

**Freight Terms:**

- Freight is allowed on orders exceeding \$2,000 net for shipments (unless otherwise noted) within the continental U.S., except for: Draft Barrier Series SB & LB - all shipments are plus freight. Special Quotations have negotiated freight terms.
- All shipments are FOB Seattle, Washington or an authorized King agency warehouse.
- Title of merchandise transfers to the purchaser upon pick-up by the trucking company.
- King will use the freight carrier of our choice when shipping freight allowed orders.
- Orders shipped at a customer's request by a non-King preferred carrier will be freight collect even if it exceeds the minimum allowed terms.

**Freight Claims:**

- Claims for shortage of, damaged or non-delivered product must be made by the purchaser with the transportation company.

**Returns:**

- Contact King or your King representative for a Returned Goods Authorization (RGA). Products returned without an authorized RGA number will be refused. Customer must provide the manufacturing date which is stamped on the product before a return will be authorized by King. Restocking charges may apply; call King for details. Defective returns are handled under the terms of our warranty policy: within 30 days a 5% restocking fee will apply, 31-60 days = 15%, 61-90 days = 25%, 91+ days = no return.

**Minimum Order:**

- No minimum. No minimum, Although a \$5.00 processing fee is added to any orders under a \$100 net amount. Special Non-Stock Orders: • Non-stock made-to-order products require the purchaser sign a non-cancellable non-returnable form (NCNR). After the NCNR form has been signed the purchaser is liable for the full cost of the product if cancelled and the item(s) can not be returned for credit. All part sales are final.
- Special Non-Stock Orders:  
Non-stock made-to-order products require the purchaser sign a non-cancellable non-returnable form (NCNR). After the NCNR form has been signed the purchaser is liable for the full cost of the product if cancelled and the item(s) cannot be returned for credit.

**Will Call:**

- Lead times are subject to seasonal demand.
- Small parcel will call orders require 4 to 8 hours notice.
- Large will calls require 1 to 3 days notice. Orders not picked up within 5 days will be shipped prepaid with the freight charged, plus a \$25 handling fee.
- To avoid delays please call ahead to confirm the order is ready.
- Warehouse personnel will send customers to the administrative office when orders are not found or when paperwork discrepancies require attention.
- Small Parcel Expedite Fee:  
A \$25 expedite fee will be charged for same day service on UPS shipments and the order must be received by 11AM PT.

**Fees for PO Changes:**

- Changes to an existing order after 24 hours will incur a \$25 change fee per occurrence, not per line item.
- To avoid change fees customers may place a new order which will be subject to the freight terms noted above.
- New orders cannot be combined with existing orders to meet freight allowed terms or to expedite a ship date.

**Quick Ship Program:**

- Any product(s) with an extended production lead time can be expedited for a 25% Quick Ship fee.
- Quick Ship orders are guaranteed to be shipped in less than 3 to 5 business days.
- Acceptance of a Quick Ship order is subject to component availability and will be confirmed within 24 hours.
- When ship dates are missed the order value will be reduced by 5% per day until the premium is eliminated.
- King will not accept penalties for missed ship dates.
- Cancellation after 1 business day will incur a cancellation fee of 15%. When the product is a special order the NCNR terms noted above also apply