



OCTOBER 2025

K-FLEX® SERVICE GUIDELINE



www.kflex.com

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 8 business 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 5 Business days for LTL and 10 Business days for FTL shipments, 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 and total box quantity written on the Driver's Copy of the Bill of Lading.
- 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 and total box quantity written on the Driver's Copy of the Bill of Lading .
- ▶ If customer should come across any discrepancy, relating to shipping, quality, accuracy, etc; K-FLEX® MUST BE NOTIFIED WITH IN 48 HOURS OF WHEN THE BILL OF LADING IS SIGNED FOR WITH THE FOLLOWING DETAILS SENT TO THE INSIDE SALES REP:
 - ▶ 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)
 - ▶ Pictures of measurements of out of tolerance product.
 - ▶ 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.

Market-driven 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 fee only applies to market-related returns.
 - ▶ 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:
 - ▶ **K-FLEX® part # for all SKUs on order**
 - ▶ 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 8 BUSINESS 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.

If the guidelines below are not followed a credit will not be issued.

- Returns must arrive at K-FLEX® within 30 Days of the Date RMA was issued. If returned past that date shipment will be refused and credit will not be issued.
- A delivery appointment must be made for Returns. If a delivery appointment is not made shipment will be refused.
- If a return arrives damaged, customer will pay for freight, and credit will not be issued.
- Pallets must not be broken rendering them to be unsafe for transport by forklift.
- 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.
- To avoid damage: do not over stack boxes more than 7 feet high.
- Include Stretch Wrapping for protection against damage
- 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.
- Other than for Quality Claim reasons, the following products returns will not be accepted:
 - Fittings
 - Pipe Hangers
 - Adhesives
 - Sealant
 - Double Seal Product
 - Overlap Product
 - All Sheets and Rolls with PSA
- Other than for Quality Claim reasons, Customer returning product is responsible for all freight.
- A standard restocking fee of 30% will be applied to any credit related to market-driven returns 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 must provide 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 for Customer- paid Carriers.
- 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 with a resulting reduction in credit returned.

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
100 K-FLEX® Way Youngsville, NC 27596	usjtraffic@kflex.com Phone: 800-765-6475	8am - 7pm M-F by appointment only.
Av. Universal No. 540, Vynmsa Aeropuerto Apodaca Industrial Park Apodaca Nuevo León 66626	jsanchez@kflex.com Phone: +52 81 1319 5422	8am - 7pm M-F by appointment only.
1191 Reuthinger Pkwy ste 200, Laredo, TX 78045	uslaredotxw5@kflex.com Cell: 956 877 4010 Direct: 956 441 1001	8am - 5pm M-F by appointment only
8917 Kerns Street, Suite B, San Diego, CA 92154	Valeria Flores vflores@kflex.com	

CONTACT

K-FLEX® USA

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www.kflexusa.com



WE INNOVATE TO CREATE
MORE EFFICIENT, SAFE
AND COMFORTABLE PLACES
AROUND THE WORLD

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