



# WOLF KITCHEN & BATH

## TERMS AND POLICIES

### PRICING & DISCOUNTS

All catalog prices are list price. Please visit the Wolf Toolbox online or call your Wolf Sales Consultant for current pricing. Pricing is subject to change without notice. Wolf is not responsible for typographical errors.

### PAYMENT TERMS

Net 10th or Net 30 days.

### SERVICE CHARGE POLICY

1½% on all open, past due invoices.

### ORDER PLACEMENT

Some markets require daily cut off times to ensure that next available delivery. Please see your Wolf Sales Consultant for cut-off times.

All orders must be sent to Wolf via fax or email. A Wolf order form must accompany your purchase order. Upon receipt, customer care will review the order and verify that all required information is complete. Any missing information will delay the order. Orders with complete information will be acknowledged within 24 hours. Once the order confirmation is sent, the customer has until 3 pm the following business day to make one set of changes. If changes are made during this time period, the order is then closed, even if there is time remaining on the waiting period. If there is a change made, the delivery date could be pushed back one additional delivery cycle. All COD/CERT/CERP customers will follow these same guidelines and time frames above. All pre-order documentation will be labeled as a quote, and will not be placed into the production schedule until payment is received by the Wolf credit department. Only upon approval from the credit department will the order be placed into production and confirmed for delivery.

### NON-STOCK ORDERS

All non-stock orders are non-cancelable and non-returnable per the date on your confirmation as noted by customer care. Upon receipt at Wolf, these orders will be delivered to you on your next scheduled delivery day.

### ORDER CANCELLATIONS

Cancellation policies vary by manufacturer. Please contact your Wolf Sales Consultant or customer care for details.

### C.O.D. ACCOUNTS

All C.O.D. accounts require pre-payment for non-stock order material. Payment must be received before such an order can be placed with the Manufacturer. Material will be ordered upon receipt of payment.

### NON-STOCK MATERIAL IS NON-RETURNABLE

### DELIVERY OF MATERIAL

All stock or non-stock order items will be delivered on the date acknowledged. Wolf may choose to deliver small items such as fillers, valances, miscellaneous parts, hardware, etc., via UPS/ common carrier, rather than on our scheduled delivery trucks.

### HOLIDAYS

When a scheduled delivery day falls on a legal holiday, or one of the days that we are closed for that holiday, customer orders will be made on their next scheduled delivery. Presently our holiday closures include New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, the day after Thanksgiving, Christmas Eve and Christmas Day. Holiday dating and same day scheduling may also be applied from our manufacturers during these times. Please check with customer care for accurate delivery information.

### DELIVERY CANCELLATIONS

Once orders have been shipped by Wolf, there will be a 20% restocking fee if the material is not accepted at your location. Non-stock orders are non-cancelable and non returnable.

### DIRECT SHIPMENTS

Direct material is the responsibility of the receiver. All claims for damage or shortages should be noted on the delivery carrier's bill of lading, and signed by the driver. All claims should be filed directly with the carrier, and a copy sent to Wolf.

### CONCEALED DAMAGE

Material must be in its original carton. All requests for the return of damaged material must be made within 30 days of delivery. Any request after 30 days will not be honored since the material has been out of our control for an extended period of time.

### RETURNS

All merchandise must be in original packaging and in re-salable condition. Approved returns are subject to a 20% restocking charge. All returns must be requested within 30 days of purchase. Returns for material 31 days or more after original receipt will be charged a 35% restocking charge. Material over 60 days old will not be approved for return. Material found to have been drilled, installed, or altered in any way will be returned to the customer. Authorization is required for all material returns.

### WOLF KITCHEN & BATH

Phone 800-234-9653

Fax 717-792-4052

Website [www.wolfhomeproducts.com](http://www.wolfhomeproducts.com)

Email [kbcwarehouse@wolfhomeproducts.com](mailto:kbcwarehouse@wolfhomeproducts.com)

Email [kbcdirect@wolfhomeproducts.com](mailto:kbcdirect@wolfhomeproducts.com)

Email [kbcsemicustom@wolfhomeproducts.com](mailto:kbcsemicustom@wolfhomeproducts.com)

Order Desk M-F 7:30 am to 5:00 pm EST