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METWALL CUSTOMER RESOURCE GUIDE

MetWall offers a unique and elegant product which is highly adaptable to satisfy every customer's needs. We focus on providing integral solutions which can be reconfigured according to the ever-changing environment. MetWall architectural walls are an affordable and competitive solution which along with the use of Section 179 can bring significant time and cost benefits to your project.

We provide free design services for you quote needs as well as drawings and renderings.

A variety of materials, heights and finishes are available to make sure you get the space you need.

CONTACT INFORMATION

General information: info@metrikaoffice.com

Quotes: design@metrikaoffice.com

Post-order sales support: customerservice@metrikaoffice.com or contact your sales executive

COST

MetWall's quote will be your net cost of the product for all customers, including GSA orders. Delivery is included if specified in the quote.

A rough estimate of installation costs for standard demountable walls is on average 2 hours per lineal foot.

MetWall besides allowing you to reconfigure each space, is also considered furniture by the IRS, which is why it can be depreciated in 7 years and can amount to a significant benefit in taxes and a higher return on investment.

MetWall can qualify for up to 100% first year tax depreciation under Section 179c. The use of Section 179 deduction allows to expense 100% of the wall's cost in the first year, up to \$1,050,000. Demountable wall purchases over \$1,050,000 also qualify for 100% bonus depreciation which allows the remaining purchase price to be depreciated in the year of purchase.

QUOTE

Please follow the instructions and fill our "MetWall Design Checklist" with the information regarding the project. We will have the quote within 3 business days.

For any questions, please contact our design team at design@metrikaoffice.com

FINISHES

MetWall offers endless customization through heights, materials, and finishes, please see our "Finishes Catalogue" for reference.

For any custom finish please contact your sales executive.

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ACKNOWLEDGMENT OF ORDER

An email of acknowledgment of order will be sent within 1 business day of us receiving your purchase order and signed proposal. The acknowledgement will outline all items still needed to process the order.

We'll start with the develop of the engineering drawings once we receive the signed proposal, and they will be sent for approval within 5 business days.

All drawings will be drawn according to the measurements the client provided. Metwall is not responsible for any variation in such measurements, which can lead to problems in the project's execution.

ORDER PROCESS

It is essential that we have the following documents before the order can be processed:

- Signed quote
- Signed engineering drawings
- Filled out and signed "Purchase Order Information" document

All finishes must be defined prior, and the advance payment must have been received.

Manufacture and lead time for orders entered Monday-Thursday will begin on Friday.

SHIPPING

MetWall quotes the product to be delivered to the dealer's warehouse. If you require special needs, please let your sales executive know. Special shipping may cause additional charges and will be stated in the quote.

INSTALLATION

The use of trained installation technicians for all MetWall installations is very important to ensure quality and performance, while maintaining product warranty. MetWall can provide installation support before and during install.

GLASS

We will provide all our customers with a glass measuring guide and can assist before and/or during the measuring of glass.

Once you have the final glass measurements, please send them to us on the drawing of the project being installed.

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PAYMENT

MetWall standard terms of sale are 50% deposit at the time of order, and 50% deposit before delivery.

Chase Bank

Account Name: Metrika office furniture Inc.

Direct deposits and ACH transactions:

Account number 706538771

Routing number 111000614

ONLY for wire transfers use the below routing:

Account number 706538771

Routing number 021000021

WARRANTY

Once the job is completed and the glass delivery is done, it is important to submit 2 photos of the finished wall project along with the completed "Warranty Registration Form" to customerservice@metrikaoffice.com. Upon receipt, we will send a digitally signed copy of the warranty with an approved status and time/date stamp which will complete the validation of the warranty. The Warranty is not valid until all items are received in full.

RESOURCES

Please press the following link to be referred to our Downloads page: <https://metrikaoffice.com/downloads>