



2018 Standard Terms & Conditions

Minimum Order:

1. No Minimum, but a \$25.00 processing fee will be added to orders under \$100 Net.

Payment Terms:

1. Net 30 Days , a 1% per month finance charge will be assessed for past due invoices.

Freight Terms:

1. Orders exceeding \$2,500 are shipped freight allowed within the continental U.S. (AK & HI excluded).
2. Exceptions are: Draft Barrier Series: SB & LB, KDBA & KDIA. Cabinet Heaters: KCA, KLA & KLI and Explosion Proof Heaters. These products always ship plus freight charges.
3. All items are FOB point of shipment.
4. Orders shipped by a non-King preferred carrier at a customer's request will be freight collect.
5. Special freight terms apply for job/project bids and will be noted on the quotation.

Special Delivery Fees

1. Any heater over 8' may be charged an excessive length Fee if not on a Prepaid order.

Product Lead Times:

1. A+ items should be in stock (unless large job quantities)
2. A items are normally in stock. If backordered 3-5 business days
3. B items are non-stock made to order 1-2 weeks
4. C items are non-stock made to order 3-4 weeks
5. D items are non-stock made to order requiring more then 4 weeks to build (consult factory for lead time)
6. S items are seasonal items. These items may be out of stock in the warmer months.

Non-stock made-to-order products (B, C & D items) are non-returnable and are subject to a 100% cancellation fee.

Standard Shipping Lead Times:

1. Small Parcel 1 to 3 business days.
2. Truck Shipments 3 to 5 business days.
3. During the winter season lead times are often extended, consult factory during this time.
4. Stock orders may be held up to 7 working days in order to ship complete. Consult factory if a partial shipment is required, partial shipments less than \$2,500 will be plus freight.

Quick Ship Program:

1. Quick Ship orders are guaranteed to be shipped in less than 3 to 5 business days.
2. Quick ship expedite fee is 25% of the order value.
3. Acceptance of a Quick Ship order is subject to component availability and will be confirmed within 24 hours.
4. If the ship date is missed the quick ship fee will be reduced 5% per day until the premium is eliminated.
5. King will not accept financial penalties for a missed ship date.
6. Standard cancellation fees of 100% will apply plus the 25% quick ship fee will be charged.

PO Changes:

- 1.Changes and Cancellations to an existing order will incur a \$35 change/cancellation fee.
2. New orders cannot be combined with existing orders to meet freight allowed terms or to expedite a ship date.

Order Expedite Fee:

1. A \$35 expedite fee will be charged for same day service on small parcel and freight shipments.
2. The order must be received by 11:00AM. King must agree we are able to expedite.
3. No minimum, and no additional processing fee.

Agent Warehouse Backorders:

1. Backorder items will be added to the next available stock transfer to that warehouse.
2. Customer can also have the items shipped from Seattle with freight on board..

Will Call Orders:

1. Lead times are subject to seasonal demand, please call ahead to confirm.
2. Orders not picked up within 5 days will be shipped with the freight charged, plus a \$35 handling fee.

Freight Claims:

- 1.Claims for shortage, damaged or non-delivered product must be made by the purchaser with the transportation company.

Stock Returns:

1. Contact your King sales representative for a Returned Goods Authorization (RGA). Products returned without an authorized RGA number will be refused. Only A+ and A items are returnable.
2. Customer must provide the Purchase Order number the item was purchased on before a return will be authorized.
3. Restocking charges will apply: 10% within 30 days, 20% within 60 days, 30% within 90 days, more than 90 days no returns allowed. Large returns maybe subject to higher restock fees.
4. All parts sales are final, no returns allowed.

Defective Returns:

1. Contact your King sales representative for a Returned Goods Authorization (RGA). Products returned without an authorized RGA number will be refused.
2. Customer must provide the Purchase Order number the item was purchased on before a return will be authorized.
3. The customer shall be responsible for all costs incurred in the removal or reinstallation of product, including but not limited to labor costs, and shipping costs incurred to return product to King Manufacturing. At King's discretion King Manufacturing will decide to either repair or replace the product, with no charge to the owner, if found to be defective, with return freight back to the customer paid by King.