

How to buy?

Thank you for your interest in Metrotec Llc..

If you are interested to buy, select suitable equipments from our [Product list](#)

Please fill out and submit the following form for personal offer and we will contact you shortly

Completed form send to karl@metrotec.ee / sensors@metrotec.ee

Contact us form:

- Company name (*)
- Phone (*)
- Country (*)
- We are interested in (*)
- Your wishes and requests

Shipping

Metrotec shipments are made from Europe (Estonia). We offer worldwide shipping which means you can place the order and we will deliver it to you, whatever country you are in.

After the payment has been confirmed, we make an effort to ship the order within 1-3 business days.

Warranty

The device has a 24 month warranty period starting from the date of purchase.

In the case of malfunction, the customer returns the device together with the filled out warranty slip at his or her own expense to the partner or service provider.

The warranty does not apply if:

1. the malfunction was caused by a harmful mechanical, electrical or magnetic influence external to the device, or by moisture, fire or heat, or as a result of using jump start equipment. The presence of harmful influence external to the device is determined by visual examination or by expert assessment of the damaged device by the service provider.

2. the malfunction has resulted from the opening, modification or attempted repair of the device (except where the opening, modification or repair was performed by the service provider or a person authorised by the service provider).

3. when reporting the malfunction, the customer fails to present a document duly proving the purchase of the device (invoice, payment slip, etc.).

In the absence of circumstances listed under previous list, the service provider undertakes to eliminate any defects of the device that have appeared during the warranty period without charge within 14 days. When eliminating the defects, the service provider has the option of repairing or replacing the malfunctioning device.

Right of withdrawal

You have the right to cancel the order within 14 days.

In order to exercise the right of withdrawal, please contact the company Metrotec Ltd. , e-mail: Sensor@metrotec.ee and provide an unequivocal statement (eg. a clear message sent through email or paper mail) about your decision to withdraw from the contract.

You can use the form of withdrawal below, but this is not mandatory.

Cancellation Form

If you intend to withdraw from the contract, please fill out the form below and send it to us:

- I hereby declare withdrawal from the contract for the purchase of the following products (*)
- Ordered on (*) / Received on (*)
- Customer name
- Customer address
- Customer's signature (only in case of withdrawal submitted on paper)
- Date