



Satisfaction Guarantee

SERVICE

- Miami Industrial Trucks provides 24/7/365 service and will respond to your emergency service call within 2-4 hours, or the service call charge will be waived.
- Your Planned Maintenance (PM) will be completed within 10 business days of the due date or there will be no standard PM labor charge. This applies to any lift truck on a 180-day (or less) cycle.
- Any lift truck 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 6 months.

PARTS

- Miami Industrial Trucks will supply the replacement Caterpillar or Mitsubishi part you need within 24 hours or the part is free (when ordered by 4:00 P.M., EST)
- All parts purchased from Miami Industrial Trucks are guaranteed for 6 months.
- 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

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

EQUIPMENT

- If any new or used equipment does not perform as represented, and we do not solve the problem to your satisfaction, we will buy it back, less applicable rental charges, within 60 days of delivery.
- Our free Fleet Analysis will provide proposals to reduce overall cost, or we will give you a \$100 credit for any service or equipment purchased from Miami Industrial Trucks.

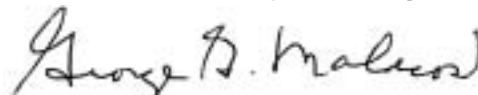
DIRECT ACCESS

- M.I.T. 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.
- You can also reach us around the clock on our website at www.mitlift.com

TRAINING

- 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

www.mitlift.com