



What you need to know when ordering from KOBOLD

1. What will my payment terms be?
 - a. New Customers or Inactive (no sales in 3 years) Customers will need to go through a credit check to be approved for Net 30 terms (*this process can take up to a week depending on trade reference responses and will delay the order entry*). Any order may also be prepaid to avoid this delay. Prepaid orders may be paid via our secure credit card link sent, or we also accept ACH payments.
 - b. For Active Customers, you may request what your payment terms are by emailing accounting@koboldusa.com
 - c. **All payments made via credit card are subject to a processing fee. Percent is dependent on address for the credit card**
2. How can I make my payment?
 - a. KOBOLD accepts checks, ACH, and credit card payments (see below for CC specifics).
 - i. Due to strict PCI and State law standards, KOBOLD will not store any credit card numbers on file. All payments via credit card must be made via a secure link which may be requested from accounting@koboldusa.com and is sent automatically for prepay orders.
 - b. **All payments made via credit card are subject to a processing fee. Percent is dependent on address for the credit card**
3. For a copy of KOBOLD's W-9 form, please click [HERE](#)
4. KOBOLD Instruments will request a copy of your Sales Tax Exempt certificate at the time of order. If you cannot provide this certificate, the appropriate Sales Tax will be charged on your order & invoice pursuant to your shipping address.
 - a. If you are shipping to another State that does not accept your Home State certificate, KOBOLD will charge the appropriate Sales Tax for the shipping State.
5. How can I ship my product?
 - a. We are able to send shipments out via UPS & FedEx daily. DHL pickups are also available if scheduled.
**please note: our dock closes at 3 p.m. EST
 - b. If you are shipping with your Collect # or providing labels for pickup (International customers only), you are able to choose NOT to insure your shipment.
 - c. If you are shipping via PP&A or have a PREPAID order, KOBOLD will ensure the shipment as the liability is on our Collect #.
6. What other information is needed when placed a PO?
 - a. KOBOLD Instruments does require a Purchase Order from the Customer. We do not accept emails as purchase orders. We have a Blank PO Form available for customers.
 - b. All PO's must include the following:
 - i. KOBOLD Instruments Inc must be listed as the vendor
 - ii. Billing Name, physical address, and email address for invoicing
 - iii. Shipping Name, Address (NO PO Boxes)
 - iv. Shipping method including carrier, collect #, notation of ground, expedited, etc.
 - v. Purchase contact name, phone #, and email address
 - vi. Payment Terms, Purchase Order #, and Date
 - vii. KOBOLD Part #, accurate pricing, quantity, description, App Guide & flow direction (if necessary)
 - viii. Order Total