

Terms and Condition

This estimate from KOB Kitchen ("KOB") may be accepted online or by signing a printed copy. If accepting the estimate online, you ("Buyer") agree 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

1. IT IS VERY IMPORTANT TO REVIEW AND CONFIRM YOUR DESIGN WITH THE 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 CABINETS SIZE PROVIDED. **THE BUYER IS RESPONSIBLE FOR THE FINAL DESIGN APPROVAL.**

2. PAYMENTS

1. PAYMENTS WITH CREDIT & DEBIT CARD & ONLINE PAYMENT REQUIRE 100% OF FULL PAYMENT. CHECK OR CASH REQUIRE A 50% DEPOSIT AT TIME OF ORDERING, AND THE REMAINING BALANCE 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 ORIGINAL BUYER.

3. MODIFICATIONS & CANCELLATIONS

1. ANY MODIFICATIONS TO THE ORDER BEFORE RECEIPT OF GOODS WILL BE SUBJECT TO ADDITIONAL FEES.
2. THE BUYER MAY CANCEL THE ENTIRE ORDER WITHOUT CHARGE WITHIN 2 DAYS OF PLACING AN ORDER. ANY ORDER CANCELED AFTER 2 DAYS, KOB HAS THE RIGHT TO KEEP 35% AS RESTOCKING AND PROCESSING FEE.

4. DELIVERY & INSPECTION

1. LEAD TIME AND DATE ARE ESTIMATES; KOB CAN NOT GUARANTEE SPECIFIC DEADLINES AND RECOMMENDS THAT BUYER NOT SCHEDULE INSTALLATION UNTIL BUYER RECEIVE ALL ITEMS.
2. 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 HANDLING OF ITEMS.
3. SHORTAGE UPON RECEIPT OF GOODS MUST BE NOTED ON THE DELIVERY CARRIER'S DELIVERY SLIP & SIGNED BY THE BUYER AND DRIVER. KOB NOT RESPONSIBLE MISSING ITEMS AFTER CLIENT SIGNED THE DELIVERY/PICK UP SLIPS.

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5. RETURNS:

1. NO RETURN OR EXCHANGE ON "ASSEMBLED CABINETS" (CABINETS ORDERED TO BE ASSEMBLED AT KOB WAREHOUSE), MOLDINGS, ACCESSORIES, SPECIAL ORDER ITEMS(INCLUDING VANITY TOP, PULLS KNOBS, SINKS FAUCETS, CUSTOM MAKE COUNTERTOP, AND CABINETS) AFTER RECEIPT OF GOODS.
2. TO BE ELIGIBLE FOR A RETURN OR EXCHANGE: UNASSEMBLED CABINETS(CABINETS ORDERED TO BE ASSEMBLED BY BUYER), IN-STOCK KOB SINKS, AND FAUCETS MUST BE IN ORIGINAL CONDITION AND PACKAGING WITHIN 15 DAYS OF DELIVERY. A 25% STOCKING FEE WILL BE APPLIED. UPON KOB INSPECTION, IF MATERIAL IS NOT IN GOOD, RESELLABLE CONDITION, IT IS NOT ELIGIBLE FOR CREDIT REFUND. THE BUYER IS RESPONSIBLE FOR SETTING UP RETURN SHIPMENTS AND ADDITIONAL SHIPPING COSTS.

6. DAMAGE CLAIMS TO:

1. UNASSEMBLED CABINETS (CABINETS ORDERED TO BE ASSEMBLED BY BUYER) WITH CONCEALED DAMAGE CLAIMS (FOUND AFTER UNPACKING) MUST BE MADE WITHIN 15 DAYS OF RECEIPT OF PRODUCT BY SUBMITTING A CLAIM REQUEST FORM ALONG WITH 2 PICTURES. DO NOT INSTALL DAMAGED OR DEFECTIVE PRODUCTS, ASSEMBLE OR MODIFY PRODUCTS.
2. ASSEMBLED CABINETS (CABINETS ORDERED TO BE ASSEMBLED AT KOB WAREHOUSE) MUST BE MADE WITHIN 15 DAYS OF RECEIPT BY SUBMITTING A CLAIM REQUEST FORM ALONG WITH 2 PICTURES TO INFO@KOBKITCHEN.COM. TO BE ELIGIBLE, DAMAGE MUST NOT BE INCURRED AFTER RECEIPT OF GOODS. 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 CLAIM REQUEST IS APPROVED, KOB WILL PROVIDE THE PARTS, BUT IS NOT RESPONSIBLE FOR ANY ADDITIONAL LABOR COSTS INCURRED.

7. RESPONSIBILITY

1. KOB CABINETS IS INDEPENDENT OF ANY CONTRACTOR WORK AND RELATED FEES. AS SUCH, ANY FEES INCURRED FOR INSTALLATION OF CABINETS RELATED TO CONTRACTORS AND OTHER PARTIES IS THE RESPONSIBILITY OF THE BUYER.