

# KOB Terms & Conditions

*This estimate from KOB Kitchen ("KOB") may be accepted online or by signing a printed copy. If accepting the estimate online, you ("Buyer") agree that your signature is the legal equivalent of your handwritten signature on this estimate. By accepting this estimate using any means or action, you consent to the legally binding Terms and Conditions below:*

## 1) MEASUREMENTS

It is very important to review and confirm your design with your installer before accepting this estimate. The Buyer is responsible for the accuracy of all measurements supplied to KOB. KOB holds no responsibility or liability for improper measurements or incorrect cabinet sizes provided. The Buyer is responsible for the final design approval.

## 2) PAYMENTS

Payments with credit or debit card and online payments require 100% of full payment. Check or cash requires a 50% deposit at time of ordering, and the remaining balance is due prior to delivery or pick-up. A \$50 service charge will be assessed for returned checks. Any credit refund will be issued by check within 2-3 weeks to the original Buyer.

## 3) CANCELLATIONS

The Buyer may cancel the entire order without charge within 2 days of placing an order. For any order cancelled after 2 days, KOB has the right to keep 35% as a restocking and processing fee.

## 4) DELIVERY & INSPECTION

Lead times and dates are estimates; KOB cannot guarantee specific deadlines and recommends that the Buyer not schedule installation until the Buyer receives all items.

All shipping/delivery is "tailgate." Buyer is responsible for receiving items at the tailgate of the vehicle. KOB is not responsible for carrying items inside the building and assumes no liability for internal damages to property resulting from the handling of items. Shortage upon receipt of goods must be noted on the delivery carrier's delivery slip and signed by the Buyer and driver. KOB is not responsible for missing items after Buyer sign the delivery/pick-up slips.

## 5) RETURNS

All items are design and special order, therefore no returns or exchanges.

## 6) DAMAGE CLAIMS

Any concealed damage of un-assembled and assembled cabinets must be reported within 15 days of receipt of product by submitting a Claims Form along with at least 2 pictures to [info@kobkitchen.com](mailto:info@kobkitchen.com). Do not install, assemble, or modify any defective or damaged product as it will automatically disqualify the item for a claim. Claim may take 2-3 weeks to process. Upon request, it is the client's responsibility to return damaged material to KOB facilities for assessment. If the claim request is approved, KOB will provide the parts, but is not responsible for any additional labor costs incurred.

## 7) RESPONSIBILITY

KOB cabinets are independent of any contractor work and related fees. As such, any fees incurred for the installation of cabinets related to contractors and other parties is the responsibility of the Buyer.

# KOB Disclaimer

*Thank you for choosing KOB Kitchen. as your designer, I hope you feel I made every effort to ensure all selections and dimensions are satisfactory. We 100% rely on the buyer's certified installer and professional builder's expertise to ensure your project goes smoothly.*

## MEASUREMENTS/DESIGN PLAN

- Any site measures completed by KOB are meant to serve as an aid for the process.
- Measurements and design layout plan are the main key of your whole projects, all products are designed to order therefore all products cannot be returned or exchanged after placing the order. It is very important that the buy, before placing an order, has their certified installer/builder verify the Layout Plan (acheivable) and Estimtate (any additional parts are needed).
- The buyer must notify their certified installer and builder that the kitchen or bathroom plan cannot be changed. Any changes will be a new purchase and may delay the projects.

## ORDERING

- KOB in store purchases made by credit/debit cards require 100% full down payment. KOB does allow a 50% down payment with a check/cash, remaining 50% before delivery or at time of pick-up. Online ordering 100% of payment is due. Once payment is received, your oder will be placed and within 2 business days you will receive a confirmation order form.

## DELIVERY/INSPECTION

- Lead times and dates are estimates, KOB cannot guarantee these deadlines.
- All deliveries are "tailgate." KOB is not responsible for carrying items off vehicle or into home.
- Any missing items upon delivery must be noted on delivery slip and signed by the buyer and delivery driver. KOB is not responsible for any shortage of items that is not noted on the delivery slip. Once you sign for delivery, your are accepting and agreeing that everything on the list was present and delivered.

## DAMAGE

- Any concealed damage of un-assembled and assembled cabinets must be reported within 15 days of delivery by filling out a claims form and submitting it to [info@kobkitchen.com](mailto:info@kobkitchen.com) along with at least 2 photos. **Do not install, assemble, or modify any defective or damaged product as it will automatically disqualify the item for a claim.**

## RETURNS

- **All items are final, therefore no returns or exchanges.**

## CANCELLATION

- Customer may cancel full order without charge within 2 days of placing an order. Any orders cancelled after 2 business days will be subject to a 35% restocking fee. Any refunds will be issued by check within 2-3 weeks to the original purchaser.

SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_