

# Standard Terms & Conditions

## Minimum Order:

1. No Minimum, but a \$7.00 processing fee will be added to orders under \$100 Net.

## Payment Terms:

1. Net 30 Days , a 1% per month finance charge will be assessed for past due invoices.

## Freight Terms:

1. Orders exceeding \$2,000 are shipped freight allowed within the continental U.S. (AK & HI excluded).
2. Exceptions are: Draft Barrier Series: SB & LB, KDBA & KDIA. Cabinet Heaters: KCA, KLA & KLI and Explosion Proof Heaters. These products always ship plus freight charges.
3. All items are FOB point of shipment.
4. Orders shipped by a non-King preferred carrier at a customer's request will be freight collect.
5. Special freight terms apply for job/project bids and will be noted on the quotation.

## Product Lead Times:

1. A items are normally in stock.
2. B items are made to order requiring 1 to 2 weeks.
3. C items are made to order requiring more than 3 weeks.
4. Non-stock made-to-order products (B and C items) are non-returnable and are subject to a 100% cancellation fee.

## Standard Shipping Lead Times:

1. Small Parcel 1 to 3 business days.
2. Truck Shipments 3 to 5 business days.
3. During the winter season lead times are often extended, consult factory during this time.
4. Stock orders may be held up to 7 working days in order to ship complete. Consult factory if a partial shipment is required, partial shipments less than \$2,000 will be plus freight.

## Quick Ship Program:

1. Quick Ship orders are guaranteed to be shipped in less than 3 to 5 business days.
2. Quick ship expedite fee is 25% of the order value.
3. Acceptance of a Quick Ship order is subject to component availability and will be confirmed within 24 hours.
4. If the ship date is missed the quick ship fee will be reduced 5% per day until the premium is eliminated.
5. King will not accept financial penalties for a missed ship date.
6. Standard cancellation fees will apply plus the 25% quick ship fee will be charged.

## PO Changes:

1. Changes to an existing order after 24 hours will incur a \$25 change fee.
2. New orders cannot be combined with existing orders to meet freight allowed terms or to expedite a ship date.

## Small Parcel Expedite Fee:

1. A \$25 expedite fee will be charged for same day service on small parcel shipments.
2. The order must be received by 11:00AM.
3. No minimum, and no additional processing fee.

## Factory and Agent Warehouse Will Call Orders:

1. Lead times are subject to seasonal demand, please call ahead to confirm.
2. Orders not picked up within 5 days will be shipped with the freight charged, plus a \$25 handling fee.

## Freight Claims:

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

## Stock Returns:

1. Contact your King sales representative for a Returned Goods Authorization (RGA). Products returned without an authorized RGA number will be refused. Only A items are returnable.
2. Customer must provide the manufacturing date which is stamped on the product and box before a return will be authorized.
3. Restocking charges may apply: 5% within 30 days, 15% within 60 days, 25% within 90 days, more than 90 days no returns allowed.
4. All parts sales are final, no returns allowed.