



MTI Baths, LLC Residential Limited Lifetime Product Warranty¹

MTI Baths is proud to offer the Residential Limited Lifetime Product Warranty set forth below for Cosmopolitan Collection sinks (the “Products”). This Limited Warranty is in lieu of all other warranties.

Application: This Limited Warranty applies solely to Products purchased from an authorized MTI Baths distributor or retailer after March 1, 2023 and installed in the United States. This warranty is product specific and extends only to the original consumer/purchaser of the MTI Baths Product. Original purchase and installation must be within the boundaries of the continental USA². The warranty terminates after transfer of ownership or if the product is installed or relocated outside the boundaries of the continental USA by the original consumer/purchaser prior to the expiration of the warranty period. Warranty coverage begins from date of purchase. Proof of purchase must be provided to MTI Baths upon request. Display floor models and overstock sale units are excluded from this Limited Warranty. Drain kits and accessories that are not manufactured by MTI are excluded from this product warranty.³ Accessories manufactured by MTI Baths carry a one year warranty for parts only.

Lifetime Warranty: MTI Baths warrants that its Products are free of defects in material and workmanship for the lifetime of the product to the original purchaser so long as (1) the Product is installed, maintained and used according to MTI Baths' recommended installation and maintenance procedures and usage instructions, and (2) use of the Product is limited to personal, family or single household purposes. Product installation location must be an indoor, climate-controlled, residential environment.

Shell: MTI Baths (MTI) warrants the shell of the mineral composite sink against defects in material and workmanship for the lifetime of the product to the original purchaser. Slight variations in the surface are indigenous to the natural stone appearance and do not compromise the structural integrity of the product, therefore are not considered defects or flaws. Blemishes, air holes or casting marks on the underside of the sink are not considered defects and do not affect the performance or quality of the product.

Exclusions: This Limited Warranty does not apply to or cover defects, damage or other failures that are the result of normal wear and tear of Products, unauthorized or unreasonable use or improper handling; caused by freight carriers, installers, users or other persons; or accidents or acts of God (e.g. earthquakes, floods, storms). MTI is not responsible for the cost of removing or reinstalling the Product or costs associated with any adjacent materials.

MTI Baths is not responsible for any damage caused by failure to follow Product instructions; neglect by the user during use of the Product; incorrect operation; lack of proper routine maintenance; the use of improper cleaners, abrasives, food, beverages (e.g., red wine), bathing products with harmful dyes or other contents (e.g., glitter), medicinal products (e.g., mecurochrome), make-up or hair dye; cigarette burns or burns from hot appliances; or misuse of any kind. MTI does not warrant leaks associated with improper drain installation or connections supplied by the installer. This warranty does not cover noises that result from poorly located or improperly installed or maintained plumbing vents. Improper installation of, or any alteration, customization or modification to the Product voids this Limited Warranty in its entirety. MTI Baths is not responsible for any damages caused by filling or overfilling a sink or by leaving a full sink unattended⁴.

The Product must be water tested for proper drainage, system operation, and leak detection prior to final installation and installed per the installation instructions provided. Failure to do so will void this warranty.

MTI BATHS IS NOT LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGE, LOSS OF TIME, INCONVENIENCE, INCIDENTAL EXPENSES, LABOR OR MATERIAL CHARGES OR ANY OTHER COSTS RELATED TO THE APPLICATION OF THIS WARRANTY.

¹ Commercial customers please refer to our Commercial Warranty.

² Exceptions for Alaskan and Canadian Customers: MTI Baths extends the complete Limited Lifetime Product Warranty to any mineral composite sink installed within a 75-mile radius of an Authorized MTI Distributor. Any installation site outside the 75-mile radius will be covered for two years, parts only. Exceptions for Hawaiian Customers: MTI Baths extends the complete Limited Lifetime Product Warranty to Hawaiian customers on the islands of Maui, Kauai and Oahu only. All other locations will be covered for two years, parts only.

³ Many drain kits and accessories carry a factory warranty direct from the manufacturer. Terms vary among manufacturers. Special order finishes for drain kits are excluded from this product warranty.

⁴ Never leave a filling or full sink unattended.



MTI Baths

Residential Limited Lifetime Product Warranty*

Warranty Claim Process: All claims under the Limited Warranty must be submitted in writing to MTI Baths within 10 days following discovery of the basis of the claim. All such claims must be submitted to service@mtibaths.com to obtain authorized service. Each claim must set forth the date of discovery, a description of the defect, the name and address of the installer of the Product, the date and address of installation, and the type or style of the Product.

The product warranty must be registered within one hundred twenty days from purchase. The product warranty must be registered before service for any malfunction or defect can be authorized. Registration can be completed online at mtibaths.com/contact-us/warranty-registration/ or mailed to MTI Baths at 670 N. Price Rd. Sugar Hill, Georgia 30518. Any claim submitted via an alternative method or without the required information shall be null and void.

Damage that occurred in transit is the responsibility of the carrier. The consignee must open and inspect the Product for damage when it is delivered. If the Product is damaged, this must be reported immediately to both the seller and the carrier in writing and an inspection must be requested. In the event that the carrier fails to respond, report such response to both the seller and the carrier. Any freight claims must be filed within ten business days. The installer(s) or person(s) (Consignee) acting on behalf of the Product owner is responsible for ensuring that the Product is free of defect or damage prior to installation. The Product Owner or Consignee must open and inspect the Product for damage when it is delivered. Product damage must be reported prior to installation.

Warranty Performance/Limited Remedy: As the sole and exclusive remedy, and MTI Baths' sole liability, for breach of the Limited Warranty, MTI Baths, will, at its election, repair, replace or make appropriate adjustments to the Product. MTI reserves the right to inspect the malfunction or defect on site and repair or replace the Product at its discretion. In all cases a reasonable time must be allowed for commencement and completion of warranty repairs, replacements, or adjustments. Repairs will be made by an authorized MTI Baths repairer. Replacement parts and/or repair services authorized under the terms of this warranty will result in the issuance of a service order number. No payment for services rendered will be made by MTI Baths without an MTI authorized service order.

Labor Not Included: MTI Baths is not responsible for labor charges or other charges related to the removal or installation or other costs involved in repairing or replacing the Product or the expense of shipment to or from the factory, except where provided by applicable law.

To obtain further information about this Limited Warranty and MTI Baths' warranty obligations please contact the MTI Service Department at 800.783.8827 or email service@mtibaths.com. Must have registration number available.

No other company or person has any authority to make any warranties or representations concerning MTI Baths or any Products. Accordingly, MTI Baths is not responsible for any such warranties or representations.

THIS LIMITED WARRANTY IS THE SOLE WARRANTY FOR THE MTI BATHS PRODUCT AND IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED, RELATING TO SUCH PRODUCT INCLUDING WITHOUT LIMITATION ANY IMPLIED WARRANTIES OF CONDITION, MERCHANTABILITY, DESIGN, OPERATION OR FITNESS FOR ANY PARTICULAR USE OR PURPOSE, OR QUALITY OF THE MATERIALS OR WORKMANSHIP.

Disclaimers: MTI Baths is not liable for special, incidental or consequential damages/losses from any cause, including water damage to carpeting, floors, or ceilings.

SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION, IN WHOLE OR IN PART, OF WARRANTIES OR THE EXCLUSION OF SPECIAL, CONSEQUENTIAL OR INCIDENTAL DAMAGES. THEREFORE, THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT BE APPLICABLE TO YOU.



**Customer
Service**

To verify coverage or request service, please contact the MTI Service Department and have serial or registration number available.

800-783-8827
service@mtibaths.com



MTI Baths, LLC

Commercial Limited Two-Year Product Warranty¹

MTI Baths is proud to offer the Commercial Limited Two-Year Product Warranty set forth below for Cosmopolitan Collection sinks (the “Products”). This Limited Warranty is in lieu of all other warranties.

Application: This Limited Warranty applies solely to Products purchased from an authorized MTI Baths distributor or retailer after March 1, 2023 and installed in the United States. This warranty is product specific and extends only to the original purchaser of the MTI Baths Product. Original purchase and installation must be within the boundaries of the continental USA². The warranty terminates after transfer of ownership or if the product is installed or relocated outside the boundaries of the continental USA by the original purchaser prior to the expiration of the warranty period. Warranty coverage begins from date of purchase. Proof of purchase must be provided to MTI Baths upon request. Display floor models and overstock sale units are excluded from this Limited Warranty. Drain kits and accessories that are not manufactured by MTI are excluded from this product warranty.³ Accessories manufactured by MTI Baths carry a one year warranty for parts only.

Two-Year Warranty: MTI Baths warrants that its Products are free of defects in material and workmanship for two years from date of purchase to the original purchaser so long as (1) the Product is installed, maintained and used according to MTI Baths’ recommended installation and maintenance procedures and usage instructions, and (2) use of the Product is limited to personal, family or single household purposes. Product installation location must be an indoor, climate-controlled, residential environment.

Shell: MTI Baths (MTI) warrants the shell of the mineral composite sink against defects in material and workmanship for two years from date of purchase to the original purchaser. Slight variations in the surface are indigenous to the natural stone appearance and do not compromise the structural integrity of the product, therefore are not considered defects or flaws. Blemishes, air holes or casting marks on the underside of the sink are not considered defects and do not affect the performance or quality of the product.

Exclusions: This Limited Warranty does not apply to or cover defects, damage or other failures that are the result of normal wear and tear of Products, unauthorized or unreasonable use or improper handling; caused by freight carriers, installers, users or other persons; or accidents or acts of God (e.g. earthquakes, floods, storms). MTI is not responsible for the cost of removing or reinstalling the Product or costs associated with any adjacent materials.

MTI Baths is not responsible for any damage caused by failure to follow Product instructions; neglect by the user during use of the Product; incorrect operation; lack of proper routine maintenance; the use of improper cleaners, abrasives, food, beverages (e.g., red wine), bathing products with harmful dyes or other contents (e.g., glitter), medicinal products (e.g., meicrochrome), make-up or hair dye; cigarette burns or burns from hot appliances; or misuse of any kind. MTI does not warrant leaks associated with improper drain installation or connections supplied by the installer. This warranty does not cover noises that result from poorly located or improperly installed or maintained plumbing vents. Improper installation of, or any alteration, customization or modification to the Product voids this Limited Warranty in its entirety. MTI Baths is not responsible for any damages caused by filling or overfilling a sink or by leaving a full sink unattended⁴.

The Product must be water tested for proper drainage, system operation, and leak detection prior to final installation and installed per the installation instructions provided. Failure to do so will void this warranty.

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¹ Residential customers please refer to our Residential Warranty.

² Exceptions for Alaskan and Canadian Customers: MTI Baths extends the complete Limited Two-Year Product Warranty to any mineral composite sink installed within a 75-mile radius of an Authorized MTI Distributor. Any installation site outside the 75-mile radius will be covered for one year, parts only. Exceptions for Hawaiian Customers: MTI Baths extends the complete Limited Two-Year Product Warranty to Hawaiian customers on the islands of Maui, Kauai and Oahu only. All other locations will be covered for one year, parts only.

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MTI Baths

Commercial Limited Two-Year Product Warranty*

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**Customer
Service**

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