



INTERNATIONAL  
KITCHEN SUPPLY

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## Backorder Policy

An Item ordered that is out of stock is considered a backordered item.

Backorders for items out of stock will only be accepted within a **maximum** 30-day estimated time of arrival.

All orders placed on backorder will be provided with an estimated time of arrival. The estimated time of arrival is just that, an estimate. Many factors affect the transit of products from overseas. Transit delays, Customs delays, etc. all effect transit times and are out of our control. Therefore, by placing a backorder you understand and accept the fact that the projected time of receipt is not guaranteed and may be subject to change. International Kitchen Supply is not and cannot be held responsible for any additional delays as estimated arrival dates are in no way a guarantee.

Any order of a backordered item beyond the 30-day window will be accepted as a special order with a prepaid courtesy discount of 10% on the backordered item. The item will be ordered and an estimated time of arrival will be provided. The order can be canceled at any time with a full credit issued to your account. Updates on estimated time of arrival will be provided upon request. Keep in mind the estimated time of arrival on these items will also be not guaranteed. By placing an order for a backordered item, you acknowledge and accept any further delays for receipt of your ordered item.