

EDEN REVIEW PROGRAM DESCRIPTION

Instructions

Read this EDEN Review Program and Description. To participate in the review program, print the EDEN Review Program Authorization form. Complete the form and send it to Hollander, a Solera Company.

Establishment

The EDEN Review Program is a program of the EDEN Users group, which is administered by users of the EDEN system and endorsed by HOLLANDER. It is intended to benefit all EDEN Users who desire to participate in the program by agreeing in writing to abide by the program's rules and procedures. The purpose of the EDEN Review Program is to provide EDEN Users who are participants in the program ("Participants") with information for the EDEN Review Database about the trading performance of other Participants. Through the EDEN Review Database, EDEN users will have ready access to current information relating to outstanding sales and payment disputes involving Participants. If a selling business receives a call from an unfamiliar buying business, it can easily look up the record of the buying business Participant and make an informed decision as to the appropriate sales and payment method to be negotiated. Disputes involving EDEN parts sales transactions and non-payment complaints can be referred to the EDEN Arbitration Committee, whose members are randomly selected to determine responsibility. Such disputes must be over 60 days old and non-payments 60 days past due. The dollar value of such disputes must be a minimum of \$100.00 and the business submitting the claim (the "Appealing Business") must have made reasonable efforts to resolve the matter with the business identified in the claim (the "Respondent Business"). All EDEN Users are eligible to be a Participant, and every EDEN User has the right not to be a Participant or to terminate participation at any time. Participation by all EDEN Users in the EDEN Review Program should facilitate clean parts sales and expedite resolution of disputed parts transactions when they arise.

The EDEN Review Program can be used only for transactions that were made on the EDEN system. Both the Appealing Business and the Respondent business must be authorized Participants in the EDEN Review Program. To become a Participant, a business must sign and return the attached EDEN Review Program Authorization Form.

Procedure

Whenever a Participant has an unresolved dispute or an unresolved accounts receivable problem that meets the criteria of the EDEN Review Program, the client may refer the matter to the EDEN Review Program.

Submitting A Claim: In order to submit a claim, a Participant must furnish the EDEN Review Arbitration Committee with the following information:

- A copy of the invoice or purchase order for the disputed or non-payment item.
- A copy of all relevant financial records involved in the transaction statements, reports etc.
- Any inventory detail records, photographs or other items that exist which add pertinent information about the transaction.
- A written statement describing the disputed transaction and difficulties following the transaction - - including all the relevant dates and attempts made to resolve the dispute. Submissions deemed to be "form letters" will be refused at the discretion of the EDEN Review Administrator.

The submission shall be made by US Mail to: EDEN Users Group, 880 Technology Drive, Ann Arbor, MI 48108-8910, Attn.: Arbitration Committee. Faxed submissions will be refused. The image quality necessary for duplication and distribution to the designated arbitrators is not provided with facsimile documents.

Notification to Respondent Business: Upon Receipt of all completed materials as described above, the dispute will be forwarded immediately to the Respondent Business.

Preemptive Resolution: If the dispute is resolved to the satisfaction of the Appealing Business and the Respondent business within 30 days, the matter will be closed without further action. If however, the dispute is not resolved within 30 days, the matter will be referred to the Arbitration Committee of the EDEN Users Group, and three (3) arbitrators will be appointed to review the dispute and determine responsibility. The arbitrators will be other EDEN Users who are Participants of the EDEN Review Program. None of the Arbitrators will be employed by, or deemed to be an agent or representative of Hollander.

Respondent Business's Submissions: The Respondent Business will be notified of the submission of a claim. The Respondent business will have 30 days to either resolve the dispute or submit written materials for distribution to the designated arbitrators. If the dispute is referred to the Arbitration Committee and the Respondent Business has chosen not to respond; summary judgment will be entered against the Respondent Business without the opportunity for arbitration.

Resolution: The arbitrators shall review all information submitted by the Appealing business and the Respondent business, and each arbitrator shall determine responsibility between the parties involved in the dispute. The arbitrators shall have three choices in their determination. Such findings shall be logged into the EDEN Review Database in the following manner: Clearing Records in EDEN Review System. Any indicator placed in the EDEN Review Database will be removed within a reasonable time after notification is received from both parties in writing that the applicable dispute has been satisfactorily resolved. It is not the responsibility of the EDEN Users group or Hollander to contact businesses to check on or confirm the status of disputes that have been referred to the EDEN Review Program.

PLEASE DO NOT FAX THIS PAGE TO HOLLANDER!

EDEN REVIEW PROGRAM AUTHORIZATION FORM

Instructions

Complete this form and FAX it to Hollander at (763) 551-5807 or email it to EDENAdmin@HollanderParts.com. Request must include telephone and proper signatures. Please allow 30 days for processing.

Authorizations

EDEN Review Program Participation Authorization

_____ I hereby authorize my business's participation in the EDEN Review Program.

_____ I do NOT authorize my business's participation in the EDEN Review Program.

EDEN Review Arbitration Committee Authorization

_____ I hereby request to participate as an Arbitrator in the EDEN Review Program.

_____ I do NOT authorize my business as an Arbitrator in the EDEN Review Program.

Terms & Conditions

Client hereby agrees to be a participant ("Participant") in the EDEN Review Program ("Program"), as described in the EDEN Review Program Description attached hereto which is made a part hereof, and to abide by all rules and procedures of the Program. Client further authorizes Hollander, the EDEN Users Group (Which administers the Program) and their representatives and agents including, without limitation, any arbitrator selected to review any matter, claim or dispute in which Client is involved (collectively, the "Authorized Persons"), to copy, rely upon and distribute any and all documents, records and information which Client may furnish in connection with such matter, claim or dispute (the "Information"). Client acknowledges that none of the Information will be deemed to be confidential and /or proprietary or subject to any non-disclosure obligations of any type.

Client agrees to indemnify, hold harmless, defend and covenant not to sue all Authorized Persons in connection with their activities associated with any matter, claim or dispute in which Client is involved under the EDEN Review Program.

Hollander, a Solera Company shall not have any liability of any kind whatsoever under the EDEN Review program including, without limitation, for any money damages resulting from claims made by Client or any third party for any and all causes.

THERE ARE NO WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. IN NO EVENT WILL HOLLANDER, A SOLERA COMPANY BE RESPONSIBLE FOR SPECIAL, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES WHICH CLIENT MAY INCUR OR EXPERIENCE ON ACCOUNT OF ENTERING INTO OR RELYING UPON THIS AGREEMENT, EVEN IF HOLLANDER, A SOLERA COMPANY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

Client Authorization (PLEASE PRINT)

Business Name	EDEN CPU Name
Your Name	Title
Signature	Date