



2121 Blount Road • Pompano Beach, Florida 33069

MILE MARKER WARRANTY INFORMATION

Mile Marker/Selectro hubs, conversion kits limited warranty

Mile Marker Inc. warrants directly to the first purchaser of each Mile Marker Supreme and Streetmaster locking hub that it will be free from defects in material and workmanship appearing under normal use and service for as long as said purchaser owns the locking hub. Mile Marker “Selectro Classic” models have a 1-year warranty. All Mile Marker Conversion Kits have a 1-year warranty, except for the Four Wheel Drive Chain included in some kits, which has a 90-day warranty. This warranty extends only to the first purchaser. Warranty registration cards for each product must be submitted at the time of purchase or within 30 days by the end user. If you discover a hidden defect, Mile Marker will, as its option, repair or replace the product or necessary replacement parts at no charge to you, provided you remove the product from the vehicle and return it prepaid to Mile Marker Inc. If the product was purchased in the United States, the owner must contact our warranty department to get a Return Goods Authorization (RGA) Number before returning the product. If the product was purchased outside the United States, the owner must return the product to the original place of purchase.

Mile Marker Inc. hydraulic winch limited warranty

Mile Marker Inc. warrants each winch when used in normal service against factory defects in materials and workmanship to the original commercial and recreational purchaser for the period of five (5) years. New cable assemblies are warranted against defects in workmanship and materials when received by the retail purchaser. There is no applicable warranty after initial use. Excluded from this warranty are the finish of the winch and any condition Mile Marker determines to have been caused by misuse or abnormal use. Warranty registration cards for each winch must be submitted at the time of purchase or within 30 days by the end user. Registration cards must reference winch serial number to be valid. Warranty will only be valid for the original purchaser of the winch and installed on the vehicle for which it was originally registered. The owner will be responsible for removing the winch and returning it to Mile Marker freight prepaid unless a determination is made that replacement parts can be sent out which will remedy the problem. Mile Marker will repair or replace any or all winch parts, which after inspection determines to be defective. If the product was purchased in the United States, the owner must contact our warranty department to get a Return Goods Authorization (RGA) Number before returning the product. If the product was purchased outside the United States, the owner must return the product to the original place of purchase.

Mile Marker Inc. electric winch limited 2-year warranty

Mile Marker, Inc. offers a limited two (2) year warranty to the original retail purchaser for each new Mile Marker electric winch, used as a recreational recovery winch only, against manufacturing defects in workmanship and materials on all mechanical components. Electrical components consisting of motors, solenoids, wiring, wire connectors and associated parts have a limited one (1) year warranty. New cable assemblies are warranted against defects in workmanship and materials when received by the retail purchaser. There is no applicable warranty after initial use. Excluded from this warranty are the finish of the winch and any condition Mile Marker determines to have been caused by misuse or abnormal use. Warranty registration cards for each winch must be submitted at the time of purchase or within 30 days by the end user. Registration cards must reference winch serial number to be valid. Warranty will only be valid for the original purchaser of the winch and installed on the vehicle for which it was originally registered. The owner will be responsible for removing the winch and returning it to Mile Marker freight prepaid unless a determination is made that replacement parts can be sent out which will remedy the problem. Mile Marker will repair or replace any or all winch parts, which after inspection determines to be defective. **If the product was purchased in the United States, the owner must contact our warranty department to get a Return Goods Authorization (RGA) Number before returning the product.** **If the product was purchased outside the United States, the owner must return the product to the original place of purchase.**

Mile Marker electric winches are intended for recreational self recovery usage. The warranty is void if the winch is used in commercial or industrial applications.

General Warranty Procedure and Policy:

For U.S. Customers: DO NOT RETURN TO PLACE OF PURCHASE. The end user MUST contact Mile Marker directly by calling 1-800-886-8647. Our customer service representatives will work to resolve any warranty issues. The owner must receive a Return Goods Authorization (RGA) Number before returning any product. The owner will be responsible for removing the product and returning it to Mile Marker freight prepaid unless a determination is made that replacement parts can be sent out which will remedy the problem. Mile Marker will repair or replace any or all parts, which after inspection determines to be defective.

For International Customers: RETURN PRODUCT TO PLACE OF PURCHASE, OR IF NOT FEASIBLE, CONTACT MILE MARKER. The Distributor or Dealer **may then repair or replace the product. The dealer may then** contact Mile Marker by calling 1-800-886-8647 to receive an RGA number to return merchandise for warranty consideration. If a Distributor or

Dealer chooses to submit warranty claims for the end user or Jobber there are certain guidelines that need to be adhered to. They are as follows:

- The merchandise must be within the warranty period. See the Mile Marker warranty statement for time periods.
- Freight must be prepaid to the designated warranty service location.
- Mile Marker will inspect the returned merchandise and make a determination if the problem is warrantable. If it is warrantable Mile Marker will repair and return freight prepaid.

For all returned merchandise: If it is determined that a problem is not warrantable Mile Marker will contact the returning party to determine a disposition of the merchandise as follows:

- Return “as is” without repairing.
- Provide an estimate of the repair costs to the sender for approval/disapproval and **take action** as directed by the sender.

After receiving the Returns Good Authorization (RGA) Number: Attach the RGA Number, your name, address, phone number and a detailed description of problem relating to malfunction and a copy of a bill of sale. To obtain any warranty coverage, it is absolutely necessary that you present proof of purchase acceptable to Mile Marker, such as a purchase receipt. Please remove the cable from any winch to save both parties on freight costs, and package the product either in its original packaging, or other adequate means of packaging. Mile Marker will not repair or warranty items that are damaged in shipment to us, unless it is no fault of the customer.

Warranty Exclusions:

There are certain conditions that are not eligible for warranty consideration by Mile Marker. They are as follows but not limited to the following:

- Winches returned in pieces will not be considered for warranty.
- Any item that has been involved in an accident will not qualify for warranty.
- Winches caked in mud will not qualify for warranty
- Winches that have been modified or taken apart and reassembled will not qualify for warranty.
- Winches that have the tie bars separated from the housing will not qualify for warranty.
- Winches that show general abuse will not qualify for warranty.
- Products damaged in shipping due to poor packaging will not qualify for warranty.

- Mile Marker will not issue an RGA for **products** that have been batched. If a Distributor or dealer receives a winch or other item for warranty consideration by Mile Marker, it must have an RGA issued and sent to the designated service location within 15 days of receipt from the end user. Mile Marker will not accept any merchandise without an RGA number or that exceeds the 15 day period. **No credits will be provided. Products returned to Mile Marker will be repaired or replaced and returned.**

Important Notice: To the fullest extent permitted by applicable law, the following are hereby excluded and disclaimed:

1. All warranties of fitness for a particular purpose;
2. All warranties of merchantability;
3. All claims for the face hereof.

Some states do not allow the above exclusions or disclaimers in consumer transactions and as such this disclaimer/exclusion may not apply to you. To the extent such warranties of fitness or merchantability are deemed to apply to this product, they exist for only so long as the express limited warranty elsewhere set forth is in existence.

The obligation under this warranty, statutory or otherwise, is limited to the replacement or repair at the manufacturer, upon inspection of such part(s), to have been defective in material or workmanship. This warranty does not obligate Mile Marker, Inc. to bear the cost of labor or transportation charges in connection with the replacement or repair of defective parts, nor shall it apply to a product upon which repairs or alterations have been made, unless authorized by the manufacturer, or for equipment misused, neglected or improperly installed.

Mile Marker, Inc. reserves the right to change, alter or improve its products in design, materials or appearance without incurring any obligation to incorporate such changes in products that were previously manufactured.

Consequential Damages: Mile Marker accepts no liability, responsibility or obligations for incidental, indirect or consequential damages from the use of Mile Marker products no matter what the conditions of use. This includes injuries, repair costs, lost time, economic impacts and other similar impacts. Some states do not allow the above exclusions or disclaimers in consumer transactions and as such this disclaimer/exclusion may not apply to you.

This warranty gives you specific legal rights and you may have other legal rights which vary from state to state. To submit a warranty claim contact; Mile Marker, Inc. Warranty Administrator 2121 Blount Road, Pompano Beach , FL 33069 (800) 886-8647

