



# Kitchen & Bath Showplace

To Our Customers:

## WHAT YOU NEED TO KNOW

When getting ready to build or remodel, there are a few things that you should know to make your project go smoother. Knowing these things can save you time, money and stress.

### SELECTING THE RIGHT PRODUCT

Make sure that what you are ordering is what you want and will fit where you want it to be installed. Have your installer contact us or the manufacturer for any questions on installation. Take measurements and confirm colors and finishes. Changing your mind after you have ordered will cost you money. Many vendors charge a re-stocking fee to return special order product. Some products you may not be able to return at all. **Please be aware product not in our inventory is considered a special order.**

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### LEAD TIMES

When purchasing special order items, allow plenty of time for delivery. Special order product is produced after your order is placed and can take as much as 8 weeks to receive. Lead times given are *ESTIMATES* only and unforeseen delays may occur. For this reason, we recommend that you do not schedule your installer until after your product has arrived.

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### RETURN GOODS POLICY

All custom special ordered products are non-returnable.

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Special order products that are changed, cancelled or returned will be subject to a minimum-restocking fee of 15% and up to 50% upon manufacturer's authorization of those products. All products with an authorized return by the vendor must be complete in the original box with original packaging and instructions, in re-salable condition i.e. not damaged or installed. **BOX'S WRITTEN ON ARE NON RETURNABLE, NO EXCEPTIONS.** All claims for Special Orders must be made within 30 days upon **INITIAL** arrival to KBS, not the day the item is picked up. Inspection of products is held liable to the customer once product has left our facility.

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**All returned products from our inventory are subject to a minimum-restocking fee of 15%.** All returns must be complete in the original box with original packaging and instructions in re-salable condition i.e. not damaged or installed. **BOX'S WRITTEN ON ARE NON RETURNABLE, NO EXCEPTIONS.** All claims must be made within 30 days of procurement.

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### PRODUCT ON HAND

Once your complete order has arrived, you will be informed and expected to pick up your product within 30 business days of arrival; you will be charged a storage fee of \$10.00 per day after the 30<sup>th</sup> business day. After the 40<sup>th</sup> business day, you will be charged the storage fee for the 10 extra days and then the product will be sent back with all incurred restocking fees. We do have delivery services available, please inquire as to area covered & days of delivery.

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**THESE CUSTOM AND SPECIAL ORDER GOODS MAY NOT BE RETURNABLE PER TERMS OF MANUFACTURER**

SIGNED: \_\_\_\_\_

PRINT NAME: \_\_\_\_\_

DATE: \_\_\_\_\_

Customer #: \_\_\_\_\_

Invoice #: \_\_\_\_\_