



NEVER COLLAPSE MONEY BACK GUARANTEE TERMS AND CONDITIONS

Each Metro shelving unit is backed by 100% Money-Back Guarantee against unit collapse when conditions for assembly, use and proof of purchase are met. The unit must be properly assembled in accordance with the provided instructions, ensuring all shelf split sleeves (wedges) are intact (4 pair per wire shelf; 4 per polymer shelf) and the unit is not subjected to misuse or abuse, (i.e. Consumer's utilization must adhere to weight capacity and configuration guidelines stated within the product specifications). Components covered under this guarantee shall only include those provided by Metro (Shelves, Posts, Split-Sleeves/Shelf Wedge Clips, Casters). This supplemental guarantee does not alter or amend Metro's Limited Warranty** and is only applicable to the following Metro shelving models: Super Erecta, Super Erecta Pro, Super Adjustable Super Erecta, Super Erecta Basket Shelving, Solid Stainless or galvanized, MetroMax Q, MetroMax 4, and MetroMax i.

If the shelving unit fails to perform as indicated, Metro will replace your shelving unit with a matching Metro system of your choice and provide a 100% refund of the original purchased price. This guarantee shall be binding on and inure to the benefit of the end customer and Metro. This agreement will not be fulfilled by any authorized dealers, resellers, or distributors. To initiate a refund, Proof of purchase including price and date must be provided. If you cannot provide the proof of purchase, Metro, in its sole discretion, will fulfill the guarantee with a comparable unit or component replacement only. Metro will pay reasonable shipping costs of the replacement unit or components. Under no circumstances will Metro assume responsibility for assembly of the new unit or removal of the unit to be replaced. Metro reserves the right to inspect the unit to verify the cause of collapse prior to issuing a new unit or refund. Metro may require that you return the failed unit for quality improvement processes. In this case, Metro will provide return shipping instructions and cover shipping costs. Guarantee only applies to applicable products purchased after February 1st, 2025. Individual Shelves purchased to add to existing units do not qualify unless the entire unit was purchased after February 1st, 2025 and has a valid proof of purchase. Guarantee is non-transferable and is not valid for units that have been resold, given away, or transferred in any manner. Metro is not liable for any incidental or consequential damages arising from the use or inability to use the product. Damage caused by negligence or natural disasters (e.g., earthquakes, floods, hurricanes, equipment, forklifts, floor polishers) is not covered under this guarantee. The Guarantee is void if the product is modified or altered, used beyond rated capacity, or is improperly used, installed, or maintained. Product registration is recommended to expedite processing. In the event something unimaginable happens and you need to seek assistance for a shelf failure, please call Metro Customer Service at 1800-992-1776 and they will assist you in processing a "collapse" claim. Please note: You will be required to submit 3 detailed photos and proof of purchase (dealer invoice or other).

Refund & Replacement

Each Metro shelving unit must consist of 3 or more shelves and 4 posts; or continuous runs utilizing genuine Metro "S" hook hardware and sharing maximum of 2 posts (Types covered: stationary, mobile, continuous or track configurations) are backed by Metro's 100% Money-Back Guarantee against unit collapse. Collapse is defined as the failure* of two or more shelves that cause the unit to be unable to stand and unit contents to fall or when two or more bent, broken, or fractured posts cause the unit to be unable to stand and unit contents to fall. Tipping without shelf and/or post failure is not considered a collapse. All wall shelving configurations are not covered.

Unit or Component Replacement Only (No Refund)

In addition to Metro's Limited Warranty, at our discretion, Metro will replace individual components: shelves, casters, split sleeves, and posts; or complete units that fail without causing unit collapse but render the unit unusable.

Metro reserves the right to amend or discontinue this guarantee program at its discretion.

* Failure Considerations: Shelves: Broken welds, broken shelf collar(s), broken or fractured shelf supports (missing sleeves are not covered); Posts: Bent, broken, or fractured post(s); Casters: Bent or broken caster stem causing the unit not to stand properly (caster wheel tread, bearings, horn or brakes are not covered**); Split Sleeves/Adjustment Levers/"S" Hooks: Items must be either defective or broken. Items not covered: Shelf mats, missing or improper use of hardware, split sleeves, easy-adjust levers, leveling feet.

** Limited Warranty: Seller warrants that the Goods will be free from defects in material and workmanship under normal use, service, and maintenance for a period of one year (unless otherwise specified by Seller in writing) from the date of shipment of the Goods by Seller. This is the sole and exclusive warranty given by seller with respect to the goods and is in lieu of and excludes all other warranties, express or implied, arising by operation of law or otherwise, including without limitation, merchantability or fitness for a particular purpose whether or not the purpose or use has been disclosed to seller in specifications, drawings or otherwise, and whether or not seller's products are specifically designed and/or manufactured by seller for buyer's use or purpose.