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AUSTIN TX 78753

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Delivery & Drop Ship Policy

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

- Before 2 PM Next business day
- After 2 PM Following business day
(Orders submitted after 2 PM that require next day delivery are subject to a \$25.00 charge per location)
- Monday delivery orders must be submitted by Friday 2 PM

Minimum Delivery Order Size and fees:

Delivery orders must meet the following minimums for delivery:

- **\$200.00** minimum. for Austin/San Antonio and surrounding areas (Cedar Park, Georgetown, Round Rock, Leander, Hutto, Taylor, Schertz, Selma, San Marcos, New Braunfels, Waco, Belton, Temple, Killeen)
- *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 – or – If the order is delivered by a third-party, rates may be higher. 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 accompanied by proper paperwork from Kim Paper. **Returned items** are subject to a **15% restocking fee.**