

## GENERAL TERMS OF SALE

Prices are in U.S. dollars and are subject to change without notice. We accept payment by bank wire, credit card, cashier's check, and business or personal check.

**CREDIT:** Satisfactory credit information must be furnished before we can make shipments on an open account. Where no credit information is received with an initial order, shipment will be made C.O.D., prepayment, or credit card charge.

**NEW ACCOUNTS:** Please furnish us a completed Kingfisher Kookers, Inc. Credit Application. If your company has a standard credit application, it should contain the name and address of your bank and the name, address, phone number, and account number of four (4) trade references (suppliers) with whom you have established credit. Allow us ten (10) business days to review your credit application. C.O.D., prepayment, or credit card charges are in effect until the credit application is approved. Kingfisher Kookers, Inc. reserves the right to refuse credit privileges at its sole discretion. Credit privileges, if granted, may be withdrawn at any time.

**TERMS:** Payment is due upon receipt of invoice.

**FREIGHT:** All shipments are FOB factory. The buyer will pay freight charges. Responsibility for filing damage claims rests with the consignee.

**IMPORTANT:** Refuse to accept damaged goods, or have a full description of damage written on the freight bill of lading and endorsed by the driver. When you receive your shipment, uncrate it and carefully inspect it before you sign the bill of lading. If you do not note damaged goods on the bill of lading, you forfeit your chances of collecting a claim.

**RETURNS:** Returned merchandise will be accepted only if freight charges are prepaid, unless authorization to ship freight collect is obtained from Kingfisher Kookers, Inc. before shipping.

All returns for a refund are subject to a 15% restocking fee and you are responsible for the return freight cost. **RMA number is required for all returns.**

Removal or alteration of a product's serial number or serial number sticker will automatically void your Kingfisher Kookers Return Policy. Products that are returned to Kingfisher Kookers with a missing, damaged or altered serial number will be refused by RMA service and returned to you.

All products purchased at Kingfisher Kookers are backed by the manufacturer's warranty first and foremost. Product that is determined to be defective by the manufacturer or Kingfisher Kookers will be qualified for repair/replacement at our sole discretion.

**Physical Damages:** All physical damages are not replaceable and cannot be returned. If you return any physically damaged item to Kingfisher Kookers, Inc. the item will be returned to you at your expense.

**Refused Shipments:** A refused shipment is when customer refused the package or multiple delivery attempts were made or the business closed. Products returned to the warehouse without contacting Kingfisher Kookers, Inc. for return instructions will be subject to an additional 20% fee to cover return shipping and labor charges.

**WARRANTY INFORMATION:** Kingfisher Kookers, Inc. smokers are guaranteed to be free from defects in material and workmanship, under normal use when installed in accordance with factory recommendations. Kingfisher Kookers, Inc. limited warranty includes parts and labor for the first 90 days. Following the 90-day period, the Stainless steel burners have a ten (10) year limited warranty.

Kingfisher Kookers, Inc. obligation under this warranty shall be to repair and /or replace at its option any part deemed defective upon examination by Kingfisher Kookers, Inc. or its authorized service agent. Please obtain approval from Kingfisher Kookers, Inc. before performing any service. Kingfisher Kookers, Inc. is not responsible for any unauthorized service work.