the Sales Order request.
 - c. Starter checks cannot be run electronically. For sales approval, a copy of the check must be submitted through the Online Sales Order (www.gpbsales.com).
 - i. Routing number and account number must be pre-printed and not handwritten on the check. All other information including customer name, check amount, date, customer signature, etc. needs to be filled out in full.
 - ii. For best security practices, copies of checks or financial information should never be sent through email.
 - iii. A copy of the Sales Order along with the original starter check must be sent to the Corporate Office within 1 week of the date of the Sales Order request.
2. Credit Card Payment Information – Credit Card payment authorization should be made through the Online Sales Order (www.gpbsales.com).
 - a. Dealer shall not retain records of customer Credit Card information, nor store photocopies of Credit Card.
3. Money Orders and Cashier's Checks – All Money Orders and Cashier's Checks are to be made payable to Graceland Properties, LLC.
 - a. A copy of the Sales Order along with the original Money Order or Cashier's Check must be sent to the Corporate Office within 1 week of the Sales Order request.
 - b. A clear photocopy of the Money Order shall be submitted through the Online Sales Order (www.gpbsales.com).
4. Cash – All cash payments received by Dealer shall be converted to a Money Order or Cashier's Check as quickly as reasonably possible upon receipt. No authorization shall be given to any Dealer to deposit the sales and rental proceeds into Dealer's account unless Dealer provides to Company a sufficient surety bond to secure all such monies held by Dealer.

To send payments/documents (USPS):
Graceland Properties
ATTN: Accounts Receivable
PO BOX 642
Cunningham, KY 42035

To send payments/documents (UPS/FedEx):
Graceland Properties
ATTN: Accounts Receivable
6807 US HWY 62 W
Cunningham, KY 42035

PURCHASE ORDERS

If a Purchase Order is used by a Business or Government Agency for the purchase of a Product, a signed copy of the Purchase Order must be attached with the sale.

For a Purchase Order to be approved as a payment method, ensure the following:

- Qualifying businesses only.
- Graceland Properties, LLC must be listed as the seller.
- The name on the Sales Order must match the name on the Purchase Order.
- The Product and Price (including sales tax if applicable) must match the Sales Order.
- A signed copy of the purchase order must be attached as a PDF with the Sales Order for review and approval.
 - Submit through the Online Sales Order (www.gpbsales.com).

DISCOUNTS

Company products must be sold at the prices defined by Company.

Company may offer a variety of discounts and promotions from time to time to assist with the closing of a sale. Discounts must be properly used, and only used when appropriate.

Additional policies regarding General Business or Construction policies may be found in the General Business Policy Handbook, Construction Policy Handbook, and associated Training Materials.

PERSONNEL DISCOUNT

- Qualifying Personnel would be Salespersons, Transportation Providers, Corporate Employees, Construction and Plant Personnel, as well as Repair Team Personnel.
- Graceland Personnel are eligible for a 35% discount on any aged inventory building when Building is aged more than 4 years as determined by the date reflected in the serial number.
- Graceland Personnel are eligible for a 25% discount on any aged inventory building when Building is aged 18 months to 4 years as determined by the date reflected in the serial number.
- Graceland Personnel are eligible for a 15% discount on a new inventory building or new build request. Building is considered new inventory when Building is aged less than 18 months as determined by the date reflected in the serial number.
- Personnel discounts cannot be combined with any other discount to obtain a larger discount.
- When a Personnel discount is given, the sale must be entered by Corporate Personnel. Contact your Dealer Support Lead for assistance.
- When a Personnel discount is given, no sales commissions are paid on the sale.

MILITARY DISCOUNT

- The Military Discount allows a discount of up to \$100.00 off the purchase of a Portable Building.
- The Military Discount may be combined with other discounts unless specifically excluded.
- The Military Discount is available to Active-Duty Military Personnel as well as Veterans of any United States Military branch.
- Service must be able to be verified through one of:
 - Defense Manpower Data Center
 - Must provide SSN or DOB along with name.
 - Military Endorsement on Driver's License
 - DD214 Form
 - **Be advised** - It is illegal to make photocopies of U.S. Government identification (such as a Military ID).
- Purchaser must be the Military member and discount is not applicable for family members.

QUANTITY DISCOUNT

- Up to 5% off the building of lesser cost when a single customer purchases two buildings at the same time (within 24 hours); or
- Up to 5% off each building when a single customer purchases three or more buildings at the same time (within 24 hours).
 - When a single customer purchases three or more buildings at the same time, Dealer may elect to give additional discount from their commission. Company will match this additional discount up to an additional 5% per building.
 - Ex: 5% Quantity Discount (Graceland), 5% Dealer Discount, 5% Graceland Discount Match
- Does not apply if buildings are not purchased at the same time.

- Does not apply if buildings are not purchased by the same customer.
- **Be advised** – only two buildings may be purchased by a single customer or at a single address on RTO/LTO without a credit check.

PROMOTIONAL DISCOUNTS

- Promotional Discounts will be announced from time to time and communicated to the Dealer by the Regional Sales Manager.
- These discounts cannot generally be combined with other discounts. Announcement will specify.
- Promotional Discounts will have a specific start and stop date. Quotes given to customers and applying the Promotional Discount will not be honored past the stop date.

MODEL YEAR DISCOUNTS

- Discounts will typically be offered on buildings from prior model years due to natural aging as well as general wear and tear.
- Discount rates will be communicated to the Dealer by the Regional Sales Manager.
- Discount rates will be updated from time to time.

NON-STANDARD DISCOUNT REQUESTS

- Normal wear and tear discounts are reflected in the Model Year Discounts. If a Product is damaged so that the standard discount will not suffice, please notify your Dealer Support Lead.
 - These discount requests should typically be done only for a Cash Sale agreement.
 - In instances where this discount has been applied, Warranty and Repair claims will not be considered.
 - When requesting make sure to indicate Product ID (Serial Number), Dealer Information, Current Discounts available to the Product, as well as desired discount.
 - **Photos must be submitted, or the discount request will not be considered.**
- From time-to-time additional discounts may be approved on a specific case basis. The rates and terms of this will vary, as it is decided on a case-by-case basis.
 - To apply for a non-standard discount, submit the Non-Standard Discount request through the Dealer Portal. Your Dealer Support Lead will provide you with the Non-Standard Discount form to sign if approved.
 - Any non-standard discounts that are not approved will be communicated with an email to the Dealer by the Dealer Support Lead.

SALES TAX

Products sold by Company Authorized Dealers may be subject to Sales Tax. Company recognizes that sales and/or use taxes vary among states and other jurisdictions. Due to the myriad of Sales Tax rules, Company uses a Sales Tax calculation software that is employed by many major retailers.

The software looks at the identity and location of the Dealer, the type of item purchased, the location of fulfillment, and the shipment/delivery address of the Order, to calculate Sales Tax.

It is important to correctly record the Delivery Address (or coordinates where applicable) to receive accurate Sales Tax calculation.

SALES TAX EXEMPT SALES

Some individuals or entities may be exempt from Sales Tax.

All Sales Tax-Exempt sales must include a current sales tax exemption certificate from the State where the delivery will take place. This must be submitted with Sale Approval request. Anyone presenting a tax exemption certificate in their name needs to be the primary purchaser named on the agreement. If the delivery address is different, then "Tax Exempt Compliance Form" must be signed by the customer. This form can be found on marketing.gracelandportablebuildings.com.

Company reserves the right to reject a sale based on invalid sales tax exemption forms.

SALES TAX RATE DISPUTE

If the Customer believes that the Sales Tax calculation is incorrect, the Dealer should notify their Dealer Support Lead and provide the state's government website Sales Tax calculation for further review. Orders submitted with a Sales Tax Rate Dispute will be subject to additional review prior to Sales Approval or Rejection. If a Sales Tax override is found to be improper, Graceland reserves the right to reject the Sales Order for correction or cancellation.

SALES ORDER APPROVALS

A completed Sales Order is not approved until it has been approved by the Corporate Office. The Dealer must be available for communications regarding the Sales Documents. Any requested changes or corrections must be made promptly, or the Sales Order will be closed.

All portable buildings are for storage purposes and are not designed to be sold for housing. Dealer shall not encourage or assist Company customers with any activity that would void the Warranty, or the Rent to Own contract.

Dealer shall not sell product physically located at another Dealer Location without the written consent of the Regional Sales Manager. Company shall not split commission for sales of this nature, this shall be the responsibility of the Dealer, if applicable.

DELIVERY LIMITATIONS

The Graceland Signature Series transactions generally include free delivery up to 50 miles from the Dealer location that originated the sale, and Graceland Essential Series transactions generally include free delivery up to 30 miles from the Dealer location that originated the sale.

Delivery fees for additional mileage are at minimum \$4.75/mile but not to exceed \$10.00/mile on sizes which require escorts and permits. Additional fee amounts will vary based on state D.O.T. regulations and should be obtained from Local Dispatch and/or the Corporate Transportation Department in a written format. These funds should be collected at the point of sale and well documented within the Delivery Preparation Questionnaire.

Deliveries that will be more than 75 miles from the Dealer location that originated the sale are subject to written approval from Local Dispatch and/or the Corporate Transportation Department prior to Sales Order approval request. For Corporate approval contact information, email your Dealer Support Lead.

Deliveries that will be more than 100 miles from the Dealer location that originated the sale may not qualify for RTO/LTO purchase, or for Transportation or Warranty servicing. Discuss with your Dealer Support Lead to verify before beginning the Purchase Agreement.

Free delivery and setup for Graceland Signature Series Product includes one trip within 50 miles of the Dealer location that originated the sale. Free delivery and setup for Graceland Essential Series Product includes one trip within 30 miles of the Dealer location that originated the sale. Free delivery and setup shall be limited to a reasonable amount of time, not to exceed 2 hours, after which an hourly wage will be imposed by the installation crew. If functional and standard delivery equipment cannot deliver or set up Product as requested, the Property shall be considered unsuitable for delivery without further preparation.

Any additional trips may incur charges to the Customer. The customer is solely responsible for providing a site suitable for the Product and is solely responsible for all costs and expenses related to preparing the site for the Product.

DELIVERY CONSIDERATIONS

Building delivery and setup will not be completed unless someone 18 or older is on site. Portable Building Product will need a path clearance of at least 14' in height for delivery and may require up to 17' when on a trailer or mule. Portable Building Product will need a path width clearance of a minimum of 2' wider than the building for delivery and may require up to 4' wider due to installation equipment.

Portable Building Product must be set on property that is reasonably level. Delivery cannot occur on pillars or a raised platform. Delivery may be allowed on footings, but layout must be pre-approved by Corporate Logistics Department. Setup blocking for Portable Building Product should not exceed one layer of blocking on the lowest end unless Location Dispatch and/or the Corporate Transportation Department approves otherwise.



GENERAL ENGINEERING & CONSTRUCTION POLICIES

GENERAL

General guidelines are detailed below. Some models, sizes, and/or options may not be available in all Sales Regions or Manufacturing Regions. Confirm or clarify with your Dealer Support Lead.

Options (unless available for purchase on Graceland's website) cannot be sold separately from a Portable Building Product, and purchased options must be installed in the purchased building. Company does not participate in the wholesale of raw materials.

Exceptions may be made if a customer is seeking to purchase materials to repair damage (warranty or non-warranty) on a Graceland Signature Series, Essential Series, or the discontinued Express Brand Portable Building. These requests must go through the Warranty & Repair Department for Accounting referral.

A "Fast Track" sale request will typically not be considered for a custom build order. Certain exceptions may be allowed for true emergencies. Contact your Dealer Support Lead to facilitate a request to the proper corporate personnel.

Company is not responsible for repercussions arising from any modifications or alterations to buildings. If a customer modifies their building, warranties may be voided and engineer drawings for permitting purposes may no longer be valid. In these instances, the purchaser will need to obtain 3rd party engineered drawings outside of Company when seeking to permit the building. This applies both to altered construction requests at the time of sale, as well as alterations made after delivery.

All Graceland Series and the discontinued Express Portable Buildings are for storage purposes only. They are not designed or sold for housing. Anything housing related is a "Risk Category 2" and is required to be held to higher structural requirements than which our Portable Buildings are designed.

Any building larger than 120 sq. ft is required to adhere to International Building Code (IBC). Graceland's Drawings have been Verified, Electronically Signed, and Sealed by a 3rd party registered engineer to adhere to all applicable sections of the most up to date IBC. Any building over 120 sq. ft must adhere to Graceland's signed and sealed drawings.

SIDING

All models have been certified for use with 3/8" LP siding, 5/8" T1-11 Siding, and 5/8" DuraTemp Siding.

ESSENTIAL SERIES SIDING

Essential series buildings must have LP Smart Siding. They cannot be built with 5/8" T1-11 siding or 5/8" DuraTemp siding.

COLORS

Non-Standard paint, urethane, and roof colors may be ordered on Cash Sale purchases for an additional charge. These generally cannot be ordered for RTO/LTO buildings due to the potential for the building to be resold.

FLOORING

- 5/8" & 3/4" flooring is approved for use on all Graceland Series floors.
- Max flooring strength (Live Load) is 40 pounds per square foot (psf) with 16" O.C joist or 60 pounds per square foot with 12" O.C joist. Multiply this by the length and width of whatever a customer wants to store to understand the max load the floor can handle.

EXTRA HEIGHT

- Extra Height is not an available option in all areas, typically due to transportation concerns.
 - This option, where available, is only offered on lofted models.
- In the SW Region, Extra Height is standard for the Lofted Barn Garage and Wrapped Porch Lofted Barn Cabin models.

BUILDING SIZES

The maximum length of any building is 40'. The maximum transportable width of gable-roof buildings is 16' and gambrel-roof buildings is 14'. A 16' Lofted Barn, and 14' and 16' Dormer Shed buildings are approved for on-site build only, and only where available.

WINDOW AND DOOR SPACING

- There must be a minimum of 1' between all window and door openings to accommodate trim. Exceptions can be made when the two or more windows are placed side by side (mulled) where one piece of trim can be used for both windows.
 - Mulling should be for horizontal stacking only.

WINDOW/DOOR OPENING COMBINATIONS

- Due to the amount of siding needed to resist shear and snow loads there is a maximum amount of window/door combinations that can be installed in a side wall or end wall. Please refer to the chart below for reference. Max length of any building is 40'. Max width of any building is 16'.

Side Wall Openings

Wall Length (ft)	Opening Size (ft)
12	9
16	11
20	12
24	12
28	16
32	16
36	20
40	20

End Wall Openings

Wall Length (ft)	Opening Size (ft)
8	6
10	8
12	9
14	9
16	11

- Mini Sheds and 7' Urban Sheds can only accommodate a 4' opening on end walls. Side walls follow the table above.
- Specific to only 12x40 and 14x40 Lofted Models, the max opening on an end wall is 8 ft due to the amount of sheeting required for wind load requirements.
- Corner Porch Cabin (and lofted version) walls go to the next level down.

DOORS

- All Doors must be 1' (foot) away from the outside corners of the building due to the framing / trim adding additional space above the size of the option.
 - Exceptions may allow for standard placements on Cabins, provided the minimum shear requirements are met. Minimum shear requirements take the entire length/width of the building into consideration.
- Where a Garage Door is installed on an end wall, any other door on a side wall must be a minimum of 4' from the end of the wall to allow space for the roll-up door, as well as to protect from wind shear damage.
- All buildings with porches must have a non-wooden door on the porch.
 - Outswing doors can cause issues when opening on a porch with rails.
- Frame Outs are only allowed on Cash Sales due to the possibility of resale difficulty.
 - Frame Out size must not exceed 108" (9 ft.) in width for approved header sizes.
- Custom Doors (anything not in the Online Sales Configuration Tool) must be rated for wind specifications noted in Engineered drawings.

EGRESS DOORS

- Egress Doors, where required, must be 80" tall. Where required, they cannot go in the sidewalls of lofted buildings due to truss placement. All Graceland 80" or taller doors qualify as an egress.

WIDE DOUBLE WOOD DOOR

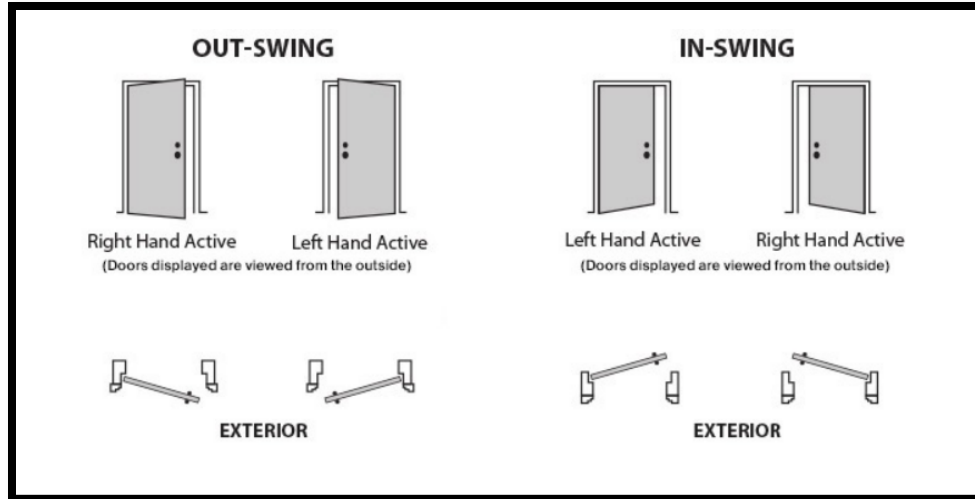
- Where available, the 8' Double Wood Door can only be installed in buildings with 12" OC Joists.

GARAGE DOORS

- The Garage Door is not a removable option on a Garage.
- Any building with a Garage Door (6', 8', or 9') must have 12" O.C joist for structural support.
- The Garage Door cannot generally be placed in the side of the building as the opening size and functionality will be limited. This will always be rejected for an RTO/LTO sale.
 - On a Cash Sale, a 6' Roll Up Garage Door can be placed on the side of a building. The customer must be made aware of the limitations.
 - Disclaimer must state "Purchaser is aware that Garage Door clearance is limited due to non-standard placement".
- Garage Doors can be placed into both ends of the buildings if they are not larger than the max opening set forth per building size.

DOOR SWING

- An out-swing door opens away from the building.
 - All wooden doors are out-swing only.
 - Out-swing doors are standard on buildings without a porch.
 - An in-swing door opens into the building.
 - In-swing doors are standard on buildings with a porch.
 - An in-swing door should only be installed on buildings with a porch due to increased risk for water leakage.
 - There is no warranty when an in-swing door is installed on a building without a porch, or on a non-porch wall. Repairs on leaks, wicking, and floor rot will not be made.
 - Cash customers must sign documentation waiving the warranty before purchase. These will NOT be allowed or approved in an RTO/LTO Sale.
- Standard handing for doors is Left-Hand Outswing and Right-Hand Inswing. Please note on the drawing or Configuration if the customer wants the opposite handing for their door.



WINDOWS

- All Windows must be 1' away from the outside corners of the building due to the framing / trim taking additional space above the size of the option.
 - Exceptions are allowed for standard placements on cabins provided the minimum shear requirements are met.
- Frame Outs are only allowed in Cash Sales due to the possibility of resale difficulty.
 - Custom Window Sizes should not exceed 108" in width.

WINDOWS OVER GARAGE DOORS

- Windows as well as window frame-outs cannot go above Garage Doors in Utility or Standard Lofted Barn Garages (extra height is excluded).
- Prohibited list includes but is not limited to:
 - 24" x 36" Windows
 - 36" x 36" Windows
 - 24" x 27" Loft windows
- Transom Windows (10x29 or 10x23) may be placed above a Garage Door

LOFTS

- Lofts may not be removed/reduced from lofted models. The lofts assist with bracing and the removal causes significant structural integrity concerns, especially when coupled with the possibility of multiple transportation events.
- Lofts can only be removed in the following scenarios.
 - Dormer Shed style buildings may have all lofts removed.
 - The front loft in a Lofted Barn Garages may be removed due to the roll up door.
 - The loft joist must be replaced with a 2x4 collar tie system at the first joint of each truss for the first 8 feet from the end wall or the length of the loft, whichever is greater.
- Lofts may be raised no further than the 1st joint of each truss (32").
 - Cash Sales Only

DORMER TRUSSES

- A Dormer Truss System is approved for buildings up to 16' wide.
 - 14' and 16' wide Dormer sheds should be built on site only due to height issues
- Dormer Trusses are not approved for Barn style models.
- Dormer Trusses should not be shingled due to the truss pitch being below minimum 2:12 slope required for shingled roofs.
 - Exceptions can be made in Cash Sale instances where the customer agrees to waive/void the warranty on the building.

WARRANTY

- Company offers a Limited Warranty on all Graceland brand Portable Buildings, and a Craftsmanship Warranty on the discontinued Express brand Portable Building.
- Pre-Owned buildings are not covered by warranty.
- The Warranty covers issues to the Portable Building caused by the assembly of the building as well as defective materials.
 - Material warranties that exceed our warranty are determined by the Vendor.
 - Warranty does not cover normal wear and tear, including damages to moving parts of the building that naturally occur over time.
 - Warranty does not cover damage caused by misuse, alteration, modification, neglect, or improper maintenance.
 - Warranty does not cover damage caused by unsuitable foundation or ground conditions.
 - Warranty does not apply to damages caused by weather, hail, wind, water, flood, earthquake, accident, natural event, theft, vandalism, or any act of God.
 - Warranty will not be fulfilled if damages were reason for discount at the time of the sale.
 - Customers are responsible for performing routine maintenance on their building.
- Warranty terms may vary based on brand or series.
- Review the Warranties in full for complete details.
(www.gracelandportablebuildings.com/warranties)

Understood, agreed to, and acknowledged to be incorporated into the parties' Dealer Agreement:

COMPANY	DEALER	PRINCIPAL OWNER(S)
Authorized signature: _____	Authorized signature: _____	Authorized signature(s): _____
Date: _____	Date: _____	Date: _____
		Authorized signature(s): _____
		Date: _____