



JULY 2020

# K-FLEX<sup>®</sup> SERVICE GUIDELINES



**K-FLEX** IS COMMITTED TO CONTINUALLY WORKING WITH ITS VALUED CUSTOMERS TO PROVIDE THE HIGHEST LEVEL OF SERVICE POSSIBLE, AS OUTLINED IN THE BELOW SERVICE STANDARDS AND GUIDELINES. PLEASE CONTACT YOUR CUSTOMER SERVICE OR SALES REPRESENTATIVE TO ANSWER ANY QUESTIONS.

**Minimum order and Delivery Quantity**

- ▶ To be eligible for prepaid freight you must meet the minimum Freight Allowed quantity agreed upon with the Regional Sales Manager.
- ▶ Any order less than the minimum Freight Allowed quantity can be shipped via a collect carrier, pick-up, or prepaid by K-FLEX and added to the sales invoice.

**Delivery/Lead Times**

- ▶ K-FLEX USA will make every effort to fulfill orders by their requested delivery/shipment dates.
- ▶ K-FLEX USA has 24 hours to confirm orders. If you have not seen a confirmation in that time frame, please check as your order may have not been received.
- ▶ K-FLEX typically ships orders within 3 business days unless otherwise notated by customer. All orders are subject to product availability and applicable lead times. Also, carrier and freight marriage availability may affect this turn around.
- ▶ Truck load delivery appointments will be made by the carrier K-FLEX utilizes to transit your order.

**Customer Unload**

- ▶ Carriers allow for a 2-hour window for unloading truck load orders, provided carrier has arrived at their designated appointment time. After 2 hours have lapsed, K-FLEX may charge customer \$100 per hour for additional unloading time, otherwise known as detention.
- ▶ All orders must be counted before driver departure. A full inventory of products is not needed, however, a cursory count of the box qty is required. All exceptions, including shortages, damages, and other concerns with order, must be notated on the delivery receipt before the driver leaves the premises. If damages are noted, pictures that detail the incident are appreciated.

**Delivery Changes**

- ▶ If changes to delivery are made before the order has left our facility K-FLEX will do everything possible to accommodate changes. However, if changes are made after the fact re-consignment charges could apply.

**Delivery Cancellations**

- ▶ Cancellations that are made to orders that are either fully pulled and/or processed and en route could be subject to a 30% restocking fee, plus any additional freight charges incurred.

**Special Package Requirements**

- ▶ Customers who require special packaging requirements, such as pallets or product labeling, will be billed accordingly for materials and labor involved, as well as any freight volume reduction on account of the increased load factor.

**Expedited Requests**

- ▶ K-FLEX will try to accommodate expedited requests utilizing either a carrier of our own or the customer. K-FLEX will make every attempt to rearrange our shipping schedule to accommodate these emergency orders.

**Carrier Selection**

- ▶ K-FLEX carriers are required to meet and uphold K-FLEX safety standards and comply to all state and federal safety standards. Special requests for carrier will be reviewed, but not guaranteed. If customer prefers their orders to arrive on a carrier not assigned by K-FLEX the order will go as collect.



### **Distribution Center Procedures**

- ▶ K-FLEX stores and ships product from the distribution centers listed on page 5. K-FLEX allows for customer pick-ups from each location. For pick-up quantities matching Freight Allowed minimums, the order will be invoiced at a 4% discount.

### **Discrepancy and Claim info**

- ▶ A reminder that a cursory count of boxes is required upon delivery.
- ▶ If customer should come across any discrepancy, relating to shipping, quality, accuracy, etc; K-FLEX asks the following information be relayed to the Inside Sales Rep in regards to the shortage:
  - ▶ The K-FLEX Part number and description
  - ▶ The Lot code from the bottom right hand corner of the product label.
  - ▶ A picture of the label with all codes visible.
  - ▶ A picture of the issue (eg: missing pieces, short sticks, damaged box)
  - ▶ If issue is in relation to a spec tolerance, please provide information on what tools were used to measure materials.
  - ▶ The quantity by unique part number.
  - ▶ The PO or SO the product was purchased against.
  - ▶ Always remember to retain a sample for possible return to our facility. We require tubing of a minimum of 1' lengths and sheet goods as a 12"x12" sample.

### **Returns**

- ▶ K-FLEX USA return policy is as follows:
  - ▶ Must prove product was purchased on a K-FLEX SO less than 1 calendar year prior to RMA request date.
  - ▶ Product must be sellable.
  - ▶ 30% restock will be applied.
  - ▶ Customer must pay freight to warehouse approved by K-FLEX USA.
  - ▶ The following items may not be returned: fittings, pipe hangers, adhesives, sealant, double seal, overlap product, and other made to order items.
  - ▶ K-FLEX has the right to refuse any RMA requests based on their list price or current active status.
  - ▶ For specific packaging requirements for returns see K-FLEX USA Standard Return Policy and Procedures on the following page.

### **Ordering guidelines**

- ▶ All PO's must be submitted via email to your K-FLEX representative.
- ▶ PO's must include the following items per our ISO standard:
  - ▶ Sold To Information
  - ▶ Ship To Information
  - ▶ PO number to reference order
  - ▶ K-FLEX USA as purchase from vendor
  - ▶ Enough pertinent information to determine what is being ordered.
- ▶ Any special requests or communications should also be noted on the PO.
- ▶ Reminder, if an order acknowledgement is not received within 24 hours, please contact your Rep to confirm we have received it.
- ▶ K-FLEX will send order confirmation and if no response is received, we will assume all information contained on order confirmation is correct.

## **K-FLEX USA STANDARD RETURN POLICY AND PROCEDURES**

**Please note the following guidelines when returning product to K-FLEX® USA for credit:**

- ▶ All product returned must have a K-FLEX USA issued RMA number that is referenced on the return paperwork. Returns without this RMA number will be refused.
- ▶ Original product shipments greater than 1-year-old will not be approved for return.
  - ▶ Original PO/Job numbers must be provided and verified for return to be approved.
- ▶ Product being returned must be K-FLEX product in its original packaging.
- ▶ Boxes must be unopened, in good condition.
- ▶ Product must be in resalable condition.
- ▶ If returning tube product, the boxes must be returned on a 76" X48" pallet laying down length wise with the labels right side up as shown in fig. 1. This is to ensure that the boxes and the product are not damaged.
- ▶ Product must be an active product line in the K-FLEX current offering. We will not accept back products that have been discontinued or were made to order.
  
- ▶ The following products returns will not be accepted:
  - ▶ Fittings
  - ▶ Pipe Hangers
  - ▶ Adhesives
  - ▶ Sealant
  - ▶ Double Seal Product
  - ▶ Overlap Product
  
- ▶ Customer returning product is responsible for all freight.
- ▶ A standard restocking fee of 30% will be applied to any credit that is issued. If K-FLEX USA incurs additional labor charges in excess of the 30% restocking fee to make the product suitable for resale, then those charges will be applied as well.
- ▶ The returned product must be accompanied with a packing list that details all products being returned and the accurate quantity. Failure to include this will result in the shipment being rejected.
- ▶ Customer is encouraged to take pictures before the product is returned. K-FLEX USA will always document returns with pictures.
- ▶ K-FLEX USA is not responsible for any carrier damages that occur during shipment of returned products.
- ▶ K-FLEX USA will provide the customer with a detailed list of the product received along with the credit amount after quality inspections are performed.
- ▶ Any product determined not to be suitable for resale will either be returned to the customer at their expense or disposed of by K-FLEX USA.



**Should you have any question or concerns, please contact your sales manager or inside customer service contact.**

ADDRESS	APPOINTMENT REQUEST CONTACT	PICK-UP (P/U) GUIDELINES
3300 Eagle Parkway Ste 100 Fort Worth, TX 76177	wh36@smartwarehousing.com 913-647-9599	Min. 2 HR. notice via phone, call Melissa at 913-703-5057, PO or SO# required. Customer P/U anytime b/n M-F 08:00-16:30.
615 E. Sam Houston Parkway South Ste 100 Pasadena, Texas 77503	wh35@smartwarehousing.com 913-543-4067	No app't required if 10 pallets or less, also carrier or customer must provide PO# or SO#. Call ahead 2 hours so order is pulled and ready. Customer P/U anytime b/n M-F 08:00-16:30.
1545 E. Locust Street Ontario, CA 91761	wh26@smartwarehousing.com 909-923-6515	No app't required if 10 pallets or less, also carrier or customer must provide PO# or SO#. Call ahead 2 hours so order is pulled and ready. Customer P/U anytime b/n M-F 08:00-17:00.
2600 Shader Road Orlando, FL 32804	wh24@smartwarehousing.com 407-392-0249	No app't required if 10 pallets or less, also carrier or customer must provide PO# or SO#. Call ahead 2 hours so order is pulled and ready. Customer P/U anytime b/n M-F 09:00-17:30.
100 K-FLEX Way Youngsville, NC 27596	sean.stripling@kflexusa.com 800-765-6475	08:00 - 19:00 M-F by appointment only.
av universal Vynmsa Aereopuerto Apodaca Industrial park, 66626 Cd Apodaca, N.L., Mexico	jsanchez@kflex.com +52 81 1319 5422	08:00 - 19:00 M-F by appointment only.



**CONTACT**

**K-FLEX USA**

100 K-FLEX Way Youngsville, NC 27596

Phone (800) 765-6475

[www.kflexusa.com](http://www.kflexusa.com)

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