Icon Guide

Recycled Materials

ADA Compliant

Residential / Universal Product

Commercial Product

Universal Plumbing Code Approval
Meets US + Canadian Standards

Canadian Plumbing Code Approval

Water-Saving Product

General Terms + Conditions

TERMS + CONDITIONS

Prices: Prices of the Company's Products are subject to change without notice. **Quotations** are conditioned upon acceptance within **30 days** unless otherwise stated and are subject to correction for typographic or clerical errors. Sales order confirmation will be considered accepted by Buyer if objection is not submitted in writing to Neo-Metro Customer Service within (2) two days of receipt. The sales order confirmation is the governing document. All prices exclude sales, use, occupation, license, excise and other taxes in respect to manufacture or delivery. Unless a proper exemption certificate is furnished to the Company, all such taxes shall be paid by the Buyer to Company at the time of payment.

Minimum invoice amount $100.00. If the order is less than $100, buyer will pre-pay with credit card and have a 3% billing charge applied to invoice.

Terms and Conditions of Payment: Terms of payment are Net 30 from date of invoice. Past due accounts will be subject to a 3% per month service charge from the date of the invoice. If any proceedings are instructed by or against Buyer under any bankruptcy or insolvency law, or if Buyer shall fail to make timely payment on this or any other order, or if, in the Company's judgment, Buyers financial situation justifies such action, the Company may, at its election, require payment in advance or cancel the order as to any unshipped item and require payment of its reasonable cancellation charges. If Buyer delays completion of manufacture, the Company may elect to require payment according to percentage of completion. Equipment held for Buyer shall be at Buyer's risk and expense. In all cases, regardless of partial payment, title to the Products shall remain in the Company until payment for the Products (including any notes given therefore) has been made in full.

Projects: On Special Engineered per order projects or projects over $20,000 a 50% deposit of any non standard product is required with processing of Purchase Order. Should legal action be necessary to enforce payment of an unpaid invoice, the Buyer will assume full responsibility for any court costs and reasonable attorney fees. All orders are subject to credit check and approval prior to shipment.

Specifications: Approved submittals must be provided to Neo-Metro in writing for either or both modified/custom orders or orders over $10,000 net and all commercial project purchase orders before it will be considered accepted.

All products are subject to change without notice. Unless stated in the purchase order, material will be furnished per the design in effect at the time the order is filled. Field dimensions must be submitted in writing and are the full responsibility of the Buyer. Changes in specifications or cancellations must be submitted in writing to Neo-Metro for review, the Buyer will be subject to charges incurred due to the extent of the change or cancellation. Non-stock and custom fabrications are not subject to cancellation.

Note: In order to protect its brand and dealer network, Neo-Metro products can only be purchased from authorized dealers. Neo-Metro provides NO warranty on any products purchased over the internet.

Delivery: Shipments are prepaid (PPD) factory, Industry, California or other designated shipping point determined by Neo-Metro. Any shipment or delivery dates quoted by the Company are estimated. The Company shall be obligated to use reasonable efforts to meet such dates. The Company will in no event be liable for any delays in delivery or failure to give notice of delay, or for any other failure to perform hereunder due to causes beyond the reasonable control of the Company. Such causes shall include, but not be limited to acts of God, the elements, acts or omissions of manufacturers or suppliers of the Products or parts thereof, acts or omissions of Buyer or civil and military authorities, fires, labor disputes or any other inability to obtain the Products, parts thereof, or necessary power, labor, materials or supplies. The Company will be entitled to refuse to make, or to delay any shipments of the Products if Buyer shall fail to pay when due any payment owed by it to the Company, whether under this or any other contract between the Company and Buyer.

Will Calls: Neo-Metro will contact the dealer/customer when the product is ready for pick-up. Neo-Metro will keep the product for a total of 10 working days. If the product is not picked up within the time frame, a 20% additional fee will be applied and the product will be returned to stock.

Please contact Neo-Metro for estimated shipping costs (determined by weight, dimensions and location). A $50 additional fee will be charged to all drop ship orders. A 15% of total price of order will charged when order is dropped shipped out of state from the buyer's address. Additional shipping and handling fees may apply.

Claims and Shortages: Prepaid factory shipments are the full responsibility of the Buyer. Losses or damages must be reported to the carrier immediately. Neo-Metro will file freight claims on Full Freight Allowed (FFA) orders if the Buyer complies with the following within (5) five days of receipt of shipment; inspect shipment immediately, have delivering carrier inspect shipment, file inspection report with carrier, and send a copy to Neo-Metro. No claim for failure to receive shipment or shortage will be honored unless Neo-Metro is notified immediately upon receipt of invoice or within five working days of receipt of shipment, whichever is sooner.

Modifications: Neo-Metro reserves the right to implement technological and/or manufacturing modifications as deemed necessary, without prior notice.

Any order cancelled after 48 hours of placement may be subject to a 35% restocking/cancellation fee.

Please call 800.591.9050 or check our website to confirm current pricing and specifications.
www.neo-metro.com

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Materials

Warranty + Return Policy

MATERIALS

Stainless Steel A real metal material. 14-16 gage steel used primarily. Minor sratches can be eliminated with a fine grit Scotch Brite® pad. Neo-Metro buys 80% recycled metal.

Leather Neo-Metro's Leather products are fabricated using genuine full grain calf leather. As in nature, variances in color do occur. Be advised that Neo-Metro has taken care to match colors as closely as possible. However, there may be some exceptions. Leather samples are available upon request.

Cast Resin A cast resin product: Minor scratches can be eliminated using a Scotch Brite® pad or a polishing kit (on high polished units). Please be advised that some color variations may be due to die lots.

Terrazzo A natural cement and cast marble material.

Resin recycling program available. Please contact Neo-Metro for more information.

AVAILABLE FINISHES

Satin Stainless Steel

Mira (High Polish) Stainless Steel

Powdercoat on Stainless Steel
Electrostatically applied powdercoating. This is a very durable finish used in many applications. Scratches can occur with considerable force. A "touch-up" kit is available.

Standard Colors
White Gloss (-EG-10), Black Matte (-EG-22)

Additional Powdercoat colors available. Call Neo-Metro for more information.

LIMITED WARRANTY

Neo-Metro warrants that its products are free from defects in material or workmanship under normal use and service for a period of **one year from date of shipment.** Neo-Metro's liability under this warranty shall be discharged solely by replacement or repair of defective material, provided Neo-Metro is notified in writing within one year from date of shipment, prepaid Industry, California. U.S.A.

This warranty does not cover installation or labor charges, and does not apply to materials, which have been damaged by other causes such as mishandling or improper care or abnormal use.

The repair or replacement of the defective materials shall constitute the sole remedy of the Buyer and the sole remedy of Neo-Metro under this warranty. Neo-Metro shall not be liable under any circumstances for incidental, consequential or direct charges caused by defects in the materials, or any delay in the repair or replacement thereof. This warranty is in lieu of all other warranties expressed or implied.

Product maintenance instructions are issued with each fixture, and disregard or non-compliance with these instructions will constitute an abnormal use condition and void the warranty. Fixtures must be protected on job sites during construction and must be properly maintained after the water has been introduced into the fixture, or Neo-Metro's limited warranty is void.

Neo-Metro is not responsible for reimbursement of costs incurred for onsite management, co-ordination, trouble shooting, contractor fees, liability insurance, overhead costs, profit costs.

Some product such as leather products are not subject to warranty with finish. These products do come with a disclaimer due to the natural flaws that occur in the materials.

Return Goods Policy No materials shall be returned without a Returned Goods Authorization (RGA) from Neo-Metro Customer Service. Returns must reference the RGA number and be shipped freight prepaid or the shipment will not be accepted. Credit issued for the return will apply only to future shipments and will be subject to a **35% handling charge**. Any cost associated with restoring product to saleable condition will be deducted from the credit and any outgoing freight charges paid by Neo-Metro. Non-stock and custom fabrications are non-returnable. Credit will not be issued for less than $100.00 unless material is proven defective. Returns will not be accepted 60 days after shipment.

*** Damaged goods, if applicable to freight claim, must be claimed within 3 days (along with pictures).**

*** LAW REQUIRES NO RETURNS ON TOILETS OR URINALS THAT HAVE BEEN INSTALLED.**

RETURN GOODS CHECKLIST

- Product must be carefully wrapped to prevent any damage.
- Product must be in original packaging or properly packaged with adequate packing material to prevent any damage upon return, and marked with Model Number
- Copy of RGA must accompany product being returned.

If you have any questions regarding technical assistance please call 800-591-9050.

ADDITIONAL INFO

Design Trade
Call for project pricing

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NEO-METRO®