

Commercial Policy: Cancellations, Freight Claims & Replacements – MetadilUSA

1. General Guidelines (Made-to-Order Scope)

MetadilUSA operates strictly on a Made-to-Order manufacturing model. Every product is manufactured specifically to meet the unique specifications, finishes, and quantities required by our clients' projects.

Due to the highly customized nature of our production, we do not accept commercial returns,

exchanges, or cancellations due to layout incompatibility or buyer's remorse. All sales are considered Final Sale. Our after-sales process is focused on the rapid replacement of parts in the event of freight damage or manufacturing defects, without requiring the physical return of the damaged item.

2. Commercial Terms & Deadlines

Situation	Timeframe Limit	Standard Resolution
PO Alteration or Cancellation	Up to 48 hours after Order Acknowledgment	Fee-exempt
Visible Freight Damage	At the time of delivery (Noted on the BOL)	Replacement shipped + Local field disposal by the client
Concealed Damage	Up to 5 business days after delivery	Replacement shipped + Local field disposal by the client
Commercial Returns (Buyer's Remorse)	Not applicable (Final Sale)	Not eligible for refund or exchange

3. Order Alterations and Cancellations (Purchase Orders)

Adjustment Window (48 Hours): Any requests to alter finishes, quantities, or cancel a Purchase Order (PO) must be submitted formally in writing to MetadilUSA within 48 hours of the issuance of our Order Acknowledgment.

Entry into Production: Once the 48-hour period has elapsed, the order irreversibly enters the manufacturing flow. From this point forward, the order cannot be canceled, altered, or refunded under any circumstances.

4. Receiving Goods & Freight Claims

The rules for covering freight damages on U.S. soil when MetadilUSA manages the freight (FOB Destination / Pre-paid & Add - PPA) require strict adherence to the following steps:

* **Receiving Inspection:** The facility manager or receiving personnel must rigorously inspect all pallets and cartons before signing the Delivery Receipt or Bill of Lading (BOL).

* **Visible Damage (Shortage or Damage):** Any crushed cartons, tears, wet spots, or missing pieces must be documented in writing on the driver's BOL at the exact time of delivery. Signing the BOL without exceptions (a "clear receipt") legally releases the carrier and MetadilUSA from any liability for free replacements.

* **Concealed Damage:** Internal damage discovered only during unboxing or assembly must be reported to MetadilUSA Customer Service within a maximum of 5 business days following the delivery date.

Note: If the freight was contracted directly by the buyer (FOB Origin / Freight Collect), the buyer is responsible for filing the freight claim directly with their chosen carrier.

5. Replacements & Field Disposal

To simplify and expedite problem resolution within the U.S., MetadilUSA does not require the physical return of damaged products or components (we do not handle reverse logistics or issue RMAs for returning goods to a U.S. facility).

In the event of a shipping error, manufacturing defect (Dead on Arrival), or approved freight claim, the process will be as follows:

* **Filing a Claim:** The client must send an email to MetadilUSA support referencing the Invoice and PO numbers.

* **Photographic Evidence:** It is mandatory to attach clear photographs of the damaged product, the original packaging, the Product Label/Tag, and a copy of the BOL containing the handwritten exceptions (in the case of freight damage).

* **Resolution & Replacement:** Our team will evaluate the claim within 3 business days. Once approved, MetadilUSA will manufacture and expedite the shipment of the replacement part or product.

* **Local Field Disposal / Recycling:** Following the claim approval and confirmation of the replacement shipment, the client is authorized and responsible for arranging the local disposal or recycling of the damaged product or component at their facility, bearing any associated local dumpster or collection fees.