

1 Q. What are the most popular carts that people purchase?

A. Basket Trucks, Poly Trucks, Housekeeping Carts, X-Frame Carts, and Bulk Poly Trucks are the most purchased products from our offering.

2 Q. What type of products do you offer?

A. Royal[®] offers a variety of products from sewn vinyl, mesh, or canvas basket trucks to rotationally molded poly trucks. Along with a full line of metal housekeeping carts, wire laundry carts, PVC carts and hampers, as well as custom cart solutions for specific needs.

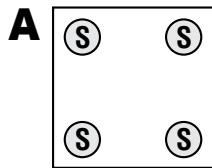
3 Q. What type of cart variations are available to the end user?

A. The customer is allowed to choose between a wood base or a metal base on their cart. As well as 4 different types of caster arrangements.

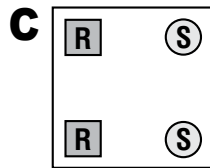
**** Custom cart solutions and caster upgrades are available ****

4 Q. What are the 4 caster arrangements that you offer for your carts?

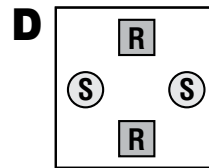
A. Royal[®] offers a variety of plate casters and stem casters to meet the needs of many operations. Our standard carts vary from non-marking polyurethane casters to hard rubber casters. Royal[®] offers caster upgrades for different environments and applications.



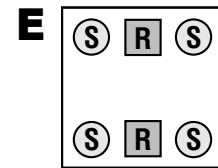
Corner mount
4 swivel casters
*(Most common pattern;
best maneuverability)*



Corner mount
2 rigid/2 swivel casters
(Ideal for long, straight runs)



Diamond mount (tilt)
2 rigid/2 swivel casters
(Traditional postal cart design)



Full mount
2 rigid/4 swivel casters
(Offers additional strength and durability)

5 Q. What are the most common sizes and colors of Basket Trucks?

A. Royal[®] offers 9 sizes of Basket Trucks. The most common sizes are 8bu, 10bu, and 12bu. The most popular colors for this product are blue and red. ****Please note that anything over a size 16bu Basket Truck will not fit through a standard 30" doorway.**

6 Q. What are the most common sizes and colors of Poly Trucks?

A. Royal[®] offers 8 sizes of Poly Trucks. The most common sizes are 8bu, 10bu, and 12bu. The most popular colors for this product are blue and black. ****Please note that anything over a size 12bu Poly Truck will not fit through a standard 30" doorway.**

7 Q. How many different colors do you offer your products in?

A. Royal[®] offers 13 vinyl colors, 7 mesh colors, 9 poly colors, and a heavy-duty white canvas.

8 Q. Why would someone choose a vinyl basket truck over a plastic poly truck? Or vice versa.

A. This decision is dependent on the customer's preference for the products, as well as the environment in which they are working in.

9 Q. What industries are Royal[®] products sold into?

A. You will find Royal[®] products in Healthcare, Hospitality, Property Management, Laundry, Trash & Recycling, Janitorial, Material Handling, Manufacturing & Distribution, Education, Athletics, and Entertainment/Production.

10 Q. Do you offer accessories and replacement parts for products in the field?

A. Yes, Royal[®] offers a full line of replacement parts and field installable accessories.

11 Q. What are the most popular products sold in the Hospitality Market?

A. Royal[®] has a strong brand presence in the world of Hospitality. The most popular products are Basket Trucks, Poly Trucks, Bulk Poly Trucks, Turnabout Trucks, Towel Stations, and our high-quality series of Housekeeping Carts.

12**Q. What are the most popular products sold in the Healthcare Market?**

A. In the world of Healthcare, Royal[®] offers a high-quality line of PVC carts and hampers with foot pedals for hands-free operations. Bulk Poly Trucks and Turnabout Trucks are also popular as they are used for bulk collection and laundry services.

****Products sold in this industry should have a metal base and cart covers ****

13**Q. What are the most popular products sold in the Trash & Recycling Market?**

A. The Royal[®] Heavy-Duty cart series features the most popular products for trash and recycling environments. The most popular products from this series would be Tilt Trucks, Recycle Carts, Mail Trucks, Bulk Poly Trucks, and Turnabout Trucks. Upgrade standard products with towable bases or forklift bases to meet the needs of the end-user.

14**Q. What are the most popular products sold for Laundry applications?**

A. Royal[®] offers a variety of cart solutions designed for laundry applications. Basket Trucks, Wire Laundry Carts, Poly Trucks, Bulk Poly Trucks, and Turnabout Trucks are commonly used in this environment. Royal[®] also offers a line of Specialty Laundry Carts such as Flatwork Ironer Trucks, Extractor Trucks, Scale Carts, and Mat Carts.

15**Q. What are the most popular products sold in the Janitorial & Cleaning Market?**

A. The most popular Royal[®] products for Janitorial applications are Poly Trucks, X-Frame Carts, Basket Trucks, Tilt Trucks, Mat Carts, and Housekeeping Carts.

16**Q. What are the most popular products sold in the Government market?**

A. The most common products sold into this market are Basket Trucks, Poly Trucks, Tilt Trucks, X-Frame Carts, Bulk Poly Trucks, Turnabout Trucks, Collection Carts, and Hampers.

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Q. What are the most popular products sold in the Education market?

A. Royal[®] has a strong presence in the Education market. The most popular products are Basket Trucks, Poly Trucks, X-Frame Carts, Collapsible Basket Trucks, Wire Laundry Carts, as well as our Heavy-Duty series of carts for trash and recycling.

**** Add logos and labels to any standard product in this market ****

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Q. What are the most popular products sold in the Manufacturing Market?

A. The most popular products in the Manufacturing market are Basket Trucks, Poly Trucks, Recycle Carts, Mail Trucks, Tilt Trucks, Bulk Poly Trucks, Turnabout Trucks, and Collection Carts.

**** Custom cart solutions are available ****

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Q. What are the most popular products sold in the Distribution market?

A. For this market, the most popular products are Basket Trucks, Poly Trucks, Recycle Carts, Mail Trucks, Tilt Trucks, Bulk Poly Trucks, Turnabout Trucks, and Collection Carts. Accessories for these products are available to promote efficiency when sorting and collecting.

**** Custom cart solutions are available ****

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Q. What are the most popular accessories for Royal[®] carts?

A. The most popular accessories for Royal[®] are Spring Lifts, Cart Covers, Corner Bumpers, Poly Bumpers, Cart Handles, Tow Bars, Drop-In Cart Dividers, Nylon Inserts, and Janitorial Organizers.

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Q. Can a customer get their logo or a custom label on the cart?

A. Yes, Royal[®] offers custom branding and labeling on all products. Contact our sales team (sales@royal-basket.com) to request a mock-up of the cart with your logo.

**** For production we require an Adobe Illustrator or EPS file of the logo ****

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Q. Do you offer customer support and sales support?

A. Yes, the Royal[®] sales team is available daily to answer emails, phone calls, and is willing to schedule video meetings with sales reps or customers to discuss cart solutions.

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Q. What is the best way to contact the Royal[®] team and get information on your products?

A. Visit our website at www.royal-basket.com or send our sales team an email at sales@royal-basket.com for more information. We are open 5 days a week from 8am-4:30pm CST. You can call our office and speak with the sales team at [262-882-1227](tel:262-882-1227).

The Royal[®] Guide to Carts

- Always make sure to measure doorways and elevators before purchasing carts. It is important to make sure there is enough room to maneuver the cart through different areas of the facility.
- On average, hotel properties spend anywhere from \$60,000-\$95,000 (depending on the size of the hotel) on wall damage every year.
 - Royal[®] Corner Bumpers and Poly Bumpers are great accessories to reduce the chance of this damage throughout the property.
- Spring Lifts are a great ergonomic accessory that is placed inside the cart, so the end-user is not bending over into the bottom of the cart. This will reduce the chance of injury and keep employees safe and healthy.
- Towable cart solutions are a great way to improve process efficiencies and minimize touchpoints within many operations.
- Royal[®] manufactures all products to order in 7-10 business days and dropships directly to the end-user's desired location.

Social Media Handle: @RoyalBasketTrucks

