



## 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 Guarantees for products and services**

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

- Manufacturer guarantees on home appliances, see conditions in store
- from the Mobalpa Selection catalogue.

These guarantees are subject to the terms and conditions shown on the guarantee forms delivered with the products, and take effect on the date of invoicing. These terms and conditions include notices relating to the legal guarantees for hidden defects and conformity. These terms exclude consumable products.

**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**

Mobalpa is committed to successfully completing your project in all circumstances. The continuity of our services will be honoured even if your dealer ceases to trade. Your deposit (up to 25% of the order value) will not be lost.

**7 The power to change your mind**

You can change your mind about the colour of your fronts, worktops and handles right up until the technical visit, when you finalise your choices.

**8 Guaranteed deadlines**

We guarantee, upon signing your order, the delivery time (or availability in our warehouse) of your furniture. You will be reimbursed 10% of the value of all undelivered items if they are over a week late and if we are to blame for this delay.\*

**9 Professional installation**

The installation of your units is entrusted to qualified professionals, who have been carefully selected for their skills. We ensure the handover of the project, check its conformity and issue a work completion certificate (if applicable). Finally, we explain how your appliances and fittings function.

**10 Always ready to listen to you, your satisfaction is assessed**

We always take your expectations and remarks into account. We will ask for your honest opinion at the end of your purchase to ensure you are fully satisfied and to continue improving our services.

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