

# 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.

The customer's responsibility is to verify all design, measurement, and part list before making any purchase. KOB Kitchen offers site verification; if you decide not to let us verify the site, we need a waiver signed on our file.

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 check and cash, 50% of the sales purchase is due at the time of the order. The remaining 50% is due before delivery or pick up. If KOB did not receive the payment for any reason, the order will not be processed.

For credit card payments, 100% of the payment is due at the time of the order.

Once we receive the payment, KOB will email you the 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 any national state requires KOB or local government to pay or to collect.

## 5) Cancellations Polices

In Stock Cabinets: Customers may cancel orders without charge within two days of placing an order. For any orders canceled after two days, KOB has the right to keep 25% as a restocking fee. KOB will refund the process within 5-7 business days in the mail.

Faucets, Sinks & Countertops: Once the order is placed, there is a 10% process fee for cancellations. We can also give store credit.

Special Order Cabinets: We cannot accept any cancellations after the order is placed.

## 6) Storage Policy

Please give us a call at (802) 448-5500 Ext. 101 to schedule your assembling and delivery date at least 2 weeks before your desired date. Your cabinets won't be assembled until you give us the ok. All orders must

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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 times are estimates; KOB cannot guarantee specific deadlines and recommend that the buyer not schedule installation until the buyer receives the products.
- 8) Store Pickup Policies & Condition  
The client must have a final payment to submit to our office Administrator to release an order. After that, you will receive a pick-up slip for the warehouse.

Without the pick-up slip, 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 tailgate delivery in Vermont.

KOB Kitchen schedules delivery date and time once the order has been fulfilled. We will make a pre-call one to two days before 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 delivery take place. If fail to do, shipment will not be delivered even it on the delivery schedule. KOB is not liable for your project delay. Please call KOB to settle the payment before delivery.

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 (For example, wall damage, floor, door, etc.)

## *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 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 the document. KOB will replace it at no charge to you as soon as possible.

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

Concealed Damaged (Ready to assemble) Must not be assembled or installed. If assembly or installation equates to the 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 any way. 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 returned. A refund will not be given for the damaged product.

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## 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 the truck, meaning the driver is only responsible for moving the pallet to the back 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 damaged sections. Make a clear note of the damaged 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

### **In Stock Cabinets:**

Prior product is ship out or delivery or pick-up: For any exchanges, you must email [info@kobkitchen.com](mailto: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 salesperson.

After the product is ship out or delivery– For any exchanges, all items must be returned in original, unopened packaging and resellable condition within 30 days of purchase. KOB Kitchen will perform an inspection of the items to issue an exchange. A 25% restocking fee will be subtracted from the refunded amount. This usually 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 treated as a new order, must pay before it releases.

**Special Order Cabinets:** No returns or exchange.

\*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.

## 12) Return Policies

### **In Stock Cabinets:**

KOB Kitchen must authorize all returns before 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 cardboard with the matching item code. No matching item code cardboard will not 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 usually takes about 5-7 business days for cashback 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.

KOB Kitchen must receive all returns within 30 days of delivery.

**Special Order Cabinets:** No returns or exchanges.

**Accessories:** No returns or exchanges.

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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## 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 delivered 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.