

Date: August 11, 2010

TIM CAMPBELL 800-400-7500

To: Whom It May Concern

Subject: Product Warranty & Cleaning

The inherent quality of Metro Chrome, Super Brite, Designer Epoxy, Metroseal 3, Stainless Steel and polymer shelving systems 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 Metro Chrome, Super Brite, Designer Epoxy, Metroseal 3, Stainless Steel, and polymer products 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, Metroseal 3 epoxy finish carries an extended 12 year finish warranty against surface rust and corrosion, while MetroMax Q posts and shelf frame epoxy finishes carry an extended 15 year finish warranty against surface rust and corrosion. MetroMax i shelves and posts, and MetroMax Q shelf mats carry a lifetime warranty against rust and corrosion. All stainless steel products including stainless work bench systems carry the one year manufacturer's warranty mentioned above, and a 1 year warranty against rust and corrosion. 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 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.