



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 Minimum

Plastic Injection Molded products can be ordered in any of the colors on the KOBA Color Palette with a minimum order of one pallet. Orders for items in colors outside of inventoried products are considered Special Orders*.

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 ursulam@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.

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. 2% off on orders \$15,000 - \$24,999, 5% off on \$25,000 - \$99,999, 10% off on \$100,000 and above.

Shipping Policy

Daily shipments are made with multiple common carriers. Our shipping department will tailor your order to the best method of shipment determined by your location, order weight, and size. Shipping quotes expire after 10 business days.

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 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 our support team: 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.