



COMPANY POLICY / TERMS & CONDITIONS

Product Receiving Instructions:

1. Please inspect all shipment(s) upon receipt of delivery by KIBI.
2. Please sign for piece(s) count as well as pallet count(s).
3. When using FREIGHT CARRIER inspect all boxes and make sure no damages have accrued during shipment.
4. The freight carrier has acknowledged the receipt of this shipment from our facilities in good condition. By your acceptance of the shipment from the carrier, you acknowledge that the product has been delivered in good condition. KIBI cannot be responsible for loss or damage if you give the carrier receipt of acceptance.
5. If any shortages or damages are discovered upon delivery, make a notation of damage(s) and/or shortage on the item(s) with a representative from the carrier present before accepting the order.

Shipping Policy: All items are shipped to you in the best possible packaging to ensure that you receive your purchase in perfect condition. Upon receipt, please inspect your package closely. We DO NOT offer International Shipping.

Return Policy: Returns are permitted within 30 days of receipt of product(s) unopened and undamaged. The customer will be responsible for all shipping costs associated with any returns, and will be responsible for up to a 25% restocking fee(s). KIBI only accepts any returned items that can be resold; refunds will not be issued in full for items damaged in return shipping or returns that are never received, we highly recommend that you insure all return shipments and email Order@kibus.com with the shipment tracking number.

Returns can be processed in one of two ways:

1. *Customers can bring the item(s) to our main office located at 1250 Newark Turnpike Kearny NJ 07032 for a full refund*
2. *The customer can give the item(s) to the KIBI's Drivers, which may incur up to 25% restocking fee(s).*

All returns or exchanges given to the driver, driver may or may not inspect item(s). Damaged items will not be accepted for return or exchange. Open boxes are subject to up to a 25% restocking fees. Possible waiver of restocking fees if item(s) are brought to our warehouse for inspection located at 1250 Newark Turnpike Kearny NJ 07032. Our driver is not responsible for any damage(s) that may occur during driving. Items may not be deducted from current invoice at the time of return/exchange. Once we receive and inspect the item(s) and determine there is no damage, the item(s) will be refunded. This may occur with an additional restocking fee. Faucet returns will be inspected to ensure they are working properly. If there are functional problems, we will offer an exchange or refund.

Cancellations: Cancel/change order must report within 24 hours to avoid shipping charge. Canceled orders are subject to a 25% restocking fee applied prior to any return of unused deposit.

Damage Policy: Upon receipt, please inspect your package closely. If there is any damage upon delivery, notify the delivery driver of the damage and request that he/she makes a note of the damage at the time of delivery. All damaged items will need to be accepted by the customer; please do not reject any items. A damage claim with KIBI will need to be filed before replacements products will be shipped. To file a damage claim, please send an email to Order@kibus.com that includes your order number, buyer's name, shipping address and a brief description of damage(s) including images of damage(s). This description must include the item numbers and the parts needing replacement. It is highly recommended to send images of the damage along with an email attachment of photos to better ensure the correct replacement parts are shipped. Upon receipt of the damage claim, a confirmation email will be sent on how then proceed regarding damage claim. KIBI reserves the right to deny any damage claims according to the terms and conditions of return policies. Expedited shipping service is not available for replacements and/or parts. KIBI cannot be held responsible for any labor costs accrued during the installation of products sold via any of its channels of distribution. This includes, but is not limited to, items that may be flawed or have become damaged in transit.

For distributors and other stocking customers, missing parts claims must be made from one (1) month or 30 days of product receipt by end user. Proof of purchase from Distributor(s) or customer(s) to end user(s) is required.

Notes: This policy does not cover freight damages or shortages due to shipping of product. Customer must receive product in accordance with KIBI shipping and receiving policy, and may be required to submit information verifying the claim. These policies are set by our freight carriers, so failure to comply will result in loss of compensation for the customer.

Privacy Policy: We implement a variety of security measures to maintain the safety of your personal information. Your personal information is contained behind secured networks and is only accessible by a limited number of persons who have special access rights to such systems, and are required to keep the information confidential. When you place orders or access your personal information, we offer the use of a secure server. All sensitive/credit information you supply is transmitted via Secure Socket Layer (SSL) technology and then encrypted into our databases to be only accessed as stated above.

Payments and Refunds: KIBI USA accepts cash, checks, debit cards and credit cards. A \$30 fee will be assessed for returned checks. Refunds for purchases made by cash or check will be refunded by check within 2 weeks and purchases by credit or debit card will be credited back to the credit or debit card used for the purchase. Down payments or deposits are due and payable at the time of order.

Freight Claims Instructions:

Unconcealed damage and/or shortage: Claims can be made only when it is indicated at the time of delivery. The claim must then be reported by email to KIBI USA by sending information including pictures regarding the pieces damaged and images showing the damage(s). No claims will be allowed without the proper paperwork signed by the Customer and the Transportation Company.

Concealed Damage: Claims must be made within 24 HOURS OF PRODUCT DELIVERY. Claims must then be made by email to KIBI USA by sending info regarding the pieces damaged and pictures showing the damage. By signing this document, I understand and accept the return and exchange policy terms and conditions information listed above.

PRINT

Company: _____

First Name: _____ Last Name: _____

Customer's Signature: Date: _____

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