

QUOTE, ORDER, SHIPPING & RETURN POLICY

Effective: January 1, 2025 – Supersedes All Previous Policies

QUOTES & ORDERS

Quotes

Standard Quotes: Response within 24 hours.

Custom Quotes: Response within 48-72 hours, depending on complexity.

Price Validity: Quotes are valid for 30 days. Orders placed after this period will be re-quoted.

Samples

Standard Samples: Free; ships within 24 hours.

Custom Samples

- 1' x 1': \$10 + shipping (credited toward the first order). Ships within 7-14 business days.
- 2' x 2': \$20 + shipping (credited toward the first order). Ships within 7-14 business days.

Orders

Standard Orders

- Orders are processed the next business day.
- Standard orders ship within 7–14 business days.
- For back-ordered items, Kerfkore will contact the customer for shipment instructions.
- **Cancellation Policy**
 - **Before packaging:** No fee
 - **After packaging:** 25% restocking fee
 - **In transit:** Non-cancelable; returns incur a 35% restocking fee.

Custom Orders

- Orders are processed the next business day.
- Lead times depend on product complexity and material availability.
- For back-ordered items, Kerfkore will contact the customer for shipment instructions.
- **Cancellation Policy**
 - **Before Production:** Cancelable unless special materials are purchased (cost paid by customer).
 - **After Production Begins:** Non-cancelable.
 - **Completed Orders:** Full payment required.

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

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



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Laminating & Framing Services

- **Flexible Panels:** A minimum of 40 panels per order are required.
- **Worklite Panels:** A minimum of 40 panels per order are required.
- **Customer supplied veneers only** (Kerfkore will send photos of veneers for approval prior to production).

NOTE: Minimum Panel quantity may change due to panel size and thickness.

Fees

Shipping Fees

- Due to the high potential for shipping damage, **Kerfkore will not ship less than 10 panels on a pallet.** Any decision to bypass this rule will require full ownership by the customer once the products are loaded on the truck and will include an additional \$250 small order fee.

Pallet Fees: Orders less than a full unit (Generally 40 panels) receive an additional charge for the pallet.

- 96" Pallet: \$95
- 120" Pallet: \$125

Payment Terms: Governed by distributor agreements.

Due to the high potential for shipping damage, Kerfkore will not ship less than 10 panels on a pallet.

Smaller orders can be combined with stock products to create a full unit and avoid extra charges.

SHIPPING & HANDLING

Shipping & Delivery

- Ships via LTL freight; delivery typically within 5–7 business days.
- FOB Kerfkore; shipping estimates are provided if requested prior to order placement (actual charges may vary).
- Rates are based on weight, size, and destination.
- Kerfkore selects the shipment method and carrier unless otherwise agreed in writing.
- Tracking information, if available, will be emailed.
- International shipping to Canada: Customer is responsible for brokerage fees, duties, and taxes.



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Restrictions

- Delivery to business addresses only; \$150 charge for non-business delivery.
- No P.O. Boxes or APO/FPO's, expedited shipping, or weekend or holiday deliveries.
- All LTL shipments require a business address.

Receiving

- Inspect shipments immediately and note damage or missing items on the Bill of Lading (BOL).
- Do not refuse shipments; resolve damages through carrier claims.
- Ensure all materials are verified and in good condition before the driver departs.
- Failure to note issues on the delivery receipt may delay resolution and require direct filing with the carrier.

Returns & Refunds

Damage Claims

- An RA is required for returns; submit a request with company and order details.
- Note visible damage on the Bill of Lading (BOL).
- Request the driver to initiate the claim process.
- Concealed damage claims can be filed even if not noted on the BOL.

*****NOTE: NEVER REFUSE SHIPMENT*****

Reporting Damage

- **Accept the Shipment:** Never refuse a shipment.
- Contact Kerfkore Immediately

Provide the Following Documentation

- Your PO# and/or Kerfkore CO#
 - Proof of Delivery (POD)
 - Tracking Numbers
 - Pictures of damaged products
 - Total number of damaged pieces
 - Send all information to angela@kerfkore.com
- Refused shipments incur return shipping costs and a 25% restocking fee.
 - Retain damaged materials for up to 120 days for carrier inspection or retrieval.
 - The carrier assumes responsibility for damages or shortages once products leave Kerfkore's facility.



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Product Returns

General Guidelines

- Products must be in a like-new condition, shipped prepaid, insured for full value, and properly packaged.
- **Custom Orders:** Non-returnable and non-exchangeable.
- Customers are responsible for all return-related charges.
- Kerfkore may reject refunds for damaged returns.
- Returned items must not have been installed, cut, or modified.
- If the carrier is responsible for damages, Kerfkore will receive reimbursement and issue replacements.

A RETURN AUTHORIZATION (RA) NUMBER IS REQUIRED TO RETURN PRODUCTS

To request an RA number contact Kerfkore via email or phone and provide

- Company Name
- Contact Name
- Address & Phone
- Reason for Return
- Date of Purchase
- Copy of the original Kerfkore invoice

Upon Written Approval

- Return products within 30 days.
- Mark the RA number on the outside of the package.
- Include a copy of the original invoice.
- Use tracking and/or insurance for shipping.
- Kerfkore is not liable for lost or damaged return shipments.
- Returns without an RA number or required documentation may be rejected.

Return Address

Kerfkore

Attention: Angela Drury

RA#: [Insert RA Number]

2630 Sidney Lanier Drive

Brunswick, Georgia 31525

Processing Returns

- Notification will be sent upon processing.
- A 25% restocking fee applies.
- Shipping charges are non-refundable.



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Refunds

- Requests must be made within 14 days of delivery. Contact Customer Service for requests beyond this period.
- Refunds are processed after Kerfkore's product inspection.
- Approved refunds are credited to your account.
- Non-compliance with return requirements may result in partial refunds.
- Customers bear return shipping costs, which will be deducted from any credit issued.
- Unauthorized returns, canceled orders, and refused shipments incur a 25% fee.
- Credits are valid for one year from the issue date.

WARRANTY/LIABILITY

IMPORTANT - PLEASE READ CAREFULLY

Kerfkore is not responsible for product damage, property damage or lost labor costs due to faulty installation. Claims must be made upon receipt of product. Installed products are 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 order placement, product identification assistance, or questions, contact Customer Service.

Phone: (912) 264-6496
Email: angela@kerfkore.com
Mail: Kerfkore
2630 Sidney Lanier Drive
Brunswick, Georgia 31525

