

# QUOTE, ORDER, SHIPPING & RETURN POLICY

Effective: October 1, 2021 – Supersedes All Previous Policies

## QUOTES & ORDERS

### STANDARD QUOTES

- a. Normal response is within 24 hours of receiving the request.

### CUSTOM QUOTES

- a. Custom quote response time varies depending on complexity and materials required.
- b. A typical lead-time would be between 24-72 hours.

### PRICE VALIDITY

- a. Quoted prices are guaranteed for 30 days after date of proposal.
- b. Due to fluctuating material cost, all products are requoted if an order is not placed within 30-days.
- c. Standard price lists are provided separately.

### SAMPLE ORDERS

#### Standard Sample Rates

- a. **Flexible Sample Box:** No Charge
- b. **Lightweight Sample Box:** No Charge

#### Custom Sample Rates

- a. **Custom Sample Sizes:** Quoted based on customer requirements.
- b. All custom sample cost will be deducted from the first product order.

#### Sample Lead-Times

- a. **Standard Samples:** Shipped immediately.
- b. **Custom Samples:** 7-14 business days depending on complexity of request.

### CUSTOM ORDERS

- a. Products made to customer specifications cannot be cancelled, changed, returned or refunded.
- b. Lead-Times are based on project complexity and material availability at the time of request.

Special order shipping and handling fees based on the order amount:

- a. \$0.00 - \$199.99 = \$75 charge
- b. \$200.00 - \$399.99 = \$60 charge
- c. \$400.00 and up = \$0 charge



## STANDARD ORDER PROCESSING

- a. Orders are processed on the first available business day after receipt.
- b. Standard orders are shipped within 7-14 business days.
- c. Shipping Hours: Monday - Friday 8.00am – 3.00pm Eastern Time.

## CANCELLED ORDERS

### **Standard Product**

- a. Orders cancelled prior to packaging and/or shipping will not be charged a restocking fee.
- b. Once product has been packaged for shipment, a 25% restocking fee will apply.
- c. If product is in transit, it cannot be canceled but may be returned by following our return process. (a 25% restocking fee will apply)

### **Custom Product**

- a. Orders may be cancelled prior to production without penalty, unless special order materials have been ordered.
- b. Custom orders cannot be cancelled if production has begun (Once production begins, you own the products).
- c. Customers are responsible for all special materials purchased if the order is cancelled.
- d. Once the product has been manufactured, the order will be invoiced, and payment required.

To cancel an order, call Customer Service at 912-264-6496.

**Hours:** Monday-Friday 8 am to 5pm Eastern Time.

## MINIMUM ORDERS

- a. Minimum Order - \$100 per order per destination. Orders under \$100 will be assessed a \$50 small order charge.

## BACK ORDERS

- a. If an item is on back order, Kerfkore will call to determine how the customer would like us to handle shipment.

## PAYMENT TERMS

- a. Payment terms for approved domestic accounts are 2%/10 NET 30 days.
- b. (Payment must be postmarked within 10 days to receive discount).
- c. Discount does not apply to shipping and handling cost and should only be applied to actual product cost when deducting from payment.

# SHIPPING AND HANDLING

## SHIPPING & DELIVERY

- a. Due to product size, all orders ship via LTL (freight carrier).
- b. Delivery is generally within 3-5 business days after leaving our facility.
- c. Unless expressly agreed to in writing, Kerfkore shall select the method of shipment and carrier.



## SHIPPING RATES

- Shipping rate is based on weight, size, and ship to location.
- Orders ship FOB Kerfkore.
- Before finalizing an order, shipping estimates will be provided. [Note: This is an estimate, actual charges may vary.](#)

## RESTRICTIONS

- All LTL shipments require a business address.
- An additional charge of \$120.00 will be applied for deliveries to a non-business location.
- All orders/shipments require a street address. We cannot ship to P.O. Boxes or APO/FPO's.
- We do not offer Saturday, Sunday or holiday delivery.
- Due to the weight and fragile nature of our products, we do not offer expedited shipping options.

## LEAD-TIMES

- Shipping lead-times will vary based on material and trucking availability.

## TRACKING

- If provided by the carrier, tracking information will be sent via email at the time of shipment.
- Note: Not all carriers provide tracking numbers.

## RECEIVING

- Visually inspect the condition and entirety of the shipment.
- Make sure to note missing items or damaged materials.
- DO NOT** let the driver leave until you verify all materials have been received and are in good condition.
- Any damaged or missing items must be noted on the delivery receipt. If not noted, it may increase the amount of time required to seek resolution. In such cases, you will be required to file directly with the carrier.

## INTERNATIONAL

- Currently Kerfkore ships to the United States and Canada. We do not ship to any other locations.
- International shipments may be subject to additional brokerage fees, duty fees, and taxes.
- Taxes, duties or brokerage fees are to be paid directly by the customer and are not refundable under any circumstances. Please check with your customs office to make sure you understand all fees that may be assessed on your order.

# RETURN & REFUND POLICY

## CLAIMS

On occasion damages may take place during transit. If you receive damaged product, follow the steps below:

- Upon receipt, look for indications of damage.
- Notate visible damage along with signature on the BOL (paper or electronic) provided by the driver. The driver will start the claim process, and this will shorten the claim filing process and re-shipment.
- Even if no damage is noted on the BOL, a claim can be filed for hidden damage.



In the case of damage, follow these 3 steps for quick replacement:

1. Accept shipment.
2. Contact Kerfkore immediately
3. Provide Kerfkore with the required documentation
  - a. Order Number
  - b. POD (Proof of Delivery Receipt)
  - c. Tracking Numbers
  - d. Pictures of damaged products
  - e. Number of damaged pieces
  - f. Send to [Marie@kerfkore.com](mailto:Marie@kerfkore.com)

**\*\*\*NOTE: NEVER REFUSE A SHIPMENT\*\*\***

- a. Refused shipments are subject to return shipping costs which will be the customers responsibility, and in certain circumstances, will incur a 25% restocking fee.
- b. **DO NOT DISCARD** any damaged material.
- c. Once reported, damaged materials are the property of the carrier, by law, and they have 120 days to decide if they wish to inspect, pick up or discard materials.
- d. Once the product has left our facility, the carrier is responsible until delivery is completed. Kerfkore cannot be held responsible for any damages or shortages.

## RETURNS

- a. Product must be in like-new condition, shipping prepaid, insured for full value and wrapped to prevent damage.
- b. We do not accept returns or exchanges on custom orders.
- c. All charges related to product returns are the customers responsibility.
- d. Kerfkore reserves the right to reject any refund request if the product is damaged.
- e. Items must be in original condition and not have been installed, cut or modified in any way.
- f. If the carrier claims responsibility, insurance reimbursement will be issued to Kerfkore, replacement products will be sent to the customer.

A Return Authorization (RA) number must be issued prior to returning products.

**To request an RA number, email or call Kerfkore and provide the following information:**

- a. Company
- b. Contact Name
- c. Address
- d. Phone
- e. Reason for Return
- f. Date of Purchase
- g. Copy of the original Kerfkore invoice



### **Upon written approval of the RA number:**

- a. Product must be returned to our facility within 30 days.
- b. Mark return shipment with the RA number making sure it's visible on the outside of the shipment.
- c. A copy of the original Kerfkore invoice should be included with the return shipment making sure it's visible.
- d. Ship products in a way that it can be tracked and/or insured.
- e. Kerfkore is not responsible for products lost or damaged during return shipment.
- f. Products received without an RA number and required documentation may not be accepted or processed.
- g. Ship product to:

Attention: Angela Drury

RA #:

Address: Kerfkore

2630 Sidney Lanier Drive  
Brunswick, Georgia 31525

- h. Once the return has been processed, you will receive a notification.
- i. Returns may be subjected to a 25% restocking fee.
- j. Shipping charges are nonrefundable.

### **REFUNDS**

- a. Refund requests must be made within 14 days of delivery date. After 14 days, contact Customer Service to determine the best course of action.
- b. Once products have been received and inspected by Kerfkore, you will be notified.
- c. If the return is approved, a credit will be applied to your account.
- d. In the event of non-compliance with these requirements, a refund will be issued in accordance with the condition of the returned materials and the value of missing items.
- e. Customers are responsible for paying shipping costs for returned items.
- f. If a credit is issued, the cost of return shipping will be deducted from the amount.
- g. Items returned without authorization, including canceled orders and refused shipments, are subject to a 25% restocking fee.
- h. A credit will be issued within 5 days of product receipt, pending qualification and subject to above criteria.
- i. No credits will be issued before merchandise is received and evaluated.
- j. Credits issued for any reason are valid for one year from date of issue.
- k. Unused credits beyond one year will be removed from the customer's account.

## WARRANTY/LIABILITY

### IMPORTANT - PLEASE READ CAREFULLY

Kerfkore is not responsible for product damage, property damage or lost labor costs due to faulty installation. Claims for damage or shortages must be made upon receipt of product. Thoroughly inspect all products before installation as use will constitute acceptance. Installed product is considered the property of the owner/installer and cannot be exchanged or returned for any reason. This warranty gives you specific legal rights. Additional legal rights may vary from state to state. Kerfkore's sole obligation under the warranty is to credit your account or replace the product in question. All warranties, whether expressed or implied, are hereby disclaimed and negated including the warranties of merchantability or fitness for a particular purpose and non-infringement. Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you. Kerfkore assumes no liability whatsoever for incidental or consequential damage that may arise from the use of the products we supply.

## CUSTOMER SERVICE

For placement of orders, assistance in product identification, or to address additional questions, contact Customer Service.

Phone: (912) 264-3363

Fax: (912) 262-9763

Email: [angela@kerfkore.com](mailto:angela@kerfkore.com)

Mail: Kerfkore  
2630 Sidney Lanier Drive  
Brunswick, Georgia 31525

