



Magnets | Material Handling  
Electronic Inspection | Service

# MPI CUSTOMER BILL OF RIGHTS

To assure you that choosing MPI can be done with complete confidence, we stand behind our products with the industry's best policies and guarantees that make doing business with MPI easy and risk-free. The *MPI Customer Bill of Rights* is like a benefits package that starts the moment you first speak with us and extends long after your equipment installation. When you do business with MPI we guarantee your rights to:



## COMPLETE SATISFACTION

Our equipment will achieve the results for which they were designed and manufactured. If you encounter any issue, we will make it right. Family owned and operated since 1981, we stand behind our products and treat our customers like part of our family.



## LIFETIME SUPPORT

For as long as you own an MPI system, MPI Metal Control Experts are on-call to provide technical support regarding installation, start-up, optimization, and testing needs for your entire metal control system. We will even assist with your non-MPI brands.



## EDUCATION

You have the right to understand the technology you are buying, including the alternatives. We pledge a continued focus on education that empowers you, the customer, to have the facts to help you select what is best for your application.



## 24/7 SERVICE

2nd or 3rd shift need support? Our 24/7 service line connects you directly with an on-call MPI Expert. Call the main line at **1.248.887.5600** and press **9**.



## THE BEST QUALITY

Our products are built with the best available designs, materials and workmanship to provide the best metal control results in your application. From concept to final product, we design our equipment to the highest standards with the lowest total cost of ownership.



## RELIABLE DELIVERY

Over the last 10 years, 99% of our shipments have been delivered on or before our promise date. If you have an urgent request, let us know and we will do everything we can to make it happen.



## CHANGE OR TRADE-UP

We understand that production requirements change and sometimes you just wish you had ordered that extra option after your product is installed. For example, you just installed your quick-clean design but should have ordered a self-clean design. No problem, just let us know and we will work it out.



## FAIR PRICES

We are committed to providing premium products at the best value. If you receive a competitive quote with a lower price for an "apples to apples" product, we will match it – plain and simple.



## EXPERT SUPPORT BEFORE THE SALE

Our focus on education is not just for you, the customer. We also focus on continuous internal training to ensure we have the most competently trained product and application experts available. Our qualified team will guide you through the product selection process, ensuring you end up with the right product and options for your application. For fast, expert help:



## THE CHIEF

Really, our head honcho cares about your experience with MPI. If you have any feedback you'd like to share here is your open invitation to contact our Vice President of Sales & Marketing, Kyle Rhodes - [rhodes@mpimagnet.com](mailto:rhodes@mpimagnet.com).

Call: **1.248.887.5600**

Email: [info@mpimagnet.com](mailto:info@mpimagnet.com)

Live Chat: *M-F 8:30am-5pm EST @ [www.mpimagnet.com](http://www.mpimagnet.com)*