

Warranty clauses

MPI synthetic stone components are guaranteed for 5 years from the date of shipment (repair or replacement). This guarantee applies only to manufacturing defects. This guarantee shall apply only inasmuch as the products are used responsibly.

It shall not cover:

- A - Damage resulting from exposure of the material to excessive heat (e.g., direct burns).
- B - Damage caused by the use of hot water above 55°C.
- C - Problems caused by installation that is not performed appropriately and / or that does not respect the detailed installation instructions provided by us.
- D - Degradation caused by improper maintenance and / or the use of unsuitable maintenance products. For information, our company distributes maintenance instructions that specify the instructions to be followed.
- E - Any alteration of the material due to excessive physical or chemical aggression. The limits of the properties of the product are specified in our data sheets.
- F - Any damage resulting from improper use of the product.
- G - Damage resulting from shocks during the construction phase or during use.

This guarantee shall be limited to 5 years from the date of shipment.

It shall cover only synthetic stone products.

This guarantee shall cover the repair or replacement of a defective product with a new product.

If MPI is unable to repair or replace the product, MPI hereby undertakes to reimburse the value of the product.

Unless otherwise decided, the removal / installation costs shall never be covered by MPI, which ensures only the replacement of its defective products.

To benefit from this guarantee, please contact the MPI company directly, supplying proof of the problem encountered.

