

Store Policies

Ordering Info

We want you to feel as secure as possible buying through MetroVac. Therefore we offer a few different ways to place an order:

Order online - When you place an order through our website you will find it safe, easy, and fast. You can make changes and review what you have entered nearly every step of the way. Available 24 hours a day.

Call us - Our sales and service team is ready to take your order over the phone. You can reach us at [800-822-1602](tel:800-822-1602) ^[1]. Monday ? Friday 8:30-5:00 EST

Mail-In Your Order - Along with payment, please include your shipping information, telephone number, email address (if available), and items you are ordering. Please include a daytime contact number or email address so we can contact you with any questions we may have.

Please send your order and payment to:

Metropolitan Vacuum Cleaner Company, Inc.
5 Raritan Road
Oakland, New Jersey 07436

To protect against fraud, any orders paid for with a personal check, money order, or cashier?s check will remain on hold until the check clears. Once the check clears, your order will be shipped immediately. Orders placed with a credit card will be processed immediately.

Privacy Policy

At MetroVac, e-mail addresses, and all other personal identifying information, is for our processing purposes only. We do not sell or disclose any information about our customers to any third parties.

Return Policy

If for any reason you are not satisfied with your MetroVac product, you may return it in its original packaging within 30 days of receipt for a refund. All returns and exchanges require a Return Authorization Number. Please email our customer service department for your Return Authorization Number. The return email will give you instructions where to return the merchandise. Some of our products are offered with free shipping, so please be aware that if you return one of these products, our actual outbound shipping costs will be deducted from your return refund. You will also be responsible for the return shipping charges. Once your item returns to

the warehouse, it will be inspected. A possible restocking fee, up to 20% of the item price, may also apply depending upon the condition of the item upon its return.

Receipt of Damaged Item

If you receive a damaged or defective item or are missing parts, please contact MetroVac within 5 business days of delivery. Please keep all original packing materials and cartons available for repacking a return, if that becomes necessary. We will make every effort to quickly resolve the problem to your satisfaction. Our staff is fully trained to offer any assistance to help you. Our excellent packaging and shipping record are an indication of our commitment to reduce damage incidents. Photos are requested in the event of damage. If a replacement is declined and you would prefer to cancel your order you may do so under the conditions of the Return Policy.

Order Cancellation Policy

If you wish to cancel an order, please email MetroVac as soon as possible. Orders cannot be canceled after they have been shipped. If you would like to continue the cancellation process once the item has shipped, you will be responsible for round trip shipping charges and possible restocking fees.

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Cleaner Company, Inc.

[Policy Statement](#) | [Product Registration](#)
[Maintenance/Repair Request Form](#)

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[1] tel:800-822-1602