



## OUR COMMITMENT TO YOU

Customer Name

Order reference

Date

**With this contract of services, Mobalpa offers you all the written guarantees that you are entitled to expect from a great brand.**

### 1 Offer you a clear and detailed quotation

We create a project adapted to your budget, made readable and realistic thanks to a 3D perspective. Our quotations are detailed line by line showing you the breakdown of your chosen furniture, worktops, appliances, sanitaryware, delivery and installation if applicable.

### 2 A guarantee of training and skills

Because at Mobalpa, the Sales Designers are regularly trained in design, decoration and the association of shapes, colours and materials, we undertake, before choosing a final design principle, to consider all design possibilities that could match your requirements and expectations using sketches and mock-ups.

### 3 Comprehensive monitoring of your project

We always perform measurements in-situ, provide technical drawings pertaining to the technical design of your kitchen (electrics, plumbing, any masonry adaptations, etc.) and check the compliance of such work prior to installation.

### 4 Quality & guarantees of products and services

Mobalpa factories are ISO 9001 certified. We guarantee the products for the following time periods:

- 25 years on unit hinges and drawer runners
- 10 years on units, parts and labour

These guarantees are subject to the terms shown on the guarantee forms delivered with the products and are effective as from the date of delivery.

### 5 Respect for the environment and sustainable development

Mobalpa factories are ISO 14001 and PEFC certified. They can thus offer proof that they are in a constant cycle of improvement in product quality, while also respecting the environment. And we undertake, at your request at the time of considering your project, to offer the best solutions, taking into account sustainable development: choice of materials, low-energy lighting, water economisers, waste sorting, etc.

### 6 A guarantee on your deposit

The Mobalpa brand ensures that your order and continuity of services will be honoured, even if the store ceases trading your deposit, 25% of the contract value will not be lost.

### 7 Guaranteed deadlines

On signature of your order, we guarantee the delivery time of your furniture, appliances and miscellaneous equipment (sink, taps, accessories). Should this fail to be the case, purely through our own fault, we will reimburse 10% of the value of the undelivered items after one week's overrun.

### 8 Professional installation

Installation is always performed by qualified installers who have accumulated experience over hundreds of kitchens installed. The installation is inspected and certified by means of a completion of work certification.

### 9 Always ready to listen to you, your satisfaction is assessed

We undertake to reply to any requests you might make within 72 business hours, and make every effort thereafter to comply with them. Mobalpa cares about your satisfaction and undertakes to assess it on completion of your purchase, using a customer survey.

Client's signature

Stamp & signature of store

The validity of this contract is subject to signature by both parties.

Within the framework of the satisfaction survey, the customer accepts that their answers (with their name) are will be transmitted to the dealer and Mobalpa. Overrun penalties cannot apply in cases of Force Majeure (Act of God) or actions imputable to third parties such as strikes, fires, failures in the chain of supply.

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# MOBALPA