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9: Replacement

MetroCard Conditions of Use.

a) A purchase registration scheme is available to minimise the risk of loss of Quarterly and Annual MetroCards. Purchases should complete a registration form (available when the card is purchased) and must supply an additional photograph. Each subsequent ticket purchased should be registered, but the photograph is required only when you first register. If you lose a registered MetroCard you may obtain a replacement by submitting your copy of the registration form, a further photograph and a £5.00 administration fee to Metro's Fares and Pricing Prepayment Section, Wellington House, 40-50 Wellington Street, Leeds LS1 2DE.

Only one replacement per customer is allowed during the life of the ticket and subsequent refunds will not be granted against either the replacement or lost ticket.

b) Damaged MetroCards may be exchanged without charge at any MetroCard sales outlet if the details are still readable. Illegible cards will not be replaced. If the MetroCard has been purchased via a Company MetroCard scheme the ticket can only be exchanged at the Head Office at 40-50 Wellington Street, Leeds LS1 2DE.

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