

KOB Terms and Conditions

ONLINE ACCEPTANCE OF THE ESTIMATE ACTS AS THE CLIENTS AGREEMENT TO THE KOB TERMS & CONDITIONS LISTED BELOW

1. THE BUYER IS RESPONSIBLE FOR THE ACCURACY OF ALL MEASUREMENTS SUPPLIED TO KOB. KOB HOLDS NO RESPONSIBILITY OR LIABILITY FOR IMPROPER MEASUREMENT OR INCORRECT CABINET SIZE PROVIDED BY THE CUSTOMER. THE CUSTOMER IS RESPONSIBLE FOR THE FINAL DESIGN APPROVAL.
2. NO RETURNS OR EXCHANGES ON ASSEMBLED CABINETS, MOLDINGS, OR SPECIAL ORDERS.
3. RETURNS OR EXCHANGES ON UNASSEMBLED CABINETS MUST BE IN ORIGINAL CONDITION AND PACKING WITHIN 15 DAYS OF DELIVERY. A 25% STOCKING FEE WILL BE APPLIED. THE BUYER IS RESPONSIBLE FOR SETTING UP RETURN SHIPMENTS.
4. INSPECTION /DAMAGE: CABINETS ARE DELIVERED UNASSEMBLED OR ASSEMBLED. CLAIMS FOR SHORTAGES OR DAMAGES MUST BE MADE UPON RECEIPT. THE BUYER IS RESPONSIBLE FOR THE FINAL INSPECTION. UNASSEMBLED CABINET WITH CONCEALED DAMAGE CLAIMS (damage found after unpacking) MUST BE MADE WITHIN 30 DAYS OF RECEIPT OF PRODUCT. DO NOT INSTALL DAMAGED OR DEFECTIVE PRODUCTS. ASSEMBLE OR MODIFICATION OF THE PRODUCTS MAY VOID CLAIMS FOR DAMAGE. TO FILE A CLAIM, PLEASE SEND AN EMAIL TO INFO@KOBKITCHEN.COM OR CALL 802-448-5500 EXT 101
5. ALL REQUESTED DELIVERY DATES ARE ESTIMATES: KOB CANNOT GUARANTEE SPECIFIC DEADLINES AND RECOMMENDS THAT THE BUYER NOT SCHEDULE INSTALLATION UNTIL THE BUYER RECEIVES THE PRODUCT. ALL DELIVERY IS TAILGATE. THE BUYER IS RESPONSIBLE TO RECEIVE THE PRODUCT AT THE END OF THE TAILGATE.
6. PAYMENT TERMS: CREDIT & DEBIT CARD & ONLINE PAYMENT REQUIRED 100%. CHECKS OR CASH REQUIRED 50 % DOWN @ TIME OF ORDER; 50% PRIOR TO RECEIPT OF MATERIALS. A \$50 FEE WILL BE ASSESSED FOR RETURNED CHECKS.
7. REFUNDS FOR PURCHASES MADE BY CASH OR CHECK WILL BE REFUNDED BY CHECK WITHIN 2-3 WEEKS AND PURCHASES BY CREDIT CARD WILL BE CREDITED BACK TO THE ORIGINAL CREDIT CARD USED FOR THE PURCHASE.
8. THE BUYER MAY CANCEL ORDERS WITHOUT CHARGE WITHIN 2 DAYS OF PLACING AN ORDER. ANY ORDER CANCELLED AFTER 2 DAYS, KOB HAS THE RIGHT TO KEEP 25% AS RESTOCKING OR PROCESSING FEE.