



A Division of Miami Industrial Trucks Inc.

Satisfaction Guarantee

SERVICE

- o Aerial Equipment of Ohio provides emergency road service even on weekends. Speak directly to a service rep 24/7/365.
- o Your Planned Maintenance (PM) will be completed within ten business days of the due date or there will be no standard PM labor charge. This applies to any Aerial or Cleaning piece of equipment on a 180-day (or less) cycle.
- o Any unit AEO is working on will be repaired correctly when promised or you'll get a comparable free loaner until repairs are complete. We also guarantee our service work for 3 months.

PARTS

- o Aerial Equipment of Ohio will supply replacement parts for all major manufactures and aftermarket suppliers with whom we have accounts.
- o All parts purchased from Miami Industrial Trucks are guaranteed for 6 months.
- o Our nightly shuttle to our central parts depot-and our 90% on shelf availability – enables us to guarantee any part listed within our inventory.

RENTAL

- o If we do not deliver rental equipment within the promised time, you will receive a certificate for one free day of rental.
- o If we are unable to supply rental equipment on the date you need, you will receive a certificate for one free day of rental.

DIRECT ACCESS

- o A.E.O. people have the authority to solve your problems on the spot. If we are unable to resolve concerns within 24 hours, your issue will be on the president's desk for immediate attention.
- o You can also reach us around the clock on our website at www.mitlift.com

TRAINING

- o We guarantee to schedule you for classes within 30 days at our Training Center or we will give you a certificate for one free training class.

*"We're a service-driven company selling quality products
which we back with our personal guarantee."*

George G. Malacos, President / CEO
100% family owned and operated