

TERMS + CONDITIONS

PAYMENT REMITTANCE

- MAILED PAYMENT:

K + R
1224 Creek Trail Ste F
Jefferson City, MO 65109
- PHONE PAYMENT:

Please call our Accounting Office 573.644.6868 to make a payment on your account by phone.
- CREDIT CARD PAYMENT:

Visa, MasterCard, American Express and Discover cards are accepted.
- E-CHECK/ACH PAYMENT:

We are able to accept payment by electronic check/ACH.

If you would like us to retain a method of payment on file for future transactions we require a completed Billing Authorization Form to be sent via email to: accounting@krmfg.com

K + R CUSTOMERS

INDIVIDUAL BOAT DOCK OWNERS INTERESTED IN K + R PRODUCTS

We have a website for ease of ordering. Please visit www.krmfg.com. If you are unable to find what you are looking for or have unanswered questions, please reach out to us by email at sales@krmfg.com or submit a request for information through CONTACT US on the website.

DOCK BUILDERS AND MARINAS/CONTRACTORS (NEW CUSTOMER INTERESTED IN ESTABLISHING AN ACCOUNT)

Please reach out to us by email or phone to establish an account. We can initiate this by email sales@krmfg.com or by phone. 573.346.1187 option '0' for Customer Service.

FOR ESTABLISHED CUSTOMERS

Please feel free to place your order with us by phone or email to your Sales Representative or one of our Customer Service Representatives at 573.346.1187 option '0', email for orders - sales@krmfg.com.

GENERAL TERMS & CONDITIONS

- Hours of Operation: Monday – Friday, 8 a.m.-5 p.m. CST.
- All orders must be paid prior to shipment unless a credit application is submitted & approved.
- All deliveries made by K + R will incur a \$25.00 minimum surcharge.
- Product shipped via common carrier will be FOB - K + R warehouse. Shipping costs will be calculated at the time of order confirmation.
- All quotes for product and shipping estimates are good for 7 days.
- Delivery by K + R Truck of in-stock product is generally made within 48 hours or on the next scheduled delivery day.
- Arrangements can occasionally be made for customer pickups or job-site deliveries with prior notice.
- Prior authorization is needed to return product for refund or exchange.
- Returned products must be in new condition & returned within 120 days of purchase.
- All returns will incur a 15% restocking fee.
- Returns of special order/non-stock products are not accepted.
- Customer credits must be used in 120 days.
- Pricing may change without notice.
- For pricing questions contact your K + R Sales Representative or Customer Service.
- Warranties for the K + R branded family of products are available upon request.
- Other Product Warranties are established by our vendor partners and available upon request.
- We will email order acknowledgments within 24 hours of order - please contact your Sales Representative or K + R Customer Service if there are any discrepancies.
- Customer statements will be mailed monthly on the 15th or 20th.
- Finance charges in the amount of 2% will be assessed for any past-due amounts.
- K + R reserves the right to hold orders until past due account balances are paid in full.
- Credit card payments for invoices more than 10 days old incur a 2% service charge.