



Shocktober FAQs

Rebate:

- 1. How much money will I get back?**
 - a. You will receive a Visa Prepaid Card for a set amount depending on purchased items (this does not include installation or labor costs)
- 2. Where is the rebate form?**
 - a. You can download the rebate form by clicking on “Get the Rebate Form” on the banner at the top of www.1aauto.com/shocktober
- 3. Can I do the rebate online?**
 - a. No, this is a mail in rebate only
- 4. What needs to be mailed in for me to get my rebate?**
 - a. Your complete invoice that’s included in your package
 - b. The original UPC symbol from all 4 boxes
 - c. The downloadable rebate form
- 5. How fast will I get my rebate?**
 - a. Please allow 8-10 weeks for processing
- 6. When does Shocktober start/end?**
 - a. This promotion starts September 1, 2017 and ends October 31, 2017
 - b. Offer submission must be postmarked by November 30, 2017
- 7. Whom can I call for help when I am confused?**
 - a. You can call 1A Auto’s excellent customer service department at 888.844.3393
- 8. Do all four items need to be on one order?**
 - a. Purchases must be on one invoice for one vehicle
- 9. How many times can I get the rebate?**
 - a. Limit ONE rebate per person, household, or address. Limit TWO offers per household in Rhode Island.
- 10. What if I just want to read the fine print myself?**
 - a. Just click “Get the Rebate Form” on the banner at the top of www.1aauto.com/shocktober to see all of the terms & conditions



MONROE
SHOCKS & STRUTS

SHOCKTOBER

2

Purchase combinations of two (2) or four (4) qualifying Monroe® or Rancho® ride control products and get up to an **\$80** Prepaid Card by mail.

PROMOTION PERIOD: SEPTEMBER 1 THROUGH OCTOBER 31, 2017

CLICK HERE

Feeling Is Believing FAQs

Technical:

1. How long do shocks & struts usually last?

- a. The Motorist Assurance Program has done extensive research on shocks & struts, and they have found that there is measurable degradation at 50,000 miles. Depending on driving habits, potholes or rough country/dirt roads, 50,000 miles is usually about 3-7 years. By that time, the shocks/struts have gone up & down 87.5 MILLION times!

2. They look fine, so why should I replace them?

- a. Shocks and struts do not always fail in a method that can be seen. In fact, they often fail internally with no outward signs other than the lack of ride control in the vehicle. Lack of ride control often includes excessive braking distance, weight transfer and body roll. This excessive weight transfer will cause all of the braking, steering, and suspension components to work harder. Ball joints, control arms, and brakes will all wear out faster when the shocks or struts are not working effectively. Tires end up wearing in a "cupped" pattern becoming noisy, and shorten the life of the tire. If you find yourself needing these associated suspension parts, your shocks/struts may actually be the root cause.

3. Why should someone buy 4 struts instead of 1 or 2?

- a. Having one shock/strut that is degraded by 50% can increase stopping distance up to 10 feet. Mismatched working and non-working shocks/struts can also cause a vehicle to become unpredictable during cornering, braking, and steering. Under normal conditions, shocks and struts are replaced in sets of 4, so if one shock/strut is not working, the rest are likely in similar condition. Mixing old and new struts/shocks can drastically reduce the life of the new part.

4. Why Monroe over another brand?

- a. Monroe has been in business since the early 1900's, and has been making shocks since 1926! They were the first to bring quick-struts (loaded struts) to automotive world. Quick Struts include the spring, strut, bump-stop, boot, and strut mount. Buying Quick Struts rather than individual components can save incredible amounts of time during installation, and it gives peace of mind knowing that the all of the parts matched perfectly, and new. Lastly, the majority of the products that Monroe builds are for OE car manufacturers, so you know their quality is top notch.

5. Is installing shocks and/or struts a do-it-yourself job?

- a. This depends on your skill level and ambition. Basic hand tools are required for loaded struts and shocks, along with several hours of labor. Some vehicles are very do-it-yourself friendly, and others are far less. At 1AAuto, we have over 100 videos showing how to replace shocks/struts on popular vehicles. We encourage you to browse [our comprehensive video library](#) for helpful installation tips and tricks. Bare struts may require additional time/specialty tools/safety precautions.