



MONROE WARRANTY STATEMENT

(VALID IN AUSTRALIA & NEW ZEALAND)

Monroe Australia Pty. Limited
ACN 007 525 386 (Monroe Australia)
warrants all of the below-mentioned Ride
Control Products sold under the Monroe
brand name to the consumer against
defects and abnormal wear
and tear, for the periods stated below:

5 years/100,000 kilometres from
date of retail purchase or date of
fitment, whichever occurs first.
(a) OESpectrum

The product must be installed in
accordance with the recommendations
and specifications of Monroe Australia.
In particular: (i) both shock absorbers
on the same axle must be replaced with
Monroe® OESpectrum Shock Absorbers;
and (ii) the Protection Kits (PK) and
Mounting Kits (MK) must be replaced
at the date of fitment.

3 years/60,000 kilometres from date
of retail purchase or date of fitment,
whichever occurs first.
(a) GT GAS with Reflex™ technology
(b) Gas-Magnum TDT
(c) GT Sport

2 years/Unlimited kilometres from date
of retail purchase or date of fitment,
whichever occurs first.
(a) Magic Camber
(b) Van Magnum
*excluding commercial use vehicles

2 years/40,000 kilometres from date
of retail purchase or date of fitment,
whichever occurs first.
(a) Gas Riser
(b) Monroe Original
(c) Gas-Magnum
(d) Monro-Matic

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

(a) Max-Lift

12 Months/20,000 kilometres from date
of retail purchase or date of fitment,
whichever occurs first.
(a) Steering dampers

12 Months/150,000 kilometres from date
of retail purchase or date of fitment,
whichever occurs first.
(a) Magnum 70, 60, Fxxx,
Bxxx,Txxx Series

In this warranty:

1. "date of fitment" means the date that
the Ride Control Product is installed
in the vehicle, in accordance with the
recommendations and specifications
of Monroe Australia;
2. "date of retail purchase" means the
date that the Ride Control Product
is purchased by a consumer from an
authorised distributor or retailer of
Monroe Australia; and
3. "consumer" means the end user of
the Ride Control Product.

Warranty Claims

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

Monroe Australia distributors are
qualified to validate all warranty claims,
but Monroe Australia reserves the
right to inspect all products claimed as
defective.

Subject to the remaining terms of this
warranty, Monroe Australia will replace a
defective product if:

- a. The consumer ceases use of the
defective product and either Monroe
Australia or the Monroe Australia
distributor from whom the defective
product was purchased is contacted,
in accordance with the below
procedure.

- b. A fully completed Monroe Australia
Warranty Claim Form (which claim
forms are available from place of
purchase) is presented with each
defective product to the Monroe
distributor from whom the defective
product was purchased, or to Monroe
Australia at the address below. (Each
Monroe Australia Warranty Claim Form
can be used for up to two (2) defective
products. Please nominate the
number of products being claimed).

- c. The Monroe Australia Warranty
Claim Form must include all vehicle
identification data, the product
number, date of retail purchase
or date of fitment and a fulsome
description of the defect.

- d. Both the consumer's and distributor/
installer's names, addresses
and telephone numbers must be
provided to allow Monroe Australia
representatives to contact claimants
under the warranty.

- e. Copies of proof of purchase
documents must be attached to the
Monroe Australia Warranty Claim
Form and signed by the Monroe
distributor's claim officer.

4. This warranty is given by:
Monroe Australia Pty. Limited
1326 South Road,
Clovelly Park SA 5042
Telephone No: +61 8 8374 5222
or 1800 088 205
Email Address:
customerservice@tenneco.com.au

5. The warranty periods for the various
Ride Control Products are as set out
under the abovementioned "Warranty
Statement" section.

6. Monroe Australia's obligation under
this warranty is strictly limited to
replacement of the defective product.
The costs associated with claims,
removal and installation are not
included and any incidental and
consequential damages are excluded
under this warranty, to the extent
permitted by law.

**BUILT
TO LAST**



Exclusions

Excluded from this warranty are:

1. Regular wear out.
2. Products fitted contrary to installation information in the Monroe Australia catalogue (as amended from time to time).
3. Products which have been modified or damaged by incorrect mounting or incorrect use of the vehicle, contrary to the car manufacturers' specifications or the specifications of Monroe Australia.
4. Premature wear-out caused by re-use of damaged mounting parts such as rubber dirt shields, damaged bump stops, etc.
5. Cartridges claimed for noise, which have not been properly tightened down with the locking ring.
6. Severe interference between the product and other suspension components, causing noise or failure of the shock absorber.
7. Any damage caused by an accident.
8. On air-adjustable units, air-sleeve damage such as burn holes and abrasion caused by another part of the vehicle.
9. Products showing evidence of improper tightening of the mounting bolts, causing parts to wear or bend.
10. Lower mounting studs on Ford Falcon front shock absorber products twisted off by over-tightening.
11. Vice jaw or "multigrips" type wrench marks on polished section of piston rod, causing damage to oil seal and / or oil leakage.
12. Reconditioned or recycled Monroe Australia products.
13. Defects caused by lack of maintenance or maintenance incorrectly executed on the vehicle.

Important notice for Australian consumers

All warranties provided in this Warranty Statement are additional to other rights and remedies the consumer may have under a law in relation to the goods to which the warranty relates.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

Important notice for New Zealand consumers

All warranties provided in this Warranty Statement are additional to the non-excludable rights and statutory guarantees pursuant to the provisions of the Consumer Guarantees Act 1993 and the Fair Trading Act 1986. Except as expressly stated below in respect of the supply of products in trade or for business purposes, nothing in this Warranty Statement is intended to exclude, restrict or modify any of those non-excludable rights or statutory guarantees.

For Monroe Australia products provided in New Zealand to consumers, the products come with non-excludable rights and statutory guarantees pursuant to the provisions of the Consumer Guarantees Act 1993 and the Fair Trading Act 1986.

To the extent permitted by law, where the products are supplied in trade (within the meaning of the Fair Trading Act 1986) in New Zealand, Monroe Australia and the party agree that sections 9, 12A, 13 and 14(1) of the Fair Trading Act 1986 will not apply (including any subsequent statutory provision which amends or replaces it, and any by-law, regulation, order, statutory instrument, determination or subordinate legislation made under it).

Where the products are supplied for business purposes in terms of section 2 of the Consumer Guarantees Act 1993, the parties acknowledge and agree that the provisions of that Act shall not apply.