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Ordering & Shipping Information

Terms of Sale

Net 30 days after receipt of order for customers with established credit. A monthly finance charge of 1½% will be added to the invoice amount on all delinquent accounts.

Catalog Pricing

Most prices are included in our catalog, but those prices can be subject to change without notice. Our customer service department will be happy to assist you on any price changes, quantity price discounts or any prices not included in our catalog. Product specifications are subject to change without notice.

Shipping Terms

Normally are F.O.B. Antioch, Illinois, UPS Ground. For an additional charge, we can expedite delivery via UPS Next Day, UPS 2-Day, UPS 3-Day or US Mail (1st Class, Priority or Express). All orders less than \$250 are subject to a nominal handling fee. Deliveries by truck are Tailgate Deliveries. *Inside Delivery* by truck is available for extra charge.

Returned Goods

All products returned to KWM must have a RMA (Return Merchandise Authorization) Number assigned by our customer service department. This number must appear on the outside of the parcel being returned. Packages must be shipped prepaid to be accepted for return by KWM. No returns accepted after 45 days.

Restocking Charge

A 20% restocking fee will be charged on all merchandise returned after 30 days. Items returned prior to 30 days may also be subject to a restocking fee. No returns accepted after 45 days.

Damaged Merchandise

Any package received damaged will require the customer to call their local UPS Delivery Service (1-800-PICKUPS) or Truck Carrier for an inspection. Save all boxes and packing material to prove proper packing and to substantiate your claim. All damage and shortage claims must be reported to KWM and UPS or the Truck Carrier within 10 days of receipt of the package. When accepting a package with visible damage, be sure to note the damage when signing for receipt of the package.

Warranty

Most products in our catalog have a one-year limited warranty for all parts and labor with extended warranties available at an additional cost.

- ➔ **Most Major Credit Cards Accepted**
VISA, MasterCard, AmEx & Discover
- ➔ **Most Orders Shipped Within 24 Hours**
UPS or U.S. Mail
- ➔ **Convenient Toll Free and 24 Hour FAX, EMAIL or WEB Ordering**
Courteous and Knowledgeable Customer Service

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