

SALES ORDER CHANGE & CANCELLATION POLICY

I. Sales order changes or cancellations.

- A. Customer initiated changes to orders are received via EDI, phone, fax or email stating what needs to be changed.
 - 1. Email: contactkgp@kgptel.com - [Sales Order Change/Cancel Request in subject line](#).
 - 2. Call requests in to: 800.755.1950.
 - 3. Fax requests to 800.776.3952.

II. Stock Items (Replenished)

- A. Stock orders that have released or have been faxed to the Supplier require KGPL to call the Supplier to cancel the order. If the order cannot be cancelled and the quantity ordered is above normal KGPL stocking levels, it will be shipped.
- B. In stock product with orders that have not released to the DC for shipment can be cancelled without penalty.
- C. In stock product with orders that have released to the DC are non-cancellable and will be shipped. If customer wishes to return the product then a RMA from KGPL will need to be requested after receipt of product.

III. Non-Stock Items (Non-Replenished)

- A. Orders that are cancelled prior to EDI order being sent to Supplier or faxed to the Supplier can be cancelled without penalty.
- B. Orders that have released or have been faxed to the Supplier require KGPL to call the Supplier to cancel the order. If the order cannot be cancelled it will be shipped.
- C. Orders that have shipped are non-cancellable with KGPL. If customer wishes to return the product then a RMA from KGPL will need to be requested after receipt of product.

KGP Logistics reserves the right to modify or cancel this policy at any time.