

# A guarantee for you and your customer

## WARRANTY STATEMENT.

Monroe Australia warrants all Ride Control Products marketed under the Monroe brand name to the original retail purchaser against defects and premature loss of damping force for the periods stated below:

3 Year/60,000 kilometres from date of retail sale or date of fitment, whichever occurs first.

- a) GT GAS with Reflex™ Technology products.
- b) Gas-Magnum TDT products
- c) Quick Strut products
- d) GT Sport

2 Year/Unlimited kilometres from date of retail sale or date of fitment, whichever occurs first.

- a) Sensa-Trac products\*
  - b) Magic Camber products
  - c) Van Magnum products
- \*excluding commercial use vehicles.

2 Year/60,000 kilometres from date of retail sale or date of fitment, whichever occurs first.

- a) Sensa-Trac products\*
- \*on commercial use vehicles.

2 Year/40,000 kilometres from date of retail sale or date of fitment, whichever occurs first.

- a) Gas Riser products
- b) Monroe Original products
- c) Gas-Magnum products

12 Months/Unlimited kilometres from date of retail sale or date of fitment, whichever occurs first.

- a) Magnum 70 Series products
- b) Magnum 60 Series products
- c) Max-Lift products

12 Months/20,000 kilometres from date of retail sale or date of fitment, whichever occurs first.

- a) Steering dampers

Note: Monroe Australia's obligation under this Warranty is limited to the replacement of the defective unit only. Costs of removal of the defective unit and replacement of the unit are not included.

## WARRANTY CLAIMS.

Monroe Australia is dedicated to the pursuit of product excellence and the achievement of maximum consumer loyalty.

Monroe Distributors are qualified to validate all Warranty claims, but Monroe Australia reserves the right to inspect all units claimed as defective.

As a matter of policy, all warranty claims submitted will be honoured, under the terms of our stated Warranty, provided:

- A fully completed Monroe Australia claim form is presented with each defective unit to an authorised Monroe Distributor.

Note: One claim form can be used for up to two defective units. Please nominate the number of units being claimed.

- Information on the Warranty Claim Form includes all vehicle identification data, part number, fitting or sale dates and a description of the defect.
- In addition, both the customer's and reseller/installer's names, addresses and telephone numbers must be provided, to allow Monroe Australia Representatives to contact claimants.
- Copies of proof of purchase documents are attached to the claim form, which must be signed by the Monroe Distributor's Claim Officer.
- This Warranty does not apply to units which have been modified or improperly installed, nor to units fitted to vehicles contrary to application information contained in the Monroe Product Catalogue or its subsequent amendments.

## EXCLUDED FROM MONROE WARRANTY ARE:

1. Cartridges claimed for noise, which have not been properly tightened down with the locking ring.
2. Severe interference between unit and other suspension components, causing noise or failure of the shock absorber.
3. Units that were involved in an accident and show dents and nicks.
4. On air-adjustable units, air-sleeve damage such as burn holes and abrasion caused by another part of the vehicle is specifically excluded from Warranty.
5. Units showing evidence of improper tightening of the mounting bolts causing parts to wear or bend.
6. Lower mounting studs on Ford Falcon front shock absorber twisted off by overtightening.
7. Vice jaw or "multigrip" type wrench marks on polished section of piston rod, causing damage to oil seal and oil leakage.
8. Struts and cartridges that have not been fitted with serviceable bumpstops (where originally fitted).

To the extent permitted by law, and subject to any warranty or right implied by the Trade Practices Act, or any State act or regulation which warranty or right cannot by law be modified or excluded by agreement, all warranties, conditions, representations, assertions and statements (whether express, implied, statutory or otherwise) which are not expressly set out in this Warranty Statement and any liability arising on the part of Monroe Australia for any breach of such warranties, conditions, representations or statements are hereby expressly excluded; and where any warranty is implied by law and is not excluded by reason of (paragraph 1), subject to any contrary provisions (which cannot be modified or excluded) of the Trade Practices Act, or any State act or regulation, the liability of Monroe Australia shall be limited to a liability to pay to the purchaser an amount equal to the cost of replacing the goods excluding, to the extent permitted by law, costs of removal of the defective goods and installation of the replacement goods.