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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

Metpar inspects all material for quality and workmanship before handing your material off to the freight carrier.

- 1) When material arrives, do not sign for the shipment without thoroughly inspecting the contents. Once a signature is put on a 'proof of delivery' (POD), ownership of the material transfers to the receiving party. To ensure that your merchandise has arrived in good condition, we strongly encourage you to open each carton and carefully inspect the contents before signing the delivery receipt. Once you sign the delivery receipt, you are certifying that material has arrived in good condition and that both the shipper (Metpar) and the freight company are free of any liability.
- 2) Verify that the piece count on the delivery ticket matches the count being received. Any shortages should be noted on delivery ticket by writing down the actual number received and how many pieces are short.
- 3) If the driver cannot wait for contents to be inspected, thoroughly check the condition of the skid, including the bottom of the pallet, for any holes, tears, depressions, creases, broken pallet, or water damage. Any indication of carton damage must be noted as "**Damaged**" on the POD receipt. Pictures must be taken of all signs of external damage.

**Please be advised that if damage is not noted on the POD, Metpar cannot provide no charge replacements and file a freight claim on your behalf.**

If you have any questions, please feel free to contact us at 516-333-2600.