



Certified, Convenient, Carefree.

Prologis Forklifts **FAQs**

Frequently Asked Questions

Q: What options are available/ what do you offer?

A: We offer a high quality product assortment through trusted partners, including:

- New & Used (preconfigured) options for faster delivery at competitive rates
- Purchase & Lease options
- Maintenance & Repair
- Wide Range of Materials Handling Equipment:
 - 3 & 4 Wheel Electric / Diesel and LP
 - Forklift Trucks
 - Reach Trucks
 - Very Narrow Aisle Trucks
 - Platform Trucks and Tractors
 - High Lift / Double Stacker Trucks
 - Low Lift Pallet Trucks
 - Tugger Trains
 - Pallet Trucks
 - Order Pickers and more

Q: How do I find the right solution?

A: We will review available preconfigured options together to see if these work for your specific operational needs. If they don't, then we can always have a custom solution developed to meet your exact requirements.

If you want to drive-down energy costs, improve safety and efficiency and create a more pleasant working environment for your employees, contact:

Marco Colombo | Leasing & Customer Experience, VP
mcolombo@prologis.com

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Q: What does the order process look like and how long will it take?

A: When a preconfigured option is suitable for your setup:

- We will request that our forklift partner sends you a proposal within 72 hours
- You can then place your order directly with them
- Delivery takes approximately 12 – 16 weeks
- If needed - preconfigured, short-term rental options are available during your order period. These are typically delivered within 1-2 weeks when in stock.

Q: Which partners do you work with?

A: We continually look for partners who can ensure a best-in-class offering. Through this type of partnership we can offer broad solutions for your specific materials handling needs. Our current forklift partners are:

- STILL, a leading and globally integrated, full-line forklift manufacturer.
- Doosan (UK only)

Q: How do you select partners?

A: For partner selection we look at the following criteria: ability to provide competitive pricing, speed to solution, service, convenience and reliability. Our partner STILL provides scale, reliability and over 100 years of proven performance. They have 7 manufacturing operations in 5 countries, a strong dealer network, presence in the areas where our customers do business and pride themselves on top level customer service.