

Terms and Conditions

KOB Kitchen makes every effort to ensure your material as ordered. We are committed to your satisfaction. Please read and review the following terms and conditions of your purchase.

1) Design/Service

KOB offers Courtesy Design with 3-D rendering. (free). If you need the Overall Layout, there is a \$100 retainer required.

Note: if you change from one to another style of cabinet line. There will be a charge of \$200 fee. Due to every cabinet, lines offer different sizes and design will need to be redone.

In House Design: Measurements & Design at your house \$250.

It's the client's responsibility to verify all design, measurement, and items on the orders before placing your order.

2) Measurement

Our site measurements are a \$100 flat fee available within 50 miles for our showroom. Call to schedule, Our team will schedule a time to take measurements and photographs of your existing space

It is the customer's responsibility to verify all design, measurement and part list before making any purchase. KOB accepts no liability for any errors.

3) Ordering Acceptance Policies

KOB reserves the right at any time to accept or decline a customer's order for any reason, including lack of availability of products, failure by the customer to satisfy payment terms, or when a product is quote date incorrect price due to a typographical error (for example, in an advertisement) or error in pricing information. KOB reserves the right to adjust or cancel quotations as required.

For in-store purchases, 50% of the sales purchase is due at the time of the order. The remaining 50% is due before delivery or pick up is made. If KOB did not receive the payment for any reason. The order will not be processed.

For online payment, 100% of the payment is due at the time of the order.

Once we receive payment, KOB will email you your confirmation for your order. If you did not receive your confirmation within two business days please contact us right the way.

4) Taxes:

The buyer shall pay to KOB any and all sales taxes, excises or other charges upon or measured by the production, sales, transportation, delivery or use of the merchandise sold that KOB is required by any national state, or local government to pay or to collect.

5) Cancellations Polices

Customer may cancel orders without charge within 2 days of placing an order. Any order cancelled after 2 days KOB has right to keep the 25% as a restocking fee. KOB will refund the process within 5-7 business days in the mail.

6) Storage Policy

All orders must be picked up or Delivery or ship by the purchaser within 15 days from receiving the order ready notice email or phone call. The purchaser will be required to pay a \$20.00 daily storage fee that will be applied.

7) Lead Time

All Lead time are estimates; KOB cannot guarantee specific deadlines and recommend that the buyer not schedule installation until the buyer receives Product.

8) Store Pickup Policies & Condition

The client must have a final payment to submit our office Administrator to release order. After then you will receive a pick-up Sheet for the shop.

Without Pick up sheet, the shop will not release any parts.

We do not offer a Credit Account for anyone, due to the prices are extremely low.

9) In-Home Delivery Policies & Condition

KOB Offers in-home delivery in Vermont.

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KOB Kitchen schedules delivery date and time once the order has been fulfilled. We will make a pre-call one to two days prior to your delivery. If the consumer reschedules their delivery date, KOB Kitchen will arrange your delivery for the next available delivery date. This may delay the project timeline slightly.

The client must have the final payment submit before deliver take place. if fail to do, shipment will not be deliver even it on the delivery schedule.KOB not liable for your project delay. Please call KOB to settle the payment before deliver.

Someone at least 18 years of age must be present to accept and help to unload the cabinets.

KOB employee will help you to load it inside of your home as complimentary service but KOB employee is not responsible for property damage that may accidentally occur (example: wall damage, floor, door, and etc.)

KOB In-Home Delivery Cost: Chittenden County \$100(Per Trip) Bordering Chittenden County \$150(per trip) State of Vermont \$200(per trip)

Condition

Receiving Policies (Ready to assemble or Assemble)– To ensure the best service, KOB requires the buyer or buyer's representative to check for quantity on the pick-up or delivery document and damage of the merchandise. if the buyer refuses to inspect, and signs paperwork accepting all items, KOB is not responsible for missing or damaged items after the buyer takes possession.

Missing Items Policies (Ready to assemble or Assemble)-any items are missing from the pick-up document please notify the driver on the spot. if any items are missing not on the pick-up or delivery document or invoice that means you would need to purchase, contact your sales to order.

Physical Damage Policies (Ready to assemble or Assemble)– any physical damage are notices at the time of receiving. KOB associate will put notes on document. KOB will replace it at no charge to you as soon as possible.

Minor imperfection (dent, nick or scratches on front of cabinets) must notify KOB kitchen within 72 hours after you take possession. Email info@kobkitchen.com with the photos. KOB will replace the damage piece at no charge to you soon as possible. Minor imperfection on the sides or back will not be considered as defect.

Concealed Damaged(Ready to assemble) Must not be assemble or installed. If assembly or installation equates to buyer's acceptance of the item. Any concealed damage (damage found after opening packages) claims must be noted immediately upon unpacking cabinets. Once the cabinets are assembled in anyway. We cannot replace damaged cabinets. Claims must be made within 72 hours of product delivery. If the claim is approved. Only the piece damaged will be replaced. Refund will not be the given for damaged product.

10) Common freight carrier Shipping

KOB contracts shipping services through many of common carriers for outside of Vermont sales. We will find the best deals for the carrier for your order and email you the tracking when the order is ship out. If shipping to a residential address, it is a curbside, end of truck delivery. Curbside, meaning the delivery will be made either at the curb or in your driveway, depending on what the driver deems the easiest and safest way to deliver your order. End of truck, meaning the driver is only responsible for moving the pallet to the end of the truck. From that point, it is the customer's responsibility to unload the pallet piece by piece (this is a perfect time to do a piece count and inspect each box for damage). Do a walk around each pallet entirely. Carefully inspect any visible signs of possible physical damages. If there is none, then sign off on the driver's proof of delivery. If there are damages Take clear pictures of any damage sections. Make clear note of the damage item(s) on the driver's proof of delivery (POD) paper. Start the claim process Contact us immediately. Do not reject damaged items

11) Exchange Policies

Prior product is ship out or delivery or pick up- **For any exchanges you Must be email info@kobkitchen.com with your order # and detail. Example: SO#12301 WS-B09 to WS-B12. There is a 25% handling fee. Please don't contact your sale person.**

After the product is ship out or delivery– **For any exchanges, all items must be returned in original, unopened packaging and resellable condition within 30days of purchase. KOB Kitchen will perform an inspection of the items to issue exchange. A 25% restocking fee will be subtracted from the refunded amount. This normally takes about 5-7 business days. Clients are responsible for shipping and other fees. If the item did not pass the inspection will not deliver or ship back to unless you pay for delivery or shipping fee. The new items will be treating as new order, must pay before it release.**

***No Return/ exchanges on modify cabinets and other cabinets besides White shaker, Ebony Shaker, Oxford Gray, Classic Cherry, Manchester, Vanilla Breeze, and New Yorker. All sales are final.**

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12) Return Policies

All returns must be authorized by KOB Kitchen prior to return shipment.

All **Ready to assemble** items must be returned in original, unopened packaging. **Please note that 25% restocking fees will apply.**

No returns on trims, moldings, fillers or panels.

ASSEMBLED CABINETS (White shaker, Ebony Shaker, Oxford Gray, Classic Cherry, Manchester, Vanilla Breeze, and New York. **Must have the card board with the matching item code. Not matching item code cardboard will not to accept for return. KOB Kitchen will perform an inspection of the items to issue Credit. A 25% restocking fee will be subtracted from the refunded amount. This normally takes about 5-7 business days for cash back in the mail.**

The customer is responsible for setting up all return shipments.

Any returned product DEEMED UNSELLABLE WILL NOT RECEIVE CREDIT. Product will not deliver or ship back to unless you pay for delivery or shipping fee.

All returns must be received by KOB Kitchen within 30 days of delivery.

No Return/ exchanges on modify cabinets and other cabinets besides White shaker, Ebony Shaker, Oxford Gray, Classic Cherry, Manchester, Vanilla Breeze, and New Yorker. All sales are final.

13) Promotion Policies

We cannot provide new promotional discounts/credits to previously placed orders. Many of our promotional sales are offered directly from our manufacturers. Our manufacturers have strict policies regarding these promotional offers and these discounts are available only during the advertised sale dates. Please note this policy is also for past orders which have not delivery or pickup or shipped. Orders that are canceled or returned because a sales promotion was not honored are subject to our standard cancellation and return policies.

14) Vermont Local Contractor Referral

KOB only provide a list of local contracting company, contractor are not KOB employee or Sub-contractors of KOB. It is client's responsibility to communicate with contractor directly.

15) Disclaimer from Cabinetry Manufacture

Environmental Factors

Wood is an organic material, thus it is normal for it to contain and exchange some moisture. This effects all wood products even after finishing. A finish will slow the process, but it will still react to changes in humidity and temperature. Wood performs best in controlled environments. The effects of moisture can include expansion or contraction, joint separation, and bowing. Failure is most common in high moisture conditions such as waterfront properties and coastal regions.

Painted Wood Cabinets

The expansion and contraction discuss above can cause a small crack along joint lines, this is a normal effect and has been widely accepted in the cabinet industry. The finish will still protect the surface, furthermore, the structural integrity of the point will remain. This issue is special to KOB cabinets, as it effects all painted cabinets.

Discoloration

All paint, especially lighter tones, are affected by airborne particles such as those caused by cooking, tobacco smoke, fireplaces, and candle smoke. Although our cabinets are UV treated, prolonged exposure to light may alter the finish color.

Installation

It is incredibly important that all base cabinets are perfectly square during installation for proper drawer alignment. This should be verified prior to countertop installation.

Stained Wood Cabinets

Solid wood will expand or contract with changes in temperature and humidity. Such conditions are not indicative of faulty materials or craftsmanship. In the winter, when temperatures fall and humidity is low, contraction may cause a very narrow unfinished line to appear on stained wooden cabinets. To blend these lines into the finished wood, apply pigmented furniture polish. Touch-up kits are available for purchase from KOB Kitchen. Maintaining consistent color is a common challenge n any industry using real wood because wood is a natural product that has inherently different colors. It is important to recognize these character differences and understand that every product made from real wood will vary slightly from the cabinet to cabinet and even within a cabinet door or component.

Effect of Exposure to Light

Exposure to light will change the color of real wood in a surprisingly short time. When purchasing any wood product, it is important to know that the sample or display may be aged. Therefore, it will represent what your cabinets may look like in time, not necessarily exactly what they will look like when brand new. Conversely, a freshly produced sample will more closely match your freshly produced cabinets, but not the way they will look when aged.