**Delivery & Drop Ship Policy**

**Delivery Order Cut Off Times – Austin & San Antonio Locations**:

* By 3 PM Next business day
* After 3 PM Following business day

*(Orders submitted after 3 PM that require next day delivery are subject to* ***a $25.00*** *charge per location)*

* Monday deliveries must be submitted by Friday 3PM

**Minimum Delivery Order Size and fees:**

Delivery orders must meet the following minimums for delivery:

* **$150.00** minimum. for Austin/San Antonio and surrounding areas (Cedar Park, Georgetown, Round Rock, Schertz, Selma, San Marcos, New Braunfels)
* Waco, Belton, Temple, Killeen on pre-scheduled route **$250.00** minimum
* *All orders that do not meet these minimums will be subject to a* ***$20.00*** *small order fee.*
* A **$4.75** fuel surcharge fee will be added to all delivery orders

**Same Day Delivery Service:**

* Orders that require same day delivery service will be subject to a **$25.00** same day delivery fee for orders in the Austin area – Call for out of town same day delivery rates.

*(Same day delivery service will be subject to availability of trucks and drivers - No guarantees on availability)*

**Re-delivery Fees:**

* If there is no one to receive a scheduled delivery on our 1st attempt, there may be a **$20.00** fee for re-delivery.
* Drivers will wait up to **15 minutes** per location.

**Returns:** All returned items must be approved and accompanited by proper paperwork from Kim Paper. **Returned items** are subject to a **15% restocking fee**.