



## 7-point Service and Warranty Procedure

Effective June 1, 2025

Customer service is of the upmost priority to MMG, and a large reason we have been successful over the last 40 years is based on the relationships we have built with our clients. We stand behind all of our products and installations and want to make sure you have the best customer experience with MMG.

If you need to request any service or warranty work, the procedures will be as follows:

1. Submit a written request to our Service and Repair Center via email. Please include detailed pictures as they often help with understanding the concern. Once the email is received and logged in, a work ticket will be generated.
2. An MMG Service Technician will be assigned to the work ticket to investigate. The Technician will personally visit the job site to assess the concern and will issue an Inspection Report.
3. Once the Service Technician has made a determination of the repair needed, you will receive a Scope of Work/Coverage Report in writing. This report will include a detailed description of the work needed, an estimate of costs or confirmation of coverage for warranty work, and suggestions on how to proceed.
4. Once you have received the Scope of Work/Coverage Report, you can choose to proceed with the suggested work or seek a second opinion.
5. The Scope of Work/Coverage Report must be signed and returned if the work is to be completed by MMG. If repair is not covered under warranty, full payment for the repair is required at this time.
6. For any billable work not covered by a warranty, payment must be made in full prior to any work commencing. Any Repair work done on a project MMG did not install will not be issued a new warranty.
7. Repair work will not extend, renew, or replace a warranty from the original application date.