

## Customer Terms and Conditions

Please find below details of our order processing and shipping, return policy and general terms and conditions.

### Order processing and shipping

Domestic standard size product orders received for by 2 p.m. CST are shipped same day best way (FedEx or USPS) from our warehouse in Jackson, Wisconsin. Domestic orders for bulk orders or truck need to be received by 10 a.m. CST for same day processing; otherwise, they will ship the next business day.

### Shipping charges

Online: Domestic orders under \$100 will ship standard ground at a flat rate of \$8.50 (excluding tax). Orders requiring expedited shipping needs and order values greater than \$100 require weight and dimensional charges applied. Please contact us at [sales@kinetecusa.com](mailto:sales@kinetecusa.com) or by phone 262-677-1248.

\*Please note that we cannot offer flat rate ground shipping to our customers outside the continental 48 United States.

Offline: Shipping charges are applied and calculated based on the weight and dimensions of your order. Please contact us at [sales@kinetecusa.com](mailto:sales@kinetecusa.com) or by phone 262-677-1248 with any inquiries.

### Custom Orders

Custom products such as Printed Manosplint Thermoplastic Sheet may have 1-2 business days depending on the volume. Custom orders are non-returnable.

### Non-Stock Items

Due to the range of items that we offer our customers, we do not hold all items in stock in our warehouse in Jackson, Wisconsin. Items may be stocked at our warehouse in France with an 8-12-week lead-time. Non-stock items are non-returnable.

### Out of Stock Lines

Occasionally we might be out of stock of an item. In this situation, we will contact you by email or phone with an estimated availability or in extreme cases we would offer a suitable alternative.

### Returns Policy

Under the Consumer Rights Act 2015, you have 14 days from receiving your order to change your mind and to receive a full refund. This right does not apply to any product that has been inspected beyond the handling necessary to see if the goods are as expected. Please note that if you cancel your order within 14 days of delivery, we will refund any standard shipping paid but you will be responsible for the return shipping costs for return delivery of the goods. To enable us to accept returns, they should be returned to us within 14 working days of notifying us that you wish to return the order.

\*Contact us at [sales@kinetecusa.com](mailto:sales@kinetecusa.com) prior to your return to request a return authorization number and further instructions.

### Returns: No Longer Needed, Wrong Size or Unsuitable Items

We understand that occasionally you may order an item and upon receipt you it is no longer needed, the wrong size for you or just isn't what you were expecting. We will provide the full refund on the product as long as the item is unused, in its' original packaging, in its' original condition and suitable for re-sale. You need to take reasonable care when returning the item to ensure it arrives back in re-saleable condition. As such, we recommend that you take out a tracked, insured return.

### Returns: Damaged in Transit or Incorrect Goods Received

Please accept our apologies if you receive an item that has been damaged in transit or items shipped do not match what was ordered, please contact us immediately at 262-677-1248. We may require proof of damage (i.e., photo of damage). If you have received the wrong item(s), we will check part numbers and descriptions to confirm the incorrect item was sent to you. We will then organize a return of the product and a replacement or refund once the original incorrect order has been received back with us.

\*You should not accept receipt of a shipment that is damaged and refuse delivery with the carrier if at all possible.

### Returns: Faulty Items

In the event that a product becomes faulty, the Consumer Rights Act 2015 applies. If it is within warranty, we will need to receive the item back to replace or repair it. Please see below.

### General Warranty Conditions

If an item is faulty, we will need to establish proof of purchase and to ascertain whether an item is faulty or whether it has failed due to misuse. Following the Consumer Rights Act 2015, if a fault occurs within 30 calendar days of delivery, then that item can be returned for a choice of a refund, repair or replacement. From 30 days to 6 months from delivery, any faulty item can be returned for a repair or replacement so long as the fault lies with the product rather than any misuse. If we have already repaired or replaced and the item becomes faulty again, then you can claim a refund, or a price reduction should you wish to keep the item. After six months, the onus is on the customer to "prove" that the product is faulty. In any case, if we cannot agree on the cause of the fault, we may wish to obtain a second opinion - for example, from the manufacturer or an independent expert. Where an independent expert is to be used, we will seek to agree to this in writing with the customer.

Exceptions to Warranty:

- A consumer cannot claim for defects that are brought to their attention before the sale, or if the consumer examines the goods before purchase and any defects should have been obvious.
- A consumer cannot claim for damage they cause or if they simply change their mind about wanting the goods.
- Neither can a consumer claim if they chose the product themselves for a purpose that is neither obvious nor made known to Kinetec USA and they then find that the item is simply unsuitable for that purpose.
- A consumer has no rights to claim for faults that appear as a result of fair wear and tear.

In all instances we recommend that you contact us as soon as possible once an item is faulty so that we can offer the most appropriate solution.

### Conditions of Use

Kinetec fully comply with E-Commerce and the Consumer Rights Act.

When we receive an order from you to purchase items from us, we will send an email confirmation to the address you provided in your order. Your order is an offer to purchase an item and will not be binding on us until we send confirmation of the shipment, or you receive the shipment. We have included this term to protect us in the case that a mistake has been made in pricing, we have inadvertently underpriced goods, or we are no longer able to supply a particular product for some reason.

### Complaints Procedure

Should you have a complaint, please call our Customer Services team in the first instance to log your complaint and to find a solution. If you are not satisfied, please send an email to [sales@kinetecusa.com](mailto:sales@kinetecusa.com) and include the word 'Complaint' in the subject line. Your complaint will then be dealt with by a manager or escalated to a Director if necessary.

**Contact Details**

Kinetec USA, Inc.  
W225 N16708 Cedar Park Court  
Jackson, WI 53037  
Tel: (262) 677-1248  
Fax: (262) 677-1314  
Email: [contact@kinetecusa.com](mailto:contact@kinetecusa.com)