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METPAR ORDER POLICIES

PRODUCT WARRANTY

Visit the following web page to read our full detailed Warranty document.

<http://www.metpar.com/wp-content/uploads/2018/01/Metpar-Warranty-Information.pdf>

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. We will determine if the merchandise can be returned and if so we will issue a return goods authorization number (aka an "RGA" number) along with any restocking fee or other relevant costs. No returns will be accepted without the RGA number.

CANCELLATIONS

Order cancellations can only be approved prior to shipment and are subject to the progress of the order. If Metpar approves the cancellation, we will then determine if any cancellation fees or other relevant costs apply which will be deducted from the

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. 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 always ask that you sign the BOL to indicate your receipt of all merchandise. The moment you sign the BOL you are taking legal ownership of the material and it is then your legal responsibility to verify that all merchandise was received as expected in good condition.

It becomes very difficult for you to receive any compensation from a freight claim with the freight company if you find missing cartons or damaged cartons at a later date.

If you receive damaged material, note such on the BOL and then call the trucking company to inform them of the damages. Request that the carrier send you a claim form and file the claim form within 15 days after the delivery. If material needs replacement, call Metpar and we will issue a return goods authorization number (aka an “RGA”) and process a new order to replace the damaged goods. Do not ship damaged material back to Metpar yet. The freight company will sometimes want to inspect the damages first as part of their freight claim evaluation. It is strongly suggested that you document all correspondences, phone calls, emails and include photos as part of the documentation for your freight claim.

IF YOU FIND DAMAGES AFTER THE TRUCK LEAVES.

Any damages not written on the BOL are considered “concealed damage”. Inform 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. The shipping company will then review your claim, schedule an appointment with you for them to inspect the damaged cartons, 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.