



Policies & Procedures

ORDER PLACEMENT

1. International Kitchen Supply Customer Support is open from 8 am until 5:00 pm EST, Monday - Friday.
2. Orders for International Kitchen Supply may be submitted via fax, 1-864-638-4376 or email to: kboggs@internationalkitchensupply.com. No telephone orders will be accepted. Website generated order process - Coming Soon.
3. Only orders submitted on the IKS Order Form (See Specs&Forms tab in the dealer login section) or printed from 20/20 kitchen design program will be accepted.

ORDER ACKNOWLEDGEMENT AND APPROVAL

1. All orders will be acknowledged by a packing slip faxed or emailed, within 24 hours of receipt of order except for weekends and holidays.
2. Please review the packing slip and confirm the order is correct then fax back your confirmation with signature on packing slip to 864-638-4376 or email to kboggs@internationalkitchensupply.com
3. If you have not received your acknowledgement within 24 hours, please contact Customer Service immediately at: 1-864-638-4372 to confirm our receipt of your order.
4. Orders must be complete and include all required information. Incomplete orders will be returned pending receipt of complete order information.
5. If International Kitchen Supply has not received your approval and/or payment within 5 business days, your order will be deleted from our system and must be resubmitted.

ORDER CHANGES / CANCELLATIONS / RETURNS

1. Make any changes on the packing slip before faxing back approval.
2. Changes and cancellations made after an order has already been pulled may be subject to a 25% restocking fee.
3. Returns must be pre-approved and are accepted as long as the cabinets are still in the original packaging and in good condition. Please complete the IKS Return Form (see Specs & Forms tab on Dealer login).
4. Customer is responsible for any shipping cost incurred by International Kitchen Supply for return inspection.
5. Once a cabinet has been received by International Kitchen Supply for return inspection, we will determine if it is re-stockable and issue a credit memo for the cabinet.

REPLACEMENT PARTS

1. Replacement parts are available for items received damaged .
2. Replacement parts can be ordered using the International Kitchen Supply Damage Replacement Form (see Specs & Forms tab on Dealer login).
3. The Damage Replacement Form needs to be filled out completely.
4. Pictures may be required to help with determining the type of damage.
5. International Kitchen Supply will choose the shipping method most cost effective for shipping replacements. This may be via Fed Ex or freight carrier.
6. Qualified damage replacement parts will be shipped at no charge.
7. Replacement parts requested for concealed damage reported to International Kitchen Supply more than 10 days after delivery will be at the customer's cost (damaged item and shipping). Please note Receiving Section on page two of this policies and procedure guide for more details.



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DELIVERY

1. Orders are shipped via freight carrier or Fed Ex. International Kitchen Supply quotes freight with several different companies and ships the order with the least expensive carrier.
2. Customers may request a certain carrier to be used for their shipments.
3. Commercial or Residential delivery as well as any special instructions (i.e. liftgate, call before delivery, etc.) needs to be specified when placing an order as this may add additional fees to the freight charge.
4. Customer is responsible for any additional freight charges incurred due to special handling not noted on the original order form.
5. An invoice will be faxed once an order is ready to ship. This is your shipment notification.
6. To check on delivery date of your order you may call us at 864-638-4372. We can provide you with the delivery date for your order. We are unable to provide you with a specific time frame due to freight carriers limitations. All shipments are delivered prior to 5:00 pm.
7. Fed Ex will be used for small cabinets and moldings at the discretion of the Warehouse Manager.

RECEIVING

1. A qualified dealer representative should receive, inspect, and sign for all deliveries. Your signature on the delivery slip is acknowledgement that the order has been received complete and in good condition.
2. The quantity of pallets and bundles should be checked against the delivery receipt supplied by the driver for each delivery before being signed.
3. Note any discrepancies or damages on the delivery receipt and notify International Kitchen Supply. Cartons showing signs of damage should be opened and contents inspected immediately. Note any damage on the delivery receipt and notify International Kitchen Supply within 10 business days via fax or email, kboggs@internationalkitchensupply.com. Damaged items will be replaced when International Kitchen Supply has been notified using the Damage Replacement Form (form located under Specs & Forms tab within Dealer login section).
4. International Kitchen Supply will send you a replacement as quickly as possible for any discrepancies/damages. All damaged items must be kept for 9 months for possible inspection by the freight company.
5. Concealed Damage - There are times when everything on a delivery looks fine, but when you open a box an item is damaged. Please open all boxes and notify International Kitchen Supply within 10 days of delivery. If you do not let us know in that time period and the damage was caused by shipping, we cannot file a claim.
6. If you have damaged items, please check complete order prior to submitting a damage replacement form.

INVOICE AND PAYMENT METHODS / TERMS

1. All credit account holders are entitled to a discount off of their total invoice less any delivery or freight costs for payments made within 10 days of receipt of cabinets. Payments made by Check, Money Order or Certified Check postmarked within 10 days of receipt receive a 5% discount. Payments made by credit card (Visa, MasterCard, American Express, Discover) receive a 2% discount. Wire transfer payments will be charged a \$12 wire transfer fee and receive a 5% discount. All credit accounts must be paid in full within 30 days.
2. If you are a PREPAY account we must receive payment in full prior to shipping order. Payments may be made by Check, Money Order, Wire Transfer or Credit Card. (Visa, MasterCard, American Express, Discover). Wire transfer payments will be charged a \$12 wire transfer fee. **No orders will be shipped prior to payment.**
3. Accounts that become past due and/or exceed designated credit limits will be placed on credit hold. Any in-house orders will be held and new orders will not be processed until credit hold is resolved.
4. Invoices are faxed at the time of shipment. International Kitchen Supply does not mail statements. The faxed invoice is your bill.