

Metapo 30-day Return Policy & Agreements

Metapo offers a 30-day money back guarantee policy for our products, so you can always purchase the product with a peace of mind. If the product does not meet your expectations, we will give you a refund after we receive your return within 30 days of original delivery date.

To qualify for this 30-day money back guarantee, the product must be purchased directly from Metapo online store and returned in original box, in clean condition with all accessories & documents included along with a copy of order receipt. Shipping and handling fees are not refundable.

The returned product must be returned to Metapo with a valid return authorization number (RMA #). Package sent to any other address cannot be tracked and/or refunded.

To qualify for a full refund,

- The product should only be used indoors under normal conditions, and maintained according to user manual and Metapo website.
- The product must be returned undamaged, in good and clean condition, in original packaging and with original proof of purchase (receipt).
- Shipping product in a different box may damage it in transit and could void money back guarantee.
- Clean the vacuum (brushes, filters and wheels, etc.) and empty dustbin before returning the product.
- If product is returned in dirty condition, damaged, or show excessive scratches, cleaning and service fees may be deducted from your refund.
- If product is returned with missing accessory, your refund will be deducted to reflect accessory prices.
- If product is returned in unacceptable shape, you may have the option of receiving the goods back in the same condition at your own cost.
- All return shipping must be prepaid. We don't accept COD deliveries. Please save your tracking number to check shipment status. We are not responsible for the loss or damage during its return.
- Original shipping fee is not refundable.
- Refund will be issued in the same payment method within 30 days after we receive your return.

How to return a product?

To get your RMA # and return instructions, send an email to Metapo customer service representative at support@metapo.com with a brief description on the problem of your product, together with a copy of your order receipt from Metapo online store.

If you have any questions regarding our products, please contact Metapo support at support@metapo.com to ensure that the product is suitable for you before purchasing. The product may have varying results depending on your particular situation.

Metapo shall have the discretion to determine whether the above conditions have been satisfied or not.