

Customer XYZ
Purchasing Dept. / Production Manager
Street
Country- ZIP-Code, City

Schlieren, 05th December 2011

MySchlatter.com – Electronic Spare Parts Shop (E-Shop)

Ordering spare parts online 7*24 hours

Dear Ladies and Gentlemen,

We are pleased to introduce our new customer service product from the Schlatter's Spare Parts Division- ELECTRONIC SPARE PARTS SHOP [E- Shop]. We would like to offer you the opportunity to use our new products. They are many benefits to using the new system - the ability to check pricing and availability of spare parts and to be place an order - 24 hours a day! All of this is at no additional charge to you our customer.

Short Description of our E-Shop application

Our Spare parts E-Shop had easy access when you use your personal password. The E-Shop is currently formatted for use with English or German language.

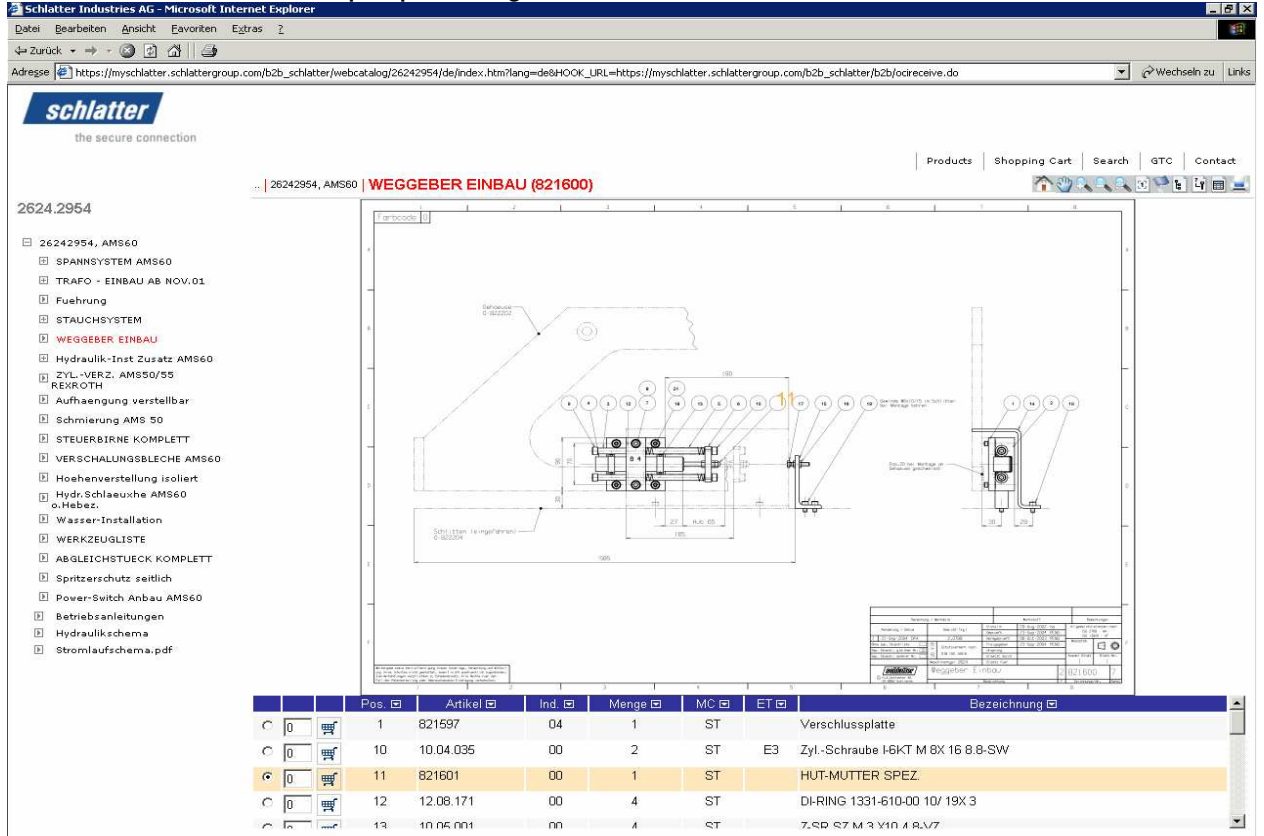
With our E-Shop brand - "My Schlatter.com", you can search, identify and order spare parts easily 24 hours a day, 7 days a week. You can add items to your shopping basket [cart] and then choose between offer, order copy or placing the order. You can view current offers and orders, and also see your order history all in the easy to use pdf-file format.

A further advantage to using the E-Shop is you can check availability, pricing or status of your current order. The orders you place through E-Shop are accessible in real time using our direct E-Shop-ERP connection.

Through an easy link, you can see the spare part catalogues for all your Schlatter machines. Just choose the needed machine, once there look to the left side and you will find the machine part list which you can navigate from top to bottom. After you have found the correct spare parts list, click on this list and you can identify the needed spare parts on the position drawing. Just insert the needed quantity and place them into your shopping basket - the price and availability can be checked easily.

For more information concerning our E-Shop, please use our website www.schlattergroup.com. Choose your favorite language, go to Service/MySchlatter.com/e-Shop and you will find more information and also our easy to use demo-tour through our E-Shop with Windows Media Player.

Picture inserted – section of the spare part catalogue



The screenshot shows a web browser window displaying the Schlatter website. The page title is "2624.2954 | WEGGEBER EINBAU (821600)". On the left, there is a navigation menu with various product categories. The main content area features a technical drawing of a hydraulic component with numbered callouts (1-13). Below the drawing is a table listing the parts:

| Pos. | Artikelnr. | Ind. | Menge | MC | ET | Bezeichnung |
|------|------------|------|-------|----|----|-----------------------------------|
| 1 | 821597 | 04 | 1 | ST | | Verschlussplatte |
| 10 | 10.04.035 | 00 | 2 | ST | E3 | Zyl.-Schraube I6KT M 8X 16 8.8-SW |
| 11 | 821601 | 00 | 1 | ST | | HUT-MUTTER SPEZ. |
| 12 | 12.08.171 | 00 | 4 | ST | | DI-RING 1331-610-00 10/ 19X 3 |
| 13 | 10.05.004 | 00 | 4 | ST | | 7-SP S7 M 3 X10 A 8.V7 |

Are you interested? Do you have questions?

Please do not hesitate to contact us, we will be happy to supply additional information.

Our contact person is:

Mr. Thomas Ammann

Direct Telephone: +41-44 732 7314

Direct Email: thomas.ammann@schlattergroup.com

Please feel free to send back the complete filled out form we have attached "Answer Form E-Shop" to us by Direct Fax No.: +41-44 732 7189

Best regards

Schlatter Industries AG



Christian Kloeti

Spare Part Sales Manager

Answer-Form E-Shop

Please send back complete filled out form to

Direct Fax No.: +41-44 732 7189

Attention to Mr. Christian Kloeti

Mrs. Mr. **Favorite E-Shop language:**
 english german

Company name & complete address / Company stamp

Customer No. (if available)

Name, First name

Function

ZIP code / City

Country

Phone- / Fax-No.

E-Mail address

City, Date / Signature

Your note / information