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## METPAR ORDER POLICIES

### PRODUCT WARRANTY

1. For panels, doors and pilasters (stiles) in our Powder Shield (aka Baked Enamel), Dur-A-Tex™, Stainless Steel, Plastic Laminate material, and all of our standard hardware; Metpar extends a one (1) year warranty from the date of purchase when materials are used in a normal application and properly installed, used and serviced. This warranty is limited to the repair and/or exchange of defective material and does not include field labor charges. Metpar, at its sole option, can either repair or replace such material without charge.
2. For panels, doors and pilasters (stiles) in our Solid Phenolic material; Metpar extends a ten (10) year warranty from the date of purchase against breakage, corrosion, delamination and defects in factory workmanship when materials are used in a normal application and properly installed, used and serviced. This warranty is limited to the repair and/or exchange of defective material and does not include field labor charges. Metpar, at its sole option, can either repair or replace such material without charge. Hardware for phenolic partitions is covered under Metpar's one year warranty.
3. For panels, doors and pilasters (stiles) in our Polly® SPR (aka solid plastic or HDPE) material; Metpar extends a fifteen (15) year warranty from the date of purchase against breakage and defects in factory workmanship as well as a lifetime warranty against delamination and rusting when materials are used in a normal application and properly installed, used and serviced. This warranty is limited to the repair and/or exchange of defective material and does not include field labor charges. Metpar, at its sole option, can either repair or replace such material without charge. Hardware for Polly partitions is covered under Metpar's one year warranty.

### TERMS/CONDITIONS OF SALE

By submitting your order to us, you are entering into a legal contract with Metpar Corp.

### PAYMENT METHODS

Payment can be made through our secure credit card transactions using American Express, Visa, and MasterCard. Purchase Orders will be accepted on all pre-approved accounts.

### SHIPPING CHARGES

You can choose to ship your order by standard delivery or priority delivery. In either case, Metpar reserves the right to select the carrier that will best serve your order being certain to ship your items quickly, safely, efficiently and on-time.

## **OUR RETURN POLICY**

You must contact us within 30 days after you receive your order to get a return goods authorization number to return your order. No returns will be accepted without this number.

## **CANCELLATIONS**

Cancellation fee subject to progress of order.

## **RECEIVING PROCEDURES AND SHIPPING DAMAGE**

All items are manufactured and shipped in good condition, packaged appropriately to ship via common carrier. In the unlikely event that they arrive damaged, we insist that you read and understand the following section completely to insure that you receive the necessary replacements from Metpar and/or the proper reimbursement from the freight carrier.

The United States government, through the “The Carmack Amendment”, protects the customer to get freight in good condition. However it also protects the freight liner from having to pay for fraudulent claims filed by customers for freight damaged at the customer’s facilities. The freighting industry has set up the following procedures to accomplish this.

## **UPON RECEIPT OF DELIVERY**

Immediately inspect all packages to establish accountability. Verify that all cartons are accounted for. If possible, open the cartons and be certain that you have all the items you ordered.

## **IF YOU RECEIVE DAMAGED PACKAGES.**

Note all comments on the “Bill Of Lading” (BOL). The truck driver will ask that you sign the BOL to indicate your receipt of all merchandise. It becomes more difficult for you to receive full compensation from a freight claim if you find missing cartons or damaged cartons at a later date. Call the trucking company and Metpar to inform us of the damaged cartons. If material needs replacement, we will issue a return authorization number and process a new order to replace the damaged goods.

## **IF YOU FIND DAMAGES AFTER THE TRUCK LEAVES.**

Any damages not written on the BOL are considered “concealed damage”. Inform us and the trucking company about this type of damage within 24 hours of delivery. Request that the carrier send you a claim form and file the claim form within 15 days after the delivery. Send Metpar a copy. The shipping company will then review your claim, determine if the damage occurred during delivery on the truck or at your location and then make compensation accordingly.

## **INSPECT, INSPECT, INSPECT.**

It is imperative to reiterate the importance to check all cartons immediately upon receipt. If you have any questions, call us 516-333-2600 or email us at [Service@Metpar.com](mailto:Service@Metpar.com).