

**SHOP SUPPLIES - LUBRICANTS AND FLUIDS**

**Confidential - For Program Use Only**



DESCRIPTION	AVERAGE DISCOUNT AND PRICING	NOTES
PROGRAM DISCOUNT	41.0%	List Pricing less 41% or better.

**BUSINESS REQUIREMENTS**

Payment Terms: 2%-10; Net 30	2% 10th Prox, Net 20th - statement	
Delivered Pricing	Yes	
Next Day Delivery-Free	Yes - Store hours and delivery trucks match market demand, with a 30-40 minute delivery goal on items stocked at the store level.	
Product Warranty and Return Policy	Warranty for each product is stated on O'Reilly invoice. See attachment "Exhibit A - O'Reilly Limited Warranty" for warranty details. Labor Claims - O'Reilly will support in filing labor claims. Labor claims are filed by our store managers and claims are presented to the appropriate product manufacturer for testing/inspection.	
1 or 2% Electronic Order Earn Back	O'Reilly offers a one percent (1%) rebate on eligible purchases (calculated net of returns average, and any prompt payment discounts) for product(s) that are ordered by each individual location electronically through our First Call web browser during the month, provided that the location has electronically ordered at least five hundred dollars (\$500.00) in eligible purchases during such month. An additional 1% can be earned if the location orders via an approved shop management system. The electronic sales earn back will be issued as a credit to the purchasing account on a monthly basis.	
Internet Ordering Available	Yes	
Credit Card Payment: Visa-MC-Discover-AMEX	Yes - O'Reilly accepts Visa, Master Card, American Express and Discover.	
Monthly Invoices Itemized	Yes - monthly statements are provided. O'Reilly will work to provide summary reporting where it is a requirement of business agreement.	
Usage Reports Available on Request	If purchases are made using a credit/procurement card, O'Reilly Auto Parts provides level 3 data on those transactions. This data can be requested and provided by your credit card company. O'Reilly Auto Parts is capable of providing usage reporting for professional installers. Upon business agreement O'Reilly will provide reporting where it is a requirement.	
Single Sales Contact	O'Reilly locations are staffed with dedicated/trained Installer Service Specialists and Store Managers that will work with auto locations on a day to day basis. In addition, O'Reilly has local Territory Managers and Regional Field Sales Managers that will be assigned to locations to provide the best service in the industry. District and Regional Managers will serve as the direct local area contacts to support locations and direct corporate support will be provided as required.	
Your Online Discount % and program details.	O'Reilly offers a one percent (1%) rebate on eligible purchases (calculated net of returns average, and any prompt payment discounts) for product(s) that are ordered by each individual location electronically through our First Call web browser during the month, providing the location has ordered at least five hundred (\$500.00) electronically in eligible purchases during such month.	
How close are your stores to the Dealerships address(es)?	See Attached Store Match-up	
What is your order fill rate?	Fill rates to O'Reilly stores from distribution centers average 96.7 percent. Stores receive overnight inventory replenishment from distribution centers.	
What is your inventory and billing accuracy?	Inventory - O'Reilly stores average over 23,000 SKUs with overnight access to over 600,000 SKUs. Store stocking inventory levels are based off of each individual market demand. Billing Accuracy - O'Reilly has a dedicated team that will work to ensure billing accuracy.	
Explain your industry standard of quality parts?	O'Reilly Auto Parts partners with aftermarket manufacturers who adhere to the highest industry standards for quality. O'Reilly focuses on offering good, better, best alternatives for professionals to assist with price conscious consumers and opportunities to up sell. All product lines are reviewed annually.	
Do you have an inventory obsolescence buy back programs?	O'Reilly will engage with manufacturers on inventory lines that qualify and support product lift/changeovers based on business agreements.	