



*We stand behind our products*

**Replacement parts:**

1. Monarch offers a 1 year limited warranty on manufacturer defects.
2. All claims must be made within 10 days of receipt of goods.
3. Our warranty **does not** cover:
  - Accidental damage
  - Abuse or incorrect use of the product
4. If a part is deemed to be defective & replaceable Monarch will replace the part free of charge.
5. If a part cannot be replaced an RA# will be issued for a full refund. Monarch does not send out no-charge replacements. A new PO will need to be placed with the order department.
6. Replacement parts are shipped via UPS ground standard service. Please allow 5-7 business days for delivery. Monarch is not liable for certain factors such as transit time delays or location that may affect the delivery time.
7. Parts can be ordered:
  - Online: <http://www.monarchspec.com/service/index.php?lang=en>
  - By email: [service@monarchspec.com](mailto:service@monarchspec.com)
  - By Telephone: 1-800-511-0784

**Please have the item/model number available, as well as the assembly sheet provided with your item.**

**Exchanges/Returns:**

1. Monarch does not exchange or reimburse purchases directly with the public. This must be done through your point of purchase.
2. All claims must be made within 30 days of receipt of goods.
3. All returns must be received unassembled in original packaging in re-sellable condition.
4. Monarch will not cover the freight costs for buyer's remorse.
5. Deductions will only be processed with an approved RA # provided by the Monarch service department.
6. Monarch does not provide credit notes.