



**HYSTER
COMPANY**

P.O. BOX 7006
GREENVILLE, NC 27835-7006
(252) 931-5100

Dir Maj Acct
~~General Letter Book~~
Sales Department
Jaime McDonald

November 30, 2000

TO: ALL HYSTER DEALER PRINCIPALS AND SALES MANAGERS

SUBJECT: DEALER MAJOR ACCOUNT LETTER OF AGREEMENT

This letter is to confirm a formal Dealer Major Account Agreement between Cort Furniture and McCall Handling, who is responsible for administering this account.

Through this agreement Hyster Company is extending our most favorable "National Account" levels of equipment pricing with provisions for both the administering dealer (McCall) and for the delivering dealers, who will be responsible for delivering and supporting the equipment after delivery.

All orders are to be placed centrally through the Cort Furniture office in Fairfax, VA. McCall will be responsible for the timely placement of orders with the factory, and coordination within the Hyster dealer network involving delivery and installation of the new equipment at all Cort Furniture locations. It is the responsibility of Cort Furniture to advise your affected local management of this agreement and to provide the administering dealer (McCall) with accurate information related to equipment needs and delivery timing, and for current contact names with whom our delivering/servicing dealers need to be in contact. Any questions concerning this account should be directed to Mike Dean, Sales Manager for McCall.

We look forward to a mutually successful 2001 with Cort Furniture and a continuing partnership into the future.

Yours truly,

HYSTER COMPANY

A handwritten signature in cursive script, appearing to read 'R. A. Houston'.

Sales Manager –
Eastern Division

Robert A. Houston

cc: Jim Kenny, McCall Handling
Mike Dean, McCall Handling
Coit Edison, Hyster Company
Dave Hoehn, Hyster Company
George Marshall, Hyster Company
Julie Baum, Hyster Company

**CORT FURNITURE RENTAL**

October 23, 2000

Hyster Company
P.O. Box 7006
Greensville, NC 27835
Attn: Mr. George Marshall

Dear Mr. Marshall,

Cort Furniture would like to obtain dealer managed National Account status with Hyster Company for the purchase of future equipment.

We presently maintain a fleet of over 200 pieces of equipment with a mix of Crown, Raymond, and Hyster. We estimate our yearly purchase at twenty units.

We will use McCall Handling Co. as our point of contact to assist us in the writing specifications and placing orders.

Please give this matter a timely response as we have an immediate need for six units.

Sincerely,

Thomas J. Bien
Director of Operations & Purchasing