



Terms & Conditions

BY ORDERING OUR PRODUCTS, THE CLIENT UNDERSTANDS AND CONSENTS TO THE POLICIES STATED BELOW:

Ordering

Method	Process
VT & CANADA Email: info@NEKBsupplycorp.com	Submit Order Via Email → Recieve Quote, Review, Click "Approved" for Processing → Sale Order Confirmation → Order Placed
OTHERS Email: orders@802cabinetry.com	
Online www.802cabinetry.com	Log Into Account → Select Products & Checkout → Payment Received → Order Placed

Please Note:

- All orders must include the following information to be processed: Company Name, Designer Name, PO #, Order Type, Style, and Shipping Method.
- If you order via the standard 802 Cabinetry Order Form, 2020 Report, or ProKitchen Report, you will receive a quote. You will need to confirm and accept the quote, for the order to be processed.
- All orders are processed in the sequence they are received and managed accordingly for shipment.
- Due to this policy, we do not hold orders once they are submitted. If you are seeking to delay shipment until the freight minimum is reached, you must hold all relevant orders together and dispatch them simultaneously once the minimum threshold is met.

Processing Time

Order Type	Processing Time
Un-Assembled (RTA)	0-1 Business Days
Assembled	5-10 Business Days
Assembled & Modification	10-15 Business Days

Modification Fees

Type	Fee
Wall Modify	\$150 Net
Base Modify	\$200 Net
Drawer Base/Vanity Drawer Base Modity	\$250 Net
Pantry Modify	\$300 Net
Oven Modify	\$350 Net

Order Item Changes Prior to Delivery

Order Type	Fee
Un-Assembled (RTA) Order	\$35 Flat Fee Per Item
Assemble Cabinet Order	\$60 Flat Fee Per Item
Accessories	No Fee

Whole Order Cancellations

Order Type	Fee
Un-Assembled (RTA) Order	No Charge
Assemble Order	After 2 Calendar Days, 25% Restocking Fee

Payment (We accept credit/debit cards, cash & checks. ACH is also available.)

Order Type	Deposit Required	Release Shipment
Online Order	100%	100%
Prepaid	100%	100%
COD	-	100%
Credit Term	Net 15	

Please Note:

- COD orders will not be released if full payment is not received in full.
- Credit/Debit cards will be charged a 3.5% transaction fee, bill on a separate invoice.
- Bounced/Returned payments will be charge a \$35 processing fee.
- After 3 bounced/returned/declined transactions, all future orders must be paid via cashiers check, certified check, money order, or cash.

Order Distribution/Collection Methods

Please Note:

- All requested delivery/pickup dates are estimates, your distributors cannot guarantee specific dates in case of unforeseeable circumstances. This may include manufacturing delays, fire, flood, earthquake, accidents, or transportation delays.
- Your distributors are not liable or responsible, for any loss or damage due to circumstances beyond their control including delays due to failure to make deposits or final payment.

Delivery Method	Shipping Fee	Note
Pick Up	N/A	Customer Takes All Responsibilities

Please Note:

- Orders must be collected within 10 business days upon receipt of the ready for pick-up email notification.
 - Beyond this period, storage fees will accrue at a rate of \$25 per day per open order, with a maximum accumulation of \$250 over two weeks.
- If an order remains unclaimed five weeks after the ready for pick-up notification, it will be returned to inventory.
 - Any refunds will be issued as a credit on account, deducting a maximum of \$250 and a 10% restocking fee.
- Any incurred storage fees must be settled in full before orders are released for pick-up.
- Orders designated for warehouse pick-up are not prepared for shipping, lacking palletization, wrapping, or strapping.
- If you opt for your client to collect directly from the warehouse, kindly notify orders@802cabinetry.com via email, including your PO name.

Delivery Method	Shipping Fee	Note
3rd Party	Depend on Logistics Company, Bill on Different Invoice	3rd Party Shipping Selected By Distributor

Please Note:

- All LTL freight orders undergo meticulous packaging procedures: individual items are securely placed in boxes, arranged on a pallet, shrink-wrapped, and strapped for safe transport.
- Standard transit time for LTL carriers ranges from 2 to 5 business days. Please allocate an extra day for residential deliveries and those necessitating scheduled delivery appointments.
- For residential deliveries and those requiring appointments, the freight company will contact the consignee 24 hours in advance to schedule delivery within a 3-4 hour window.
- Shipping charges cover a single delivery attempt. Additional shipping and handling charges resulting from delivery failure due to customer-related circumstances are the customer's responsibility.
- It is imperative that a responsible individual is present to inspect, inventory, and provide signature acknowledgment upon delivery.
- If the number of pallets delivered does not correspond with the count listed on the driver's delivery receipt copy, it must be duly noted. Thoroughly examining the packaging upon receipt is crucial for initiating freight claims. Any visible damage should be promptly documented on the paperwork during the signing process, accompanied by photographic evidence.
- Even if uncertainty exists regarding potential internal damage based on the exterior condition, it is imperative to note this on the delivery receipt to facilitate future claims for concealed damages.
- Under no circumstances should damaged items be rejected upon delivery. Instead, the delivery should be accepted while documenting the damage, and an online claim should be promptly filed.

Delivery Method	Shipping Fee	Note
Customer Ship	N/A	3rd Party Shipping Selected By Customer
We will provide you with size dimensions and the weight of each product. Once you receive the Bill of Landing, you can email it to orders@802cabinetry.com with your PO #.		

Delivery Method	Shipping Fee	Note
802 Delivery	0-49 miles: \$250 50-99 miles: \$350	Curbside Tailgate

Delivery Method	Note
White Glove Service	Ask for more details

Order Consolidation

To consolidate orders into a single shipment, several conditions must be met	
COD	All orders intended for consolidation are required to be paid for simultaneously and must clearly state in writing that they would like them to be shipped together.
Prepaid	Orders must be placed concurrently and explicitly specified in writing that they are to be shipped together.
Term	Must pay in full within 15 days of delivery.

Receiving Shipment

Please Note:

- It is the client's responsibility to inspect the product(s) upon delivery/pickup.
- Any missing or damaged items must be noted on the delivery slip, before it's signed by the client and driver.
- Your distributors are not responsible for missing items after the client signs the delivery/pickup slips.

Returns

Order Type	
Un-Assembled (RTA) and Moldings	10% Processing Fee
Assembled	No Returns

Please Note:

- Product(s) must be in original condition and packaging.
- The client is responsible for all cost associated with returned shipments including but not limited to shipping cost.
- Once the returned shipment is received, your distributors will inspect the product(s). If the product is not in good, and resellable condition, it will not be eligible for a refund.
- If a refund is accepted, the refund will be issued as credit on the your account for future purchases.

Damage Claims

First 30 Days	After 30 Days
✓	✗
Requirements: • Products must be uninstalled and without modifications (cuts, drill holes, etc.), otherwise they are not eligible for a damage claim. • All claims must include a completed form (which can be downloaded from www.802cabinetry.com) and must include 2 photos of each damaged product. Claims can be emailed to your closest distributors. • Once the claim is reviewed and if approved, a replacement will be shipped at no cost. The processing time can take up to 2-3 weeks.	

Other Provisions

802 Cabinetry LLC reserves the right to change any of the following information including but not limited to: product offering, product price, product availability, product packaging, and etc. at any given time with no notice. Also note, the actual product may vary from each line. As an authorized dealer, we understand that it is our responsibility to communicate these terms and conditions to our customers.

By signing below, I am agreeing to these terms and conditions on behalf of _____
and any associates within the company that will deal directly with 802 Cabinetry LLC.

Acknowledgement by: _____

(Signature) _____ (Print) _____ (Date) _____

(Company Name) _____ (Title) _____