



## Privacy Policy

KOBA does not sell, rent, or lease its customer lists to third parties. Registering for KOBA's newsletter will allow KOBA to contact you about particular offerings that may be of interest to you.

## Color Minimums

Plastic Injection Molded single component products can be ordered in any of the colors on the KOBA Color Palette with a minimum order of one pallet. Multicomponent products (products with hangers or saucers) have specific color minimums listed under each product in the catalog and on the KOBA website.

Additionally, KOBA offers a bypass on large multicomponent minimums with a one pallet minimum at a 25% color change fee on the product ordered. Orders of colors outside of stock colors are considered Special Orders\* and have stipulations about returns.

## Credit Terms

Customers are automatically assigned a 'Cash on Delivery' status. Customers may apply for credit terms by filling out a Credit Application and faxing to (732)469-0835 or emailing to [heatherb@kobacorp.com](mailto:heatherb@kobacorp.com). Credit Application process times may differ with the pace of the responses from references. Once Credit Terms are established customers will be given a net 30 day status for bills.

All balances over 31 days are subject to a charge of 1.5% per month (18% APR).

Customers with established credit are eligible for a 2% discount if bill is paid with cash at time of delivery or pickup. Credit card payments are not eligible for this incentive.

Credit cards accepted by KOBA include; American Express, Discover, Mastercard, and Visa.

## Promotion Policy

Promotional offers are only available during specified times on specified products. Offers cannot be combined with any other discounts, unless specifically stated. KOBA offers a couple promotions year round including; 2% off on orders \$15,000 - \$24,999, 5% off on \$25,000 - \$99,999, 10% off on \$100,000 and above. KOBA's Rolling EOD can be used any time of year, with 5% off any plastic injection molded products ordered with 12 weeks of notice, and an additional 5% off if the order is paid at the time of delivery with cash or check.

## Shipping Policy

Daily shipments are made with multiple common carriers and UPS. Orders that are less than a pallet worth of product will be shipped via UPS. Orders that require a pallet will be quoted via logistics brokers to find the most economic carrier for shipment determined by location, order weight, and size. Shipping quotes expire between 24 to 48 hours.

## Return Policy

Items that are considered Special Orders\*, including items not in inventory, are not eligible for returns or refunds. Items ordered from existing inventory are entitled to be refunded or returned based on complaint. If items are damaged during shipment the buyer must note damages on Bill of Lading paperwork prior to the

delivery truck leaving. Pictures of damaged items can be sent to [sales@kobacorp.com](mailto:sales@kobacorp.com) or faxed to (732)469-0835 and will expedite the return process. If a product is unsatisfactory, a written explanation is needed before the item may be considered for refund. Buyer must take into account the description of the item before requesting a refund. If the item matches the description by the seller and the buyer is unsatisfied, the seller is not responsible for a refund.

A 15% restocking fee will be applied to orders that have already been shipped and are being returned.

### **Cancellation Policy**

An item may be cancelled up to 10 days after placing an order. After 10 days the buyer is responsible for the payment.

### **Complaints**

Any complaints about items or sellers may be sent to the KOBA office at [info@kobacorp.com](mailto:info@kobacorp.com) or (732)469-0110. There is no guarantee of a resolution. Each case will be looked at individually, and the seller will be in contact as well.

### **Sample Fulfillment**

Access to the sample order form can be found on our website; [www.kobacorp.com](http://www.kobacorp.com). Completed forms may be sent to [info@kobacorp.com](mailto:info@kobacorp.com) or faxed (732)469-0835. Sample fulfillment takes 2 - 3 days and will be shipped via UPS. Sample inventory is limited and may affect the color of product requested.