

KOBI ELECTRIC

TERMS & CONDITIONS

Effective 10/16/15

CREDIT

KOBI Electric requires a completed and signed KOBI Electric Distributor Application Agreement for all new accounts.

PAYMENT TERMS

Credit Card, Check or Net 'XX' upon credit approval by KOBI Electric.

FREIGHT TERMS

\$500 Freight Allowance on Lamps, Tubes, Retrofit-Kits; \$1000 Freight Allowance on Fixtures (Troffers, Strips, New Construction Downlights).

Orders that qualify for a freight allowance will be shipped prepaid, F.O.B. Origin via ground transportation within the continental United States. All orders that do not qualify for a freight allowance will be shipped prepaid and add or collect. The purchaser is responsible for any additional transportation costs including, but not limited to, lift gate and home delivery charges. KOBI Electric reserves the right to select the carrier and method of shipment. This policy may be modified at any time without notice.

ORDERS

Send orders to: Email- orders@kobieletric.com; Fax- 888-321-1548; or, contact your agent / sales representative

Minimum \$250 or full case quantity

Orders received Monday through Friday (excluding holidays) by 12:00PM CT will ship same day;

Orders received after 12:00PM CT will ship by end of next business day.

DEFECTIVE POLICY & WARRANTY RETURNS

Contact KOBI Electric Customer Service, Inc. at 800-505-2106 if quality concerns arise.

RETURNS POLICY

- All requests to return product must be submitted to KOB Electric Customer Service and should be accompanied by proof of purchase.
- Only authorized KOB Electric personnel can approve such requests.
- Goods that are returned to KOB Electric without prior approval will be refused, with no credit issued.
- Product must be returned within one year of the original ship date.

However, the following items are not eligible for return or credit (regardless of date of purchase):

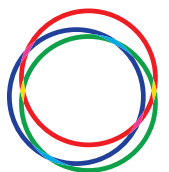
- Special order products – Including, but not limited to, clearance items, inventory sale items, custom quotes, or special discounts.
- Custom items – Products that are built-to-order or private label.
- Discontinued items – Products discontinued as of the requested return date.
- Obsolete products – Products classified as obsolete as of the requested return date.

All requests for credit on short or damaged shipments must be submitted within ten (10) business days of delivery. KOB Electric reserves the right to investigate and deny all such claims. All claims for shortages or damaged shipments shall be denied after 10 business days of receipt. At KOB Electric's option, shipment will be fulfilled or a credit will be mailed to buyer within 30 days of claim receipt. All products must be returned via KOB Electric's approved freight methods within 30 days of obtaining a Return Goods Authorization (RGA). KOB Electric reserves the right to cancel the RGA after 30 days. If the product is not returned within 30 days, a new RGA must be obtained.

- The buyer is responsible for all return freight charges.
- All returns are subject to KOB Electric inspection and approval. All returns must be properly packaged and shipped to protect the value of the returned products. All items must be returned in saleable condition, packed in the original box with sufficient packaging materials. KOB Electric reserves the right to deny warranty coverage or issuing credits for any damage on returned product caused by failing to pack or ship properly.
- Upon product return, KOB Electric will issue a credit for the qualifying items that are returned in approved condition.
- KOB Electric will not accept unauthorized returns or freight collection returns and will return those at the buyer's expense.
- Requests for returns for credit are subject to a 15% restocking fee. Destroy-in-field (DIF) credits will be issued at the sole discretion of KOB Electric.
- The buyer must use any issued credits within one year of issuance.

PRICES

All prices are subject to change without notice.



WARRANTY

Please refer to your 2015 / 2016 KOBİ Electric Product Warranty .

SPECIAL ORDER ITEMS

- Lead time TBD at time of order
- Please call sales representative for price. All items not listed on the price sheet are considered special order.
- Must be ordered in case quantity
- Items are non-cancelable
- Items are non-returnable
- Items are non-refundable

