

## **K&N Intl Hub FAQs**

### **Why is K&N introducing a Selective Distribution System?**

For over 50 years, K&N has been an industry-leader in automotive filtration and technology—offering products to increase performance, protection, and longevity in thousands of vehicle applications for consumers worldwide.

In the early 1960s, two motorcycle racers, Ken Johnson and Norm McDonald (K&N), developed a ground-breaking new idea for an air filter—one that could perform under the demands of dusty, dirty off-road environments. After experimenting with numerous types of filter media, they discovered that an oiled cotton design allowed the filter to not only capture contaminants very efficiently, but also allowed it to be washed and reused, and the original K&N High-Flow Air Filter™ was born. Five decades later, K&N is still innovating industry-leading filtration technology, and offers outstanding protection for everything from top-fuel dragsters to commuter vehicles across the globe. From the earliest years of its history until the current time, K&N has taken great pride in its products, Intellectual Properties and brands.

The K&N Selective Distribution System is designed to ensure that every Authorised Reseller lives up to and safeguards the passion of the driver and vehicle performance when selling its Products.

### **What products does the K&N Selective Distribution System cover?**

The K&N Selective Distribution System applies to all K&N Products. K&N's selective distribution Products are set out in relevant Schedule(s) for each Authorised Reseller.

### **How do I begin the authorisation process to be admitted to the K&N Selective Distribution System?**

Follow the link provided in the invitation letter you received, select “Register” on the International Reseller Hub, select your authorisation type, fill in the quick questionnaire and review and agree with the core contractual documents.

### **What information should I have available to apply for authorisation?**

The information that you will be asked to provide will depend on your authorisation type. Please be prepared to provide at least the following information:

- Basic contact details such as name, email and telephone.
- URL for corporate company website.
- Company legal name (and ‘trading as’ name) and headquarter/corporate/legal address.
- Company VAT number or Business Registration Number.

- Annual gross sales in last two years.
- Address of physical store(s) from which you wish to sell our Products.
- URL(s) or website(s) from which you wish to sell our Products (including web shop(s) hosted by any third-party platform).

### **Why does K&N need all this information?**

The information assists in qualifying the best possible resellers to resell K&N's Products. K&N also compiles the information to further its understanding on how it, as a manufacturer, can most effectively support its sales partners' success in representing, demonstrating and marketing K&N Products. Additionally, the Hub database provides an up-to-date mechanism for powering our Dealer Locator, communicating promotions, updates and enabling access to our new asset portal with Authorised Resellers.

### **What are the authorisation types?**

- Direct Reseller selling from an Authorised Brick and Mortar Location or Authorised Online/Marketplace location (website).
- Indirect Reseller – purchases from a Authorised Distributor selling from an Authorised Brick and Mortar Location or Authorised Online/Marketplace location (website).
- Distributor selling to Resellers from an Authorised Brick and Mortar location.

### **Does the completion and submission of my application guarantee approval as an Authorised Reseller?**

No. All applications and their content will be reviewed for individual approval by a management team at K&N. As such, all contractual terms, including any credit terms, are conditional upon the management team's approval. You will be notified by K&N when a decision has been made.

### **Can an Authorised Reseller sell K&N Products to anyone? Anywhere?**

Your agreement with K&N and the type of authorisation you've been granted will determine to whom and via which channel you are authorised to sell K&N Products.

### **Does approval include authorisation to sell K&N Products on the Internet?**

Not automatically. Resellers wishing to sell via the Internet need to apply to K&N for Online and/or Marketplace authorisation, even if they are already approved to sell K&N Products through an Authorised Brick and Mortar Location.

*Please NOTE that if you applied for Online or Marketplace Sales your Internet Authorisation will come in a separate email.*

### **Can I save my progress and continue my registration at a later time?**

Yes, there is a “Save & Continue” button at the end of each page of the authorisation process that saves your information; you can resume once you log back in with your Username and Password.

### **How do I return to where I left off if I logged out of the International Reseller Hub before completing my authorisation application?**

- In the “Already Registered? Login Now” box, enter the Username and Password you created when you started the application.
- Click on the link under “Registration Info” that does not have a checkmark as complete.

### **What if I’ve forgotten my Password and/or Username?**

Forgotten Password - Below the “Already Registered? Login Now” section of the ‘Home Page’, enter your Username and select the “Forgot Password?” link. Your Password will be sent to the primary email address listed in the registration.

OR

From the email that was sent to you upon the start of your registration, select the link for your Password reminder. Your Username was included as part of this email.

OR

Select the ‘Contact Us’ page link while on the International Reseller Hub. Next to “Forgot Password?” choose the “Click Here” link.

Forgotten Username - Below the “Already Registered? Login Now” section of the ‘Home Page’, select the “Forgot Username?” link. On the next screen, you will be prompted to enter the primary email address that was listed during registration. You will be sent an email that contains your Username.

### **How long will the authorisation application process take?**

If you have the necessary information readily available, we estimate that you would require between 5-15 minutes to review the underlying documents and complete your company profile.

### **Is the International Reseller Hub secure?**

Yes, the International Reseller Hub and data storage vaults are secured, hardened environments. Technical, physical and administrative safeguards are in place to ensure only those individuals that require access to sensitive information have it.

### **Can I print the agreement before I “Submit Registration?”**

Yes, you are able to download and/or print a copy of the unexecuted agreement and the Authorised Reseller Criteria just prior to selecting "Submit Registration".

### **How long until I hear back from K&N on my authorisation request?**

Typically, we will aim to consider your application for authorisation within 10-14 business days.

### **What do I do if I am not receiving notifications or Password reset emails?**

Since your Internet Service Provider (ISP) probably uses some type of spam filter we ask that you add us to your trusted list of senders, contacts or address book, also known as whitelisting.

If you do not see an email from [intlhubhelp@knfilters.com](mailto:intlhubhelp@knfilters.com) in your inbox, due to the overzealous filtering by ISPs, our email may have mistakenly been sent to your spam folder. Please open your spam folder, look for it there, open it and mark it as "not spam".

If you still do not see the email, you may need to whitelist our address [intlhubhelp@knfilters.com](mailto:intlhubhelp@knfilters.com). Every email provider has different instructions for whitelisting. Click [here](#) for instructions for how to whitelist our email address on most email providers.

### **How do I get more information?**

Complete the form accessible by clicking the 'Contact Us' tab or simply email us at [intlhubhelp@knfilters.com](mailto:intlhubhelp@knfilters.com).