



## Monroe Truck Equipment Hydraulics Return Policy & Procedure

**This policy covers excess and warranty parts that are being returned to Monroe Hydraulics Department for credit.**

- All returns must be pre-approved and are subject to the discretion of Monroe Truck Equipment's Hydraulics Warranty Department.
- Returns are subject up to a 15% re-stock fee. A re-stock fee will not be applied to any warranty defects.
- To obtain approval for a parts return or warranty claim, refer to the contact information on the MTE Hydraulics Warranty policy statement.
- When calling to request an RGA for a parts return, please have the following information ready: Original invoice number, part number, quantity and serial number if applicable.
- When calling to request a CSR for a warranty claim, please have the following information ready: Original invoice number, serial number, part number, quantity and, if available, the VIN number.
- You will receive an RGA or CSR form by email, fax or regular mail that must be included with the return. Also, you must print the RGA or CSR number on the outside of the return.
- Anything returned to MTE without an RGA or CSR form and/or approval from Monroe Truck Equipment's Hydraulics Warranty Department will be sent back, freight pre-paid and billed to your account.
- Distributor warranty labor must be pre-approved and will be paid at a labor rate of \$43.50 per hour. Warranty policy does not cover travel expenses or mileage.
- We do not accept returns of purchased parts over 6 months old, manufactured parts over 12 months old, or special order parts.
- From the date the RGA or CSR was issued, you have 30 days to return the parts or the RGA or CSR will be canceled.
- Freight costs incurred to return excess or warranty parts are the responsibility of the customer sending the return. Freight costs that are to be credited will be done at ground costs only.

