

KRM Exclusives Frequently Asked Questions

We want to thank you for being a valued customer. We want you to know that the health and wellbeing of our customers, our employees and our community is our top priority and we are closely monitoring the evolving situation regarding Coronavirus (Covid-19).

We have always prioritized the safety of our customers, and in these uncertain times, this is no different. We are currently open for business and our team has developed policies, procedures and preventive measures to minimize risks. We are increasing the frequency of disinfection practices for surfaces in our office spaces, we minimized our staff to only two individuals and have a deep cleaning of all work and non working areas every other week.

You can count on us to keep up-to-date with the latest recommendations by the state and federal government. Your peace of mind is of utmost importance to us. We encourage you to stay safe. This includes practicing safe social distancing and wearing face coverings. If you have any further concerns please email us at info@thekrme.com.

Why KRM Exclusives?

The goal at the KRM Exclusives is to provide product ideas for entrepreneurs. We provide wholesale, supplier purchase information, and regular retail buying opportunities for our clients.

Why are quantities so limited or exclusive?

The idea is not to become a huge ecommerce website for the general public but rather be a resource for product development and packaging for other entrepreneurs. Most items for sale are only a small sample of potential vendor have to offer or packaging options that can be incorporated into existing product lines.

What is the wholesale or vendor purchase process?

Please send an email to info@thekrme.com or book an Product Development & Packaging only appointment at (insert hyperlink)

What is the status of my order?

Once you have placed your order, we will send you a confirmation email to track the status of your order.

Once your order is shipped we will send you another email to confirm the expected delivery date as well as the link to track your order (when the delivery method allows it).

If you have registered for an account please log in anytime to check the status of your order (insert hyperlink).

Can I change or cancel my existing order?

At this point, there is not an option to modify or cancel an order after it has been placed.

Where do you ship?

The KRM Exclusives website is currently set to only ship within the United-States.

For shipping outside of the United States, please reach out to us via email at info@thekrme.com

How long does it take to ship my order?

Once you've placed your order, it usually takes 24 to 48 hours to process on our normal business days set up for pick up with the delivery partner USPS delivery.

During the COVID-19 pandemic, our shipping partner USPS delivers items from 3 to 5 business days with Priority Shipping and 7 to 10 business days for First Class shipping.

Please be patient with our essential workers during this very difficult time.

How can I track my package?

Once you have placed your order, we will send you a confirmation email to track the status of your order.

Once your order is shipped we will send you another email to confirm the expected delivery date as well as the link to track your order (when the delivery method allows it).

Additionally, you can track the status of your order from your "order history" section on your account page on the website.

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What payment methods do you accept?

You can purchase on our website using

Debit Card: Visa & MasterCard

Credit Cards: VISA, Master Card, American Express, Discover, JCB, and Diners

We additionally offer support for Paypal.

You can choose these payment methods at checkout.

Do you accept returns or exchanges?

We do not accept returns or exchanges at this time.

What is your refund policy?

There is a strict no refund policy. All sales are final.