



KOB KITCHEN & BATH CLAIM REQUEST FORM

Date of Claim: _____ DEALER #: _____ Original Invoice Number: _____

Customer: _____ Email: _____ Phone: _____

MATERIAL DAMAGE POLICY & PROCEDURE

Assembled/Installed cabinets, moldings, panels, accessories, and special orders are NOT returnable under any circumstance. All requests for damaged parts must be made within 30 days of delivery, missing items within 3 days. If claim request is approved, KOB will provide the parts, but is not responsible for any labor costs.

RETURN OF NON-ASSEMBLED ITEMS

All non-assembled cabinets are subject to a 25% restocking charge requested within 15 days of material receipt. Material over 15 days old is not returnable. All material for claims must be in original carton and in good, re-sellable condition. Upon KOB inspection, if material is not in good, re-sellable condition, the claim will not be issued.

CLAIM PROCESS TIMELINE

All claims for damage or shortages should be noted on the delivery carrier's Delivery slip & signed by the client and driver. All claims should be completed and submitted to info@kobkitchen.com

This claim may take around 2-3 week to process. KOB has right to deny any claims that do not fulfill KOB Terms & Conditions after assessments.

MATTERS UPON INITIAL RECEIPT OF GOODS

All claims for damage or shortages should be noted on the delivery carrier's Delivery slip & signed by the client and driver. All claims should be completed and submitted to info@kobkitchen.com.

No Returns or Exchange On Assembled Cabinets

Qty	KOB Material Description # (Example: WS-DB30)	***Detailed description of the nature of the Damage or Defect and the location on the product is required*** Please prove 2 detailed pictures.	1. Are the cabinets installed in place? If Yes, you are not qualified for claim.	<p>Please make sure to carefully read and understand KOB Terms & Conditions signed during Order Estimate prior to completing this form.</p> <p>In terms of concealed damages that were not noted during delivery, the cabinet must not be installed in place. Installation or modifications (any cuts, drill holes, etc) is equivalent to acceptance of the item and hence the responsibility of the client.</p> <p>This 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.</p>
Additional Notes:			KOB OFFICE ONLY Re-stocking Fee to be applied YES <input type="checkbox"/> NO <input type="checkbox"/>	KOB OFFICE ONLY Customer Claim Issued: YES <input type="checkbox"/> NO <input type="checkbox"/>

