

Business Policies

Terms & Conditions

Pricing Structure: Designer and Boutique Collection tubs, sinks, shower bases and all other optional equipment/upgrades are priced by applying a multiplier to the current Retail Price Book, except where products are sold on a net price basis.

Payment Terms: All products shipped through the 25th are due the 10th of the following month. No other discounts apply unless approved by an MTI representative. Amount remaining unpaid after due date is subject to finance charge of 1.5% per month (18% annum).

Shipping Terms: Pricing is FFA (Full Freight Allowed) for most products to the selling distributor's loading dock per MTI-USA Freight Zone Schedule unless other specific arrangements have been authorized. Certain products may carry additional freight. If lift gate or inside delivery is needed, additional charges will apply. **Excludes residential delivery or drop shipments. Any deliveries to a location other than that of the purchasing distributor's location must have prior approval from MTI.**

Return Program: Returns on any MTI products are limited to standard soaking baths and whirlpools with **no options or customization** in white ONLY. Boutique Collection items in white, matte finish ONLY, are eligible for return. There will be a 25% RESTOCKING FEE plus the cost of return freight for any returned goods. Bone, Almond, Biscuit, other colors or special order options are **not returnable**. Boutique Collection items in gloss finish are not returnable. Air baths are not eligible for return. Specially priced and/or quoted items are not eligible for return. **In-stock** shower/tub enclosures may be returned only if in original, unopened packaging and perfect condition. Special order shower/tub enclosures are not eligible for return. Teak Shower Trays and Bath Furniture are custom items and are not eligible for return. All returned goods must be issued a Returned Goods Authorization (RGA) number. Goods returned without a RGA number will not be accepted or credited. In the event that a RGA number is issued by an authorized MTI agent, returned goods must be received by MTI before the official credit will be issued or debit memos accepted. Credit memos are valid for **210 days** from date of issuance. Call the MTI Technical Service Dept. for a RGA number. **Requests for returns after 60 days (2 months) from shipment date will not be accepted.**

Service & Warranty Conditions: Every product that leaves MTI has been thoroughly water tested in operational mode and given a static water test. It is further examined for surface flaws. While not impossible, the chance is fairly minimal that there is anything wrong or damaged on the unit before it leaves the MTI manufacturing facility. Please understand that once the product is transferred to a carrier, any damage that results is out of MTI's control. The product is then subject to 1) Freight shipping/handling, 2) Warehouse handling/storage and 3) Job site handling/installation. ALWAYS open and inspect the product upon delivery. If there is damage to the unit, contact MTI Baths **before** signing a bill of lading or allowing the driver to leave. You will be given a RGA number to return the product to us for repair or credit depending on the extent of the damage. If damage is minor and there are time constraints, you may accept the product, noting the damage on the bill of lading. Schedule necessary repairs and claim payment from the freight line company. **FAILURE TO INSPECT THE PRODUCT TRANSFERS ALL LIABILITY FOR REPAIR COSTS TO YOU!**

At the Job Site: It is imperative that all MTI products are professionally installed and completely WATER TESTED PRIOR TO ENCLOSING THE UNIT per MTI's installation instructions and warranty. If the product in fact does have a defect, it will be easier to correct if the unit has not been enclosed. **MTI will not accept responsibility in the case of a leaking problem discovered under circumstances where the tub was not properly handled or installed.** MTI will, of course, make repairs at no charge per our warranty on any defect in materials or workmanship discovered at the time of the water test that is handled professionally by a licensed plumber. Damage, including chips or scratches, incurred at the jobsite is excluded from warranty. Defects claimed after installation will be excluded from warranty. Call the MTI Technical Service Department with any service or warranty issue or if there is a question as to the coverage of MTI's warranty.

Specification and Pricing Changes: Prices and specifications are subject to change without notice. Product updates are sent regularly, and our website is updated continuously.

Contact Information:

MTI Baths 670 North Price Road Sugar Hill, GA 30518 mtibaths.com
Phone: 800-783-8827 or 770-271-8228 Fax: 800-438-8827 or 770-271-8254 email: customerservice@mtibaths.com

Please sign below indicating that you have received and read MTI's Terms and Conditions.

Signature of owner / representative

Date

