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Metpro Ltd – Returns Procedure / Stock Cleanse

1. Goods must be in original Metpro packaging & multiples of Pack Quantity (I.E. no split packs can be accepted back & if goods returned are not Metpro Branded we will be unable to credit).
2. Goods must be returned via your courier at your cost.
3. Compensating order for 2 x value of goods being returned is required.
4. If compensating order is not viable then a handling charge of 25% will be deducted off the Credit Note for stock cleansed goods.
5. Conlok items are excluded from any compensating order.
6. Where applicable returned goods must be received in conjunction with Compensating order so that Debit Note is issued in the same month as compensating order is actioned.
7. Goods for return must be packed in parcels with a maximum weight of no more than 25 kilos to comply with Metpro's manual handling procedures.
8. Upon acceptance of any return a returns authorisation number will be issued along with an address label for the Goods to be returned. We will be unable to accept unlabelled parcels so please ensure that the label provided is attached to any cartons/pallets being returned.
9. Metpro reserve the right to refuse any stock cleanse requests that are deemed not to be commercially viable.

Please advise acceptance of our conditions & details of goods being returned before sending any goods back to Metpro. Goods returned without prior written authorisation will not be accepted by our Goods in Department.