



OUR POLICY

TERMS

Standard terms are 2/10 N30. Accounts must be in current standing to apply the discount. The 10-day discount period is from the invoice date not the receipt date by customer. KRJ reserves the right to hold any shipments for past due accounts. Statements will be sent out monthly or available upon request.

SHIPPING

Material will ship out as Prepay/Add on small package or truck shipments unless customer specific routing instructions are provided. Drop shipments will always be prepay/add rather than shipping on customer freight accounts.

DAMAGED, LOST, SHORT

Lost goods are the responsibility of the carriers. In the instance of a damaged shipment, please keep the damaged box and take pictures of the pallet if a truck shipment. KRJ will assist in replacing the missing material, locating the missing freight, and filing of the claim against the carrier for those shipments originated by KRJ as freight prepaid or prepaid/add. Shortages must be reported within 10 working days of receiving the goods to receive credit. Confirm the count on the packing list to verify a true shortage. When receiving a pallet, please note the box quantity on the Bill of Lading before signing for the shipment.

RETURN POLICY

All returns must be accompanied by a KRJ provided Returned Goods Authorizations (RGA) as the packing list. Returns must have been purchased within the last 12 calendar months and in the original condition. If parts have been installed or prepped for installation, they cannot be returned. KRJ will not be responsible for freight on any customer returns unless specifically stated. For standard KRJ stock items, returns will have a 15% restocking fee or an equal offsetting order. On special order or non-stock items, if returnable, KRJ will advise customer of the additional restock fee and freight cost to return material to our vendor. Returns or credit will not be issued for items that are modified parts or customer specific specials.

CREDITS

No cash credits are issued. All credits remain on account to be used for additional goods or to be applied against open payables.

WARRANTY

For a period of 1 year, from the date of shipping from KRJ's warehouse (the "Warranty Period"), KRJ warrants its products to be free of defects and meet standard performance and material specs designated for that product. This warranty does not apply to customer designed specials. If the product is damaged as a result of not being properly installed or maintained or is modified, misused, improperly used or the customer fails to follow KRJ or manufacturer's installation, use or recommendation, this warranty is automatically voided. Any warranty claim must be filed with KRJ in writing within the Warranty Period and the customer's exclusive remedy with respect to any type of claim whatsoever shall be limited to a refund of the purchase price of the material or replacement of the material at KRJ's discretion.

This is KRJ's sole and exclusive warranty with respect to its products. KRJ makes no other warranty of any kind whatever, express or implied, and all implied warranties of merchantability and fitness for a particular purpose are hereby expressly disclaimed by KRJ and excluded from this agreement. KRJ shall have no liability whatsoever for any special, indirect or consequential damages, even if KRJ has been advised of the possibility of such damages.