



Customer Service Contacts & Information

Kasco takes great pride in knowing that we can take care of all your needs. Our customer service team stands out from the rest, we are well known for:

- Call backs the same day
- Freight quotes on the spot
- Emails returned often within minutes
- Professional, pleasant, knowledgeable, courteous staff

Home Office:

Phone:	715-262-4488
Toll Free:	800-621-7611
Fax:	715-262-4487
E-mail	
Sales:	Sales@kascomarine.com
Website:	www.kascomarine.com
Repairs:	kascorepairs@kascomarine.com
Marketing:	Marketing@kascomarine.com

Staff:

Name	Department/Title	E-mail Address
Matt Frey	Inside Sales\Robust Aire Category Mgr.	Matt.f@kascomarine.com
Dan Cremin	Inside Sales\ Deicer inquiries	Dan.c@kascomarine.com
Jason Brazzale	Inside Sales\ Customer Support	Jason.b@kascomarine.com
Emily Dosedall	Inside Sales\Repairs\Marketing	Emily.d@kascomarine.com
Marcus Sterud	Order Entry\ Customer Service	Marcus.s@kascomarine.com
David Hennessey	Shipping Department\Invoicing	David.h@kascomarine.com
Hayden Johnson	Repair Department	Hayden.j@kascomarine.com
Isaiah Barnes	Repair Department	Isaiah.b@kascomarine.com
Alexandra Vang	Administrative Office Assistant	Alexandra.v@kascomarine.com
Kelly Strandmark	Office Manager\Accounts Receivable	Kelly.s@kascomarine.com

Thank you for your interest in Kasco products. Below are a few important details that will make our new partnership an easy transition. Please read the following information and key notes:

For submitting purchase orders, freight quote requests, or general product questions please email: sales@kascomarine.com or call 715-262-4488.

For questions about your account balance, or AIR please contact Kelly Strand mark Kelly.s@kascomarine.com or you may call her at 715-262-2300.

For the warranty/repair department please contact Hayden Johnson Hayden.j@kascomarine.com or you may call him at 715-262-2312.

For product brochures or marketing assistance please contact marketing@kascomarine.com or you may call 715-262-2310.

Reports:

We, like many other companies, are "going green". This means that all correspondence can be emailed to you, including reports. Please let us know who should get these email notifications. Our software enables us to send electronically:

- Order acknowledgements
- Packing slips (only freight cost will be listed)
- Invoices
- Statements
- Quarterly Reports

Repair Department:

All units that are sent into Kasco for repair or warranty service must be accompanied by our Repair Form. This form must be placed inside the unit box so that we can properly identify who sent it in and how to contact you with an estimate. No work will be performed without prior authorization.

For warranty consideration it is company policy that the end user or distributor pay the cost of the freight to send in the unit to Kasco. Once it arrives, a thorough inspection will be done by our expert repair technicians. Once a repair has been determined to be a warranty repair due to a manufacturers defect, Kasco will fix the unit and pay the shipping charges to send the unit back to the customer. For a repair form please visit:

<https://kascomarine.com/product-support/repair-centers/>

Returns:

Kasco will not accept used products or items that have been in the water. Items older than 6 months may not be returned for credit. If you wish to return an item, please call into customer service for an RMA number. Only items that are unused and in brand new condition may be returned. A 10% restocking fee will be applied on all returns. Please send items back to:

Kasco Marine
Attn: Returns RMA# _____
800 Deere Road
Prescott, WI 54021

Purchase Orders:

All orders must be emailed or faxed. No Verbal orders will be taken over the telephone. Orders may be emailed to: sales@kascomarine.com or faxed: 715-262-4487

Shipping:

Kasco's preferred freight carrier is FedEx. All orders will arrive via FedEx Ground, Expedited, or by Truckload. If shipping Prepaid, then the freight cost will be added to your final invoice.

For shipments that are billed 3rd Party or collect please provide your account number and the shipping company you would prefer us to use.

For all motor freight shipments (palletized) please let our order entry department know if you will need any services with your freight such as:

- Liftgate service
- 24 Hr. Notification
- Limited access
- Inside Delivery
- Residential
- Contact information with Phone Number.

Having this information prior to shipping will ensure that your order will ship correctly.

Minimum Order:

There is a \$5.00 minimum order fee for all orders under \$50.00

Invoice & payment:

All invoices and Statements will be sent via email. If you wish to have your invoice/statements mailed through the US Postal Service, please let our AIR Department know in advance. Payment must arrive by your agreed payment terms. If you wish to send electronic payment, please contact the accounts receivable department.

Freight Quotes:

You may request a freight quote by calling 715-262-4488 or by emailing sales@kascomarine.com

All quotes are valid for 30 days. Freight quotes are estimates and may vary slightly due to national fuel surcharges.