



1051 West 7th Street
Monroe, WI 53566
608-328-8127 ~ Fax: 608-328-4278

Warranty Policy

Uninstalled Parts and Equipment Provided by Monroe Truck Equipment

Monroe Truck Equipment will provide the following limited warranty for a period of one year to the original purchaser of all uninstalled goods provided by Monroe Truck Equipment:

LIMITED WARRANTY: All goods provided by Monroe Truck Equipment (MTE) will be free from defects in material and workmanship for a period of one year from the date of purchase by the original purchaser. This limited warranty shall be the sole and exclusive remedy for any such product found to be defective. This limited warranty supersedes all previous warranties and is exclusive and in lieu of all other warranties, whether expressed or implied.

This limited warranty applies only to parts or accessories manufactured by MTE and/or provided by same. Except with respect to title, this limited warranty does not pertain to parts or accessories not manufactured and/or provided by MTE, regardless of whether such parts or accessories were selected and/or recommended by MTE. MTE will, as a service to the buyer, pass on any warranties received from the original manufacturer of MTE provided parts and/or accessories.

Note: For MTE Snow & Ice products and manufactured bodies, the original owner must register the product with MTE within thirty (30) days of purchase. Registration can be done by mail-in card or on the MTE website (www.monrotruck.com).

MTE will not under any circumstances be liable for any incidental or consequential damages whether in tort, contract, or otherwise, for any bodily injury, death, property damage, loss of use, or loss of income resulting from or in any way arising out of any goods provided by MTE, or their sale, use, or manufacture.

Any warranty claim deemed to be arising from the result of misuse, abuse, neglect, accident, improper installation, lack of maintenance, act of war (whether declared or otherwise), or natural event will be denied. Any repair or modification by the buyer or any third party, without the prior written consent of MTE, will void any possible warranty compensation. Any damage deemed to be the result of abnormal operation will not be compensated by this warranty.

Normal or special maintenance items such as fuels, fluids, tires, belts, hoses, filters, air cleaners, light bulbs, and any other items considered consumables or subject to normal wear and tear that are supplied in connection with goods provided by MTE are not allowed under this warranty.

All engines, pumps, cylinders, valves, and motors are warranted by their manufacturer and not by Monroe Truck Equipment. The manufacturer's warranty will apply to these parts. Electrical and hydraulic components are not to be disassembled without the express written consent of MTE. Disassembly of MTE-provided components without prior authorization will void any warranty.

Monroe Truck Equipment shall be the sole and final determining authority as it applies to the administration of this warranty policy. Purchaser acknowledges receipt of Monroe Truck Equipment Warranty Policy and agrees to be bound by same.



GLOBAL SOLUTIONS
ARMORED VEHICLES ~ SPORT TRUCK CONVERSIONS
MUNICIPAL SNOW & ICE CONTROL ~ FIRE APPARATUS
PICKUP TRUCK ACCESSORIES ~ TRUCK EQUIPMENT/MODIFICATIONS





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Any and all warranty claims must be forwarded to MTE within 10 days of defect discovery. A copy of the original Monroe Truck Equipment invoice as well as the manufacturer's model number, serial number, and date of installation must accompany all correspondence regarding said claims. MTE will, at their option, choose whether to repair or replace the defective part unless otherwise specified by the original manufacturer of said part.

Procedures for Warranty Claims Notification

For submission of any warranty claim please contact Monroe Truck Equipment, Warranty Department at 800-356-8134.

The following documentation will be needed when you call for initial warranty authorization:

1. A copy of the original MTE invoice.
2. Make, Model, and VIN of the vehicle involved.
3. Part number and serial number of the MTE-manufactured product (if applicable).
4. Part number and serial number of the individual part affected (if applicable).
5. A complete description of the problem with digital photos if requested.

The following must accompany any claim submitted to Monroe Truck Equipment:

1. Documented photographs of any physical damage.
2. Inspection notes by MTE personnel or MTE authorized 3rd party.
3. Authorization number issued by Monroe Truck Equipment Warranty Department.

Defective parts must be returned to Monroe Truck Equipment (freight prepaid) within 30 days of issuance of Authorization Number.

Monroe Truck Equipment reserves the right to void any warranty for failure to comply with Monroe Truck Equipment Warranty Policy.

This policy is effective March 21, 2018