

January 12, 2014

Spear Street Mowers
217 Carpenter Road
Charlotte, VT 05445

To the Honorable Commerce & Economic Development Committee:

As a business owner of Spear Street Mowers. I feel that it is very important bill H.58 goes forward. When talking to other dealers at our yearly update schools there is always a common thread. How manufacturers treat their dealers and what can be done about it. Warranty reimbursements are a big complaint. Rightfully so, as they impact every dealer's bottom line. Most manufacturers pay on their terms not what is a "true" cost to the dealer. Freight plus true labor costs are just a few items that come to mind that are an issue.

Other influences to the industry are the box store revolution. Box stores are now selling more and more types of products. Most without in house service departments. The burden of warranty repair has greatly been shifted to the independent dealers. So repairing how dealers are paid is very important. This is one example of how bill H.58 could help the service industry in VT. This bill could bring our industry up to the standards the automotive world already has in VT.

I find it interesting that we are an extension of the manufacturer. Why treat your business partner so poorly? I believe bill H.58 would improve the well being of VT's service industry and bring it up to today's standards. This bill helps give the small business a voice in how we are treated as business partners. Manufacturers need to respect their dealers and treat their dealers fairly in all aspects of their business.

Respectfully,

Lambert Lussier