



The Signature of Quality

Federal Industries
215 Federal Ave,
Belleville, WI 53508

January 14th, 2019

To: Federal Field Sales Organization, Dealers and Service Partners

RE: Parts Town Partnership

Effective immediately, Federal Industries proudly announces that we have partnered with Parts Town to improve availability of non-warranty parts to our service network and customer base.

Parts Town is now carrying a massive Federal parts inventory and will provide the highest level of service for your parts requirements. You may begin buying Federal parts from Parts Town effective January 14th, 2019 with the following terms:

- No minimum order
- No handling fees
- Availability of live telephone reps from 8:00 am – 9:00 pm EST, Monday-Friday
- Same day shipping for all in-stock orders placed before 9:00 pm eastern time
- Parts identification support
- Distributor “blind” drop ship program at no charge to Federal Products distributors allowing you to drop ship parts to your customers with your address label and your information on the packing list!
- Discount levels remain the same to all Authorized Service Agents.
- Order via phone, fax, email, or www.partstown.com
- Parts Town’s mobile app and mobile web site that includes real-time inventory, parts images, equipment manuals

Parts Town will be contacting you shortly to introduce their capabilities and begin supporting you. You will now be able to receive parts faster and easier than ever through Parts Town.

We appreciate your support and look forward to delivering an even better experience to all Federal customers!

Parts Town
1200 Greenbriar Dr.
Addison, IL 60101

Toll Free 833-809-8188 to place parts orders

Toll Free 833-238-8168 for parts identification

Fax 888-513-0259

Email: customerservice@partstown.com



Sincerely,

A handwritten signature in black ink, appearing to read "Chris Baichoo".

Chris Baichoo
VP Sales & Marketing