



## *Policies and Procedures*

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### **UPDATES AND CHANGES TO POLICIES AND PROCEDURES**

1. These policies and procedures may be updated periodically. Notice will be posted on the Dealer login page whenever changes are made.

### **ORDER PLACEMENT**

1. The quickest and most efficient way to place an order is through our website:
2. [www.internationalkitchensupply.com](http://www.internationalkitchensupply.com). Website ordering is available 24/7.
3. Orders for International Kitchen Supply may also be submitted via fax at 864-638-4376 or email to: [orders@internationalkitchensupply.com](mailto:orders@internationalkitchensupply.com). No telephone orders will be accepted.
4. Only orders submitted on the IKS Order Form (See Specs & Forms tab in the Dealer login section) or printed item list from 20/20 or ProKitchen kitchen design program will be accepted if being submitted via email or fax.
5. Orders must be complete and include all required information. Incomplete orders will be returned pending receipt of complete order information.
6. All orders will be acknowledged by a faxed or emailed invoice within 24 hours of receipt of order except for weekends and holidays.
7. Please review the invoice and confirm the order is correct, then fax back your confirmation with signature on invoice to 864-638-4376 or email approval to [orders@internationalkitchensupply.com](mailto:orders@internationalkitchensupply.com). All orders must be confirmed in order to ship. Orders not confirmed will not ship.
8. If you have not received your acknowledgement within 24 hours, please contact Customer Service immediately at 864-638-4372 to confirm our receipt of your order.
9. 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.
10. Items are sold on a first come basis. No items will be held until the order is confirmed.

### **BACKORDERS**

1. A backorder is an order placed for an item that is currently out of stock yet is in transit to our warehouse within a thirty (30) day max waiting period unless unforeseen custom delays or issues with product salability.
2. Any item ordered that is not in stock or on backorder status will be considered a Special Order. All special orders must be made with the understanding that delivery delays may occur and are often beyond our control. Therefore by accepting the order, the customer agrees not to hold IKS liable for unforeseen delays or cancellations.

### **ORDER CHANGES / CANCELLATIONS / RETURNS**

1. Changes can be made before approval via fax or email.
2. Changes and cancellations made after an order has already been pulled may be subject to a 25% restocking fee and applicable freight charges if order has been picked up by the shipper.
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.)



# INTERNATIONAL KITCHEN SUPPLY

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### **ORDER CHANGES / CANCELLATIONS / RETURNS - cont.**

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.
6. **Assembled cabinets can not be returned.**
7. Returns are only accepted within 30 days of receipt of goods. No returns will be accepted after 30 days of receipt of goods..

### **REPLACEMENT PARTS**

1. Replacement parts are available for items received damaged when the required info is provided.
2. **All replacements requests must be submitted before items are assembled, installed, or altered in any way.**
3. Replacement parts can be requested using the International Kitchen Supply Damage Replacement Form (see Specs & Forms tab on Dealer login).
4. The Damage Replacement Form needs to be filled out completely.
5. Pictures are required of the damaged item(s).
6. All damage and replacement claims must be received on the required forms within 10 calendar days of delivery. All replacements must be submitted at the same time. Multiple requests on the same order or replacement requests placed after the 10 calendar day window may result in an additional charge or may be denied.
7. International Kitchen Supply will choose the shipping method most cost effective for shipping replacements. This may be via FedEx or freight carrier.
8. Qualified damage replacements parts will be shipped at no charge.
9. Replacement parts requested for concealed damage reported to International Kitchen Supply more than 5 days after delivery will be at the customer's cost (damaged item and shipping). Please see Receiving Section of this policies and procedures guide for more details.

### **DELIVERY**

1. An invoice will be faxed or emailed once an order has shipped. This is your shipment notification. If ordering on the website, your tracking will be loaded there and available for you to track 24/7.
2. Orders are shipped via freight carrier, FedEx, or UPS. International Kitchen Supply quotes freight costs with several different companies and ships the order with the least expensive carrier.
3. Customers may request a certain carrier to be used for shipping; this may result in higher shipping rates.
4. Commercial or residential delivery, as well as any special instructions (i.e. lift gate, call before delivery, etc.) need to be specified when placing an order as this may add additional fees to the freight charge.
5. Customer is responsible for any additional freight charges incurred due to special handling not noted on the original order form.
6. FedEx will be used for small cabinets and molding at the discretion of the Warehouse Manager.
7. To check on delivery date of your order you may call us at 864-638-4372. We can provide you with the estimated 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 p.m.



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### RECEIVING

1. **All items received must be inspected within 5 business days of receipt.**
2. 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. Any damage replacements must be requested within 10 business days. Damage replacements requested after 10 business days may incur additional charges.
3. The quantity of pallets and bundles will be noted on the packing slip and should be checked against the delivery receipt supplied by the driver for each delivery before being signed. International Kitchen Supply will not be responsible for shortages if the delivery receipt is signed without noting the shortages and the order is accepted as complete.
4. Note any discrepancies or damages on the delivery receipt and notify International Kitchen Supply within 5 calendar days. Cartons showing signs of damage should be opened and contents inspected immediately. Note any damages on the delivery receipt and notify International Kitchen Supply within 5 calendar days. Failure to note damages when the order is being delivered may result in the damage claim being rejected.
5. Concealed Damage - There are times when everything in a delivery looks fine, but when you open a box an item is damaged. Please open all boxes and notify International Kitchen Supply within 5 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 and cannot replace the item at no charge.
6. 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).
7. 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.
8. If you have damaged items, please check complete order prior to submitting a damage replacement form.

### INVOICE AND PAYMENT METHOD / TERMS

1. Invoices are faxed or emailed at the time of shipment. International Kitchen Supply does not mail statements. The faxed or emailed invoice is your bill.
2. Please refer to the Credit Application for payment terms on credit accounts.
3. If you are a PREPAY account we must receive payment in full prior to shipping your order. Payments can be made by check, money order, wire transfer or credit card (Visa, MasterCard, American Express, Discover). Wire transfer payments will be charged a \$15 wire transfer fee. No orders will be shipped prior to payment.
4. 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 account is current.