

TIM CAMPBELL 800-400-7500



InterMetro Industries Corporation
North Washington Street
PO Box A
Wilkes-Barre, PA 18705-0557
USA

T (570) 825-2741

Date: October 11, 2017

To: Whom It May Concern

Subject: InterMetro Product Warranty

The inherent quality of Metro Chrome, Super Brite, Designer Epoxy, Metroseal 3™, stainless steel and polymer (MetroMax i®, MetroMax Q®, MetroMax 4™, and Super Erecta Pro™) shelving systems and accessories assures long lasting performance. High quality materials used in fabrication, coupled with superior craftsmanship in production permit a limited performance warranty for original owners and installations.

All products offered by InterMetro Industries come with a manufacturer's warranty and are warranted against defects in material and workmanship under normal use, service, and maintenance for a period of (1) one year from the date of shipment of the goods by the seller. In addition to the (1) one year manufacturer's warranty, products with Metroseal 3™ epoxy finish carry a 12 (twelve) year finish warranty against surface rust and corrosion. MetroMax Q® and Super Erecta Pro™ shelving systems carry a 15 (fifteen) year finish warranty against surface rust and corrosion, while MetroMax i® and MetroMax 4™ shelving systems carry a lifetime finish warranty against rust and corrosion. As part of the manufacturer's warranty, Metro stainless steel shelving and products carry a (1) one year finish warranty. Products must be cleaned with water and mild detergents only. The use of abrasive materials and stiff brushes or scrapers will invalidate this warranty, as will physical damage or sustained exposure to corrosive substances or vapors. Warranty applies only when the products have been used continuously within a temperature range from -20°F. to + 120°F. (-29°C to 49°C.). For applications exceeding these temperatures, please consult your Metro representative for information regarding the performance warranty. Metro Chrome, Super Brite, Metroseal 3™, MetroMax Q®, Super Erecta Pro™, and Designer Epoxy finishes are not intended for use in automated cart wash systems, and such use will invalidate the performance warranty.

In the unlikely event of a warranty claim, contact a Metro representative who will take any necessary action to correct any problems. Repairs will be handled by the owner of the initial installation. Returns, including disassembly and subsequent reassembly, become the responsibility of the owner of the initial installation while replacements will be shipped prepaid F.O.B. Wilkes-Barre, PA. or nearest distribution center.