

July 17, 2023

Fulfillment Policy

The company uses Stripe as a means to accept credit card payments from customers making refundable reservations for Monarch's products. Reservations are governed under the company's Bookings Policy.

Reservations

Customers can make a reservation for future delivery of a tractor by completing the established reservation process which includes executing a confirmation form and remittance of the deposit amount. The reservation amount will be applied to the final sales order when the customer buys a tractor, or the reservation is refundable at the customer's request. A reservation is not considered a sales or purchase order for a vehicle or service since it is non-binding and therefore the potential booking is "at-risk". Any request for a product that is subject to final transaction pricing, financing arrangements and/or delivery details to complete the purchase is not considered a booking.

Reservation Holder – A person or entity who completed the Reservation process for a Monarch Product. A Reservation Holder is a Customer, and the Reservation is a conditional sale of a product with partial payment by the Reservation Holder, subject to refund at Reservation Holder request. Upon entry into a sales order with Monarch, the Reservation will be credited against the fees due thereunder, and the conditional sale will be cancelled in favor of the unconditional sales order.