

GT Car Center (GTCC) FAQ - Question and answers

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GT Car Center (GTCC) FAQ - Question and answers

1. What does GT Car stand for?

GT cars are sportive cars mainly used for leisure, pleasure and for racing on circuits: Gran Turismo as they call it in Italy. The age of the car makes no difference as long as it is a sports car, a roadster, a sports coupe or an exclusive GT car. Back in the seventies the definition was: 2 door roadster with at least a 6 cylinder engine and rear wheel drive. A car made to enjoy driving around and with a sportive and attractive design.

2. Why was the GT Car Center concept developed?

There are many GT car brands and models with a lifetime up to maybe 30 years and more, and it is for car dealers not possible to handle all GT cars.

For workshops it was too complex to service all GT cars, they need many different part catalogs, several part suppliers, hundreds of repair manuals and many specific tools which are very expensive. GT Car Center was developed with the focus only on GT cars and that way limit our part catalogs, part suppliers, repair manuals, tools and modern diagnostic equipment. Normal passenger cars are not the business. GT cars represent only 4 to 5% of the total car park and with cars from 0 to over 30 years old it is possible and profitable when the network works very close together.

We believe that the GT car market, and in special the used GT car market, has a bright future, even in times of crisis, if it is well and professionally organized.

3. Who benefits from the GT Car Center network?

The GT Car Center organization has prepared 7 programs for car dealers specialized in GT cars. The GT car dealers (GTCC Dealers) can increase their sales in different ways and at the same time reduce their spending. The GT Car Center organization has a strong focus on increasing the number of service points for GT car owners.

When more GTCC dealers are easy to locate and offer a bigger volume of GT cars on one platform it will finally result in more happy GT car drivers.

With more sales and service points the sales of used GT cars will improve and will create a pull towards the sales of new GT cars; a benefit for all participants in the GT car network. By organizing a central warehouse the transports cost should decrease and with the electronic online GT car parts catalog the time a dealer needs for finding and purchasing parts should be reduced. There are connections with many OEM part suppliers that supply GT car parts and know how. GTCC dealers can buy up to 90% of the parts for GT cars from any age and any make or model.

4. How international is GT Car Center?

The launch of the GT Car Center concept started with the introduction of the GT Car Center website in multiple languages. The first program is called the "GT cars for sale" program. With the GT cars for sale offers from GTCC dealers around the world on the website, the availability of GT and sports cars in several regions will increase. At the same time GT car customers and GT car enthusiast can easily find the GTCC dealers and multiple services with only a few clicks. The GT car owner and potential customer not only can find a car and service more easily, they also have a GTCC dealer as partner in their region who can advice and help to buy and sell their car world wide.

5. Why are there no GTCC Dealers in my region?

In some regions there is a very limited GT car park and it is very hard to find a GT car dealer. Exactly this it is one of the main reasons to start the GT Car Center concept: in Europe and Asia the GT car population is much smaller then par example in California and overall in the USA and we see grow opportunities. The interest in these regions in GT cars is not directly less, and with par example several GTCC dealers in the USA offering GT cars on the website, customers in Europe and Asia can much more easier find the car of their dreams. If the GT car population in certain regions growths, it is good for the local dealers and for the dealers who are able to sell (export) cars.

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6. Who can help buying a GT car in a foreign country and import it?

In some regions there are no GTCC dealers (so far), but there are many in par example California in the USA and they have the GT car you would like to buy.

Please contact a GTCC or GT car dealer near your hometown or if there is no, contact a car dealer where you feel confident and who is interested in you and GT cars. Ask this dealer for support or to arrange the whole process: analyzing the technical status of the car (test and inspection reports, pictures, etc.), buying the car, arranging the payment, the transport, the import formalities, the registration and takes care of the (official) inspection of the car. Maybe this dealer can also service the car.

7. Do I need a workshop for service and inspection before buying a GT car?

Many (potential) GT car drivers need a workshop for service because they are not capable of doing this service themselves. For a modern car with electronics you need often a diagnostic tester and sometimes GT car drivers want to go to a GT car specialist and a workshop where GT car mechanics take professionally care of these valuable cars. Please check on the website where you can locate (search) GTCC dealers, select on the right side of the page [Workshop service] and select the [Country] where you are and click [search].

8. Why is GT Car Center not a soft franchise concept?

At the GT Car Center organization they believe in human energy and support coming out of free will and enthusiasm. GT Car Center is a network with free participation from GT car dealers and workshops with cherry picking for GTCC dealers. If the GT Car Center organization does a good job dealers will stay and increase their program offer as they wish, can afford and believe in. We hope that GTCC dealers one day will present themselves as full GTCC dealer with big promotions, billboards, outside decoration, etc. and GT Car Center will support them were ever possible.

People who are fully responsible for their own company, handling and activities and get 100% rewarded for their investments in time and money can achieve much more. There is this way no need to have a franchise contract with GTCC dealers.

9. What are the benefits for GTCC Dealers?

The total concept is designed to attract more GT car buyers and to create a special environment for the GT car owners and enthusiasts. The GTCC dealer car sales (new and used) could benefit from this, as well as the total company result with each GT Car Center program.

GTCC dealers can sell cars around the world, purchase parts from around the world and offer many local services to their passionate GT car owners, GT car drivers and enthusiast via only one organization. GT car owners and GT car buyers can locate GT car dealers for car sales, workshop service, parts etc. all around the world, but maybe more important in his own region or traveling destination.

10. Are GTCC dealers obligated to handle all car brands?

The GT Car Center organization is not asking from GTCC dealer to handle all makes and we will never do. Maybe GTCC dealers do one brand, two or three in new cars; it's up to the dealer. For used car sales this maybe is different, as it can be for workshop service and parts supply. Please contact the GTCC dealer and see if he can offer the appropriate service. GT Car Center makes it possible to sell all GT car brands and offer a workshop service for many GT car brands without a high investment.

With more dealers handling different brands and different services, the better the total offer towards GT car owners and enthusiast will become. GT car owners can find GTCC dealers and see which service they offer and which car brands they are specialized in on the website.

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11. What are the minimum requirements to register as GTCC dealer?

As minimum the GT Car Center organization needs a valid dealer contract or registration document from the authorities showing the company is legal and active as car dealer or workshop.

12. What is the content of the GT car sales program?

1. GT Car Center website with GT cars for sale offers world wide (multiple languages)
2. The GTCC dealer internet "website portal" is accessible where GTCC dealers can manage their company information and manage their GT cars for sale on the website
3. The GTCC dealer information & services is online available on the website
4. GTCC dealers can be easily located on the website
5. World wide advertisement of the GTCC network in GT/ sports car magazines

13. What is the content of the GT car parts program?

1. The GTCC dealer extranet "parts portal" is accessible
2. The GT car part catalog is via extranet accessible
3. GTCC dealers have access to the extranet E-commerce parts purchase program
4. GTCC dealers receive a discount on their purchase of parts
5. The central warehouse is activated for shipments to GTCC dealer
6. Expansion of the program, parts and stock in cooperation with GTCC dealers
7. Additional discount for credit card payment, lead times and cooperation
8. Vehicle of road service & special back order system for rare products

14. What is the content of the GT car workshop program?

1. The GTCC dealer extranet "workshop portal" is accessible
2. The car manuals & technical document web shop is accessible via extranet
3. The workshop equipment & tools web shop is accessible via extranet
4. GTCC dealers receive a discount on purchase of products, equipment and tools
5. The GTCC diagnostic tester (and software) is available for GTCC dealers
6. Regional training facilities and native speaking trainers are organized for GTCC dealers
7. The GTCC training module program is via extranet available for booking

15. What is the content of the GT car rental program?

1. Rental car purchase at car dealer prices (consolidation of volumes)
2. Rental car insurance via a partner insurance company

16. What is the content of the GT car storage program?

1. The GTCC dealer extranet "car storage portal" is accessible
2. The car storage product catalog is accessible via extranet
3. The GTCC dealers receive a discount on purchase of products
4. Car storage insurance via a partner insurance company

17. What is the content of the GTCC Boutique program?

1. The GTCC dealer extranet "GTCC Boutique portal" is accessible
2. The GTCC Boutique dealer is integrated in the manufacturer/supplier network
3. The boutique product catalog is accessible via extranet
4. The GTCC dealers receive a discount on the purchase of products
5. Point of sales advertisement material is made available for GTCC dealers

18. What is the content of the GTCC Lounge program?

1. The GTCC dealer extranet "GTCC Lounge portal" is accessible
2. The GTCC Lounge dealer is integrated in the supplier network
3. The lounge product catalog is accessible via extranet
4. The GTCC dealers receive a discount on the purchase of products
5. Point of sales advertisement material is made available for GTCC dealers

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19. What are the advantages of the GT Car Center programs for GTCC dealers?

- More GT car sales via the internet platform
- More parts sales and workshop floor traffic with new customers coming via the website dealer search locator
- Easier car part selection via the exclusive extranet parts catalog for many GT cars
- More efficient ordering via the extranet parts purchase and e-commerce system
- Transport cost saving with the central GT Car Center parts warehouse
- Higher workshop efficiency and cost reduction with the GTCC diagnostic tester and repair manuals for many GT cars
- Increased mechanic knowledge with the native speaking mechanic training program
- More customers and floor traffic with multiple service programs; GT car rental, GT car storage, GTCC Boutique, GTCC Lounge

20. Which criteria are set to become GTCC Dealer?

All companies that are involved in the consumer GT cars business can register for; GT car sales, GT car workshop service, GT car part sales, GT car rental, GT car storage, GTCC Boutique, GTCC Lounge. The registration is free if the company sends a document showing that they are a legal and authorized company and can show us their company activities. When a GTCC Dealer is participating in a specific GT Car Center program, for example GT car parts with the electronic online GT car parts catalogue, then the GTCC dealer has to pay a monthly fee for this program and so for each program where the GTCC dealer participates in. The GT car for sale program is with a 100% discount on the contribution until we have 100 GTCC dealers offering their GT cars for sale on the website.

21. What are the criteria to become a GTCC dealer for the GT cars for sale program?

The following criteria need to be respected:

- Authorized and known company in a region as GT car sales center
- Experience in doing business with GT cars and their selective customers
- Attractive company building
- Active promotion and direct customer acquisition activities
- Member of the national automotive branche association

22. What are the criteria to become a GTCC dealer for the GT car workshop program?

The following criteria need to be respected:

- Authorized workshop to do car inspections, safety and quality checks
- Workshop with at least 2 mechanics (To grant correct service towards customers)
- Technical competence to be able to repair and service multiple GT car brands
- Parts sales and stock of popular spare parts
- Member of the national automotive branche association
- Regular training of mechanics to secure a high quality and knowledge level

23. Why do you require having in house mechanics?

For the workshop service we ask the GTCC dealers to have 2 mechanics in house so there is nearly always a mechanic available when a GT car owner and GT car driver visits the workshop for service and emergency repair. If one mechanic is on holiday or sick the other mechanic can secure proper service and make sure appointments towards customers are handled correctly and in time.

24. We have 1 mechanic trained to service one brand, why do I need more?

If a GTCC dealer is offering a workshop service he indicates that GT car owners can go there for general workshop service, maintenance and repairs. In case a workshop has specifically trained mechanics for one brand they are not able to supply this service. We advice companies to analyze whether a second mechanic will increase workshop traffic

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with new customers and profitability. In each specific case we will discuss the situation with the workshop management and company.

25. What is the offer for established car dealers that already have an existing clientele?

On the website the official car dealers can register with their service for their specific brand and offer their GT cars for sale. They can also just register without offering cars for sale to make sure car owners can find the services they already offer today, like GT car sales, workshop service and parts sales.

26. We have a dealership already representing a brand. Can we also join GT Car Center?

GT Car Center should be additional to the actual activities and should increase the GT car dealer business and floor traffic. We don't advise dealers to change their actual network or stop with their actual franchise concept. GT Car Center should be in special interesting for independent car dealers and workshops.

27. How high is the barrier to enter for a start-up meeting?

GT Car Center is not a franchise concept. GTCC dealers that register for one of the programs can also put a GT Car Center sticker on their windows to show they are member of this concept after a written permission for the GT Car Center organization, accepting the terms & conditions for using the trademark GT Car Center[®] and paying the monthly contribution fee for using the GTCC trademark. Each GTCC dealer has his specialties in car brands and services which will be shown on the GT Car Center website. The GT Car Center organization will support GTCC dealers in promotion, marketing, program development and others.

28. When does GT Car Center personally visit the GTCC dealer?

The GT Car Center organization is visiting GT car dealers personally for the GT car parts program and workshop program and all other service programs a GTCC dealer shows interest in. The contact with the GT car dealer at the beginning for the GT cars for sale program will be done via phone and email.

29. How high is the investment to become GTCC Dealer?

The starting investment is not high, nor the fee for each program. There is no obligation to participate in programs. GTCC Dealers can do cherry picking and only pay the monthly fee if the program is complete and ready for use. The registration fee is free if the GT car dealer sends a valid dealer contract or document showing the legal and official status of the company.

30. Is there an introduction promotion?

As part of the introduction of GT Car Center there is a discount of 100% on the monthly contribution for the GT car for sales program until we have 100 GTCC dealers offering GT cars for sale on the website. This way we give GTCC dealers time to learn and experience the benefits of GT Car Center. After 100 GTCC dealers started to offer their cars for sale we will start the advertisement campaign.

31. Is GT Car Center a legal ramifications?

GT Car Center is an officially registered trade mark which only may be used by GTCC dealers after written permission from the GT Car Center organization and accepting the terms and conditions. The GT Car Center is an international network and GTCC dealers are free to participate in each program GT Car Center is offering and there is no obligation or order to start or to extend. Per program the GTCC dealer has to pay a monthly contribution fee.

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32. How big will the network and ultimate sales opportunities be?

The GT Car Center organization is looking for GT car dealers that want to become a GTCC dealer and member of the premier multinational GT car organization with a world wide dealer network; an opportunity for world wide car sales, a GT car dealer & service locator and many sales & services opportunities within the GT car environment.

GTCC Dealers can offer their GT cars for sale to people around the world and GT car owners can locate GTCC dealers via selecting the specific service they are looking for in their specific region. So we hope the network will be very big with huge sale activities!

33. Are GT car manufacturers also member of the GT Car Center network?

The GT Car Center organization is in contact with niche GT car manufacturers for joining GT Car Center. Together with the GT car manufacturers we can develop a more complete GT car diagnostic tester program. GTCC dealers can check, repair and maintain many classic and modern GT cars with only one tester which makes it profitable for dealers to invest in this unique tester. It is interesting for GT car manufacturers to become more competitive with their workshop program and reduce after sales service costs.

34. Can GTCC dealers test and service modern GT Cars?

A concept for a GT car diagnostic tester is integrated in the GT car workshop program. It should become possible for GTCC dealers to test many modern GT cars with only one tester. This way the investment in diagnostic equipment is reasonable and the return on investment more attractive for GTCC Dealers. Also the workshop diagnostic labor hour price can become more competitive.

35. On which car drivers will GT Car Center concentrate for promotion?

GT Car Center concentrates on people that buy and drive GT cars and are interested in the special world of GT cars. On GT car drivers who deserve a special treatment at the GT car dealer and workshop, not being just somebody who buys a car or brings in a car for service. We hope that these selective people will be pleased with the GT Car Center concept and that they can find more easy the GT car and service they are looking for.

36. What is the most convenient way to start as GTCC dealer?

Suggested is an easy start with the GT car for sale program and immediately benefit also from the dealer locator where customers and enthusiast can easily find dealers for all kind of services.

As introduction promotion of the new concept GT Car Center welcomes new GTCC Dealers with a 100% discount on the monthly contribution fee for the GT car sales program until there are 100 GTCC dealers for this program. The normal monthly contribution fee for the GT car for sales program is 150 Euro. Registration is free if GT Car Center receives a valid document showing the company is an official and legal company.

37. How high is the GTCC registration fee for new GTCC Dealers?

Official car dealers and service dealers who send a copy of the contract do not have to pay this fee. GT Car Center needs documents which proof the company is a legal and official registered company for the authorities (with a VAT registration number). If we can not receive documents from the company, we ask for research and verification of the companies legality a fee of € 1 500.

38. How high is the contribution for participation in the GT Car Center programs?

The GTCC dealer is free to participate in each program GT Car Center is offering and there is no obligation or order to start or to extend. For each program a monthly contribution fee will be invoiced. For more detailed information please contact GT Car Center and look in the FAQ.

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As introduction promotion of the new concept GT Car Center welcomes new GTCC Dealers with a 100% discount on the monthly contribution fee for the GT car sales program until there are 100 GTCC dealers for this program. The normal monthly contribution fee for the GT car for sales program is 150 Euro.

39. What is the GTCC program monthly subscription fee*? (* For the year 2010)

1. GT car sales program € 150 (please check the introduction discount!)
2. Car parts program € 300
3. Workshop program € 300
4. Rental car program € 50
5. Car storage program € 50
6. GTCC Boutique program € 150
7. GTCC Lounge program € 150
8. GTCC trademark use € 150

40. How much is the discount on parts that GT Car Center offers?

The discount will be significant and worthwhile for existing dealers to change from their existing channels of distribution. GT Car Center acts as warehouse distributor directly towards GTCC Dealers and this will lead to significant lower costs within the supply chain. GTCC Dealers will be offered a good discount on parts to be competitive in the market and receive an extra discount for direct payment, international delivery time and support. More important than the discount will be the availability of parts and in special rare parts.

41. Which discount levels do exist?

The GTCC Dealer discount is related to the parts turnover which is reviewed quarterly

Level 1	Annual turnover	< € 30 000
Level 2	Annual turnover	> € 30 000 < € 60 000
Level 3	Annual turnover	> € 60 000 < € 90 000
Level 4	Annual turnover	> € 90 000

42. Which product discount groups do exist?

- | | | |
|----|--------------------|--|
| 1 | Workshop products | Tools & Equipment |
| 2 | Restoration parts | Radiators, windshields engine parts, body work |
| 3 | Technical parts | Engine parts, starters, alternators |
| 4 | Repair parts | Shocks, clutches, steering rods |
| 5 | Wear out parts | Brake pads, brake discs, exhaust mufflers |
| 6 | Maintenance parts | Spark plugs, filters |
| 7 | Service parts | Belts, batteries |
| 8 | DIY parts | Wiper blades, bulbs |
| 9 | Promotion products | |
| 10 | Boutique products | |
| 11 | Lounge products | |

43. Is there a bonus for GTCC Dealers?

GTCC Dealers will receive a bonus (extra discount) for:

- A. Direct online (credit card) payment instead of a 30 days payment term
- B. Longer delivery times compared to shipments from local source
- C. Active support and cooperation with the GTCC organization

44. How high are the part shipment transport costs?

All transport costs for the shipment of parts, products and other materials will be invoiced to the customer. The transport companies organize international shipments and take care of all required transport documents, insurances and border formalities. For the transport cost per country please contact the GT Car Center organization. The customer can order whenever he wants and receive the deliveries normally within 2 to 10 days, parcel shipments, pallet shipments and express shipments.

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45. Can parts be sent back to the warehouse?

If the goods are accepted in a written confirmation from the GTCC organization and the customer accepts the return terms and conditions, parts can be sent back to the warehouse under the following conditions:

- Warehouse and handling cost are at minimum € 80 and increase depending on the volume of the returns
- All transport cost are on account of the customer
- Damaged, broken, dirty, old or in another way, packaging and products that cannot be sold anymore will be scrapped and there is no payment for the returned products. Extra handling cost will be deducted.
- All costs will be deducted from the product/ part value.

46. How can I contact GT Car Center?

On the website there is a contact form and on LinkedIn GT Car Center is also registered.