

## ORDERING AND RETURNS

### Placing Orders

You have several options to place an order:

- Email: [orders@emtek.com](mailto:orders@emtek.com)
- Fax: 800-577-5771
- Phone: 800-356-2741
- Online: [webshop.emtek.com](http://webshop.emtek.com)

### Hours of Operation

Monday – Friday: 5:00 AM - 5:00 PM Pacific Time.

### Minimum Order Requirements

There are no minimum order quantity requirements.

### Payment Terms

Net 30 Days on established credit.

### Payment Options

We accept check, Visa, MasterCard, Discover, AMEX and ACH.

### Sales Tax

Sales tax charges apply unless a resale certificate is provided.

### Prices

All prices listed are in US funds. Our prices are subject to change without prior notice.

### Product Care

Clean products with a damp, non-abrasive cloth using mild dishwashing liquid and warm water. Wipe dry with a soft cloth; avoid harsh cleaners or waxes to preserve the finish and warranty. Prevent water or soap residue to maintain the protective coating.

### Shipping Claims

All shipping claims must be submitted in writing within 30 days after the scheduled delivery for packages that have been lost or damaged. Please include the EMTEK or Schaub order # and/or your PO#, package's tracking number along with photos for any damaged packages.

### Returns

- For your convenience, returns within the United States do not require authorization. Returns can be processed directly from the Emtek Customer Portal (<https://extranet.assaabloydss.com/extranet/logindss.htm>) or Emtek Dealer Site (<https://www.emtek.com/dealer-sign-in/>).
- All returns from outside of the United States will require pre-authorization. Please contact Emtek Customer Service at 800-356-2741, option 4 or email your request to [rga@emtek.com](mailto:rga@emtek.com).
- EMTEK Customer Portal: Once you are logged into your account, locate the original order under the Shipped section and select Request CCF/RGA. A link to generate a UPS call tag can be found under the Tools drop down menu. Terms and conditions apply – see the website for details.
- EMTEK Dealer Site: After logging in, select Returns. Fill out the RGA form and follow the link to generate a UPS call tag. Terms and conditions apply – see the website for details.
- Returns will only be accepted for products shipped within 180 days of invoice date.
- A completed RGA form must accompany all packages for returned goods.
- Returns are accepted from the EMTEK or Schaub dealer who originally purchased the product that is being returned. Any refund or credit would only be made to the original dealer.
- All cabinet hardware returned goods are subject to a minimum 15% restocking fee.
- Returns for reasons other than an EMTEK or Schaub factory or processing error will be subject to our customary restocking fee with a return freight charge of \$20.00 per label/carton in the United States or \$35.00 per label/carton in Canada or Mexico. This charge will be deducted from the credit issued for each call tag.

## LEAD TIME, SHIPPING AND FREIGHT

### Standard Production Lead Time

EMTEK and Schaub assemble all products to order in our Southern California facility. Orders typically ship within two to three business days once an order is released to the factory.

### ExpressShip - SAME DAY SHIPPING

- Cabinet hardware ONLY purchase order
- Orders received by EMTEK before 9 AM Pacific Time will ship the same day, based on inventory availability.
- Orders received after 9 AM Pacific Time will ship the next day, based on inventory availability.
- To qualify, orders must be sent to [cabinet.expressship@emtek.com](mailto:cabinet.expressship@emtek.com)

### Shipping Costs

All orders are FOB shipping point. For shipments to a dealer-specified commercial address located in the US, Canada and Mexico, EMTEK and Schaub ship freight prepaid. For shipments to dealers located outside of North America, freight will be prepaid by EMTEK and Schaub to the U.S. location of the dealer's freight forwarder. Orders may ship ground service or LTL at our discretion. Orders shipping to a residential address will automatically ship via ground service with a 10% surcharge.

### Shipping Options

Shipments may be expedited for a fee. Unfortunately, a dealer's freight account cannot be used to pay for shipping charges.

Delivery Location	Type of Service	Surcharge %*
Commercial Address	Next Day	16%
Commercial Address	Second Day	6%
Residential Address	Next Day	25%
Residential Address	Second Day	20%
Residential Address	Three Day	15%
Residential Address	Ground (Default Service)	10%

\*Multiplied by invoice value

### Order Lead Time

EMTEK and Schaub assemble all products to order in our Southern California facility. Orders typically ship within two to three business days once an order is released to the factory.

## DEALER INFORMATION PORTAL

### Online Account Access and Web Shop

We are pleased to offer you access to your EMTEK and Schaub account information, place new orders and initiate Product Returns (RGA) through the EMTEK Customer Portal. Through the customer portal, you can access information about your account at any time. You can:

- Check on the status of orders
- View both order and sales history
- View and print order acknowledgments, invoices, statements and credits
- Track shipments
- Initiate Product Return/RGA
- Place a new order via the EMTEK Web Shop

To register for the EMTEK Customer Portal or to make changes to access rights, we require the approval from your company's owner, CEO, President or other corporate officer. To get started, click on the "Dealer Sign In" icon on [www.emtek.com](http://www.emtek.com) and then select "Forms". Please complete the "EMTEK Customer Portal Access Rights Form" and email to: [Connect@emtek.com](mailto:Connect@emtek.com). Should you have any questions, please contact Customer Service.

## NO CHARGE SAMPLE PROGRAM

Samples are gladly provided at no charge to authorized dealers under the following conditions:

- ½ Door Lock Dummy (max 2)
- ½ Pair of Hinges (max 2)
- Cabinet Knob or Pull (max 3)
- Door Accessory (max 1)

A shipping and handling fee of \$2.50 per sample will be applied to your order (\$2.50 for one sample, \$5.00 for two samples, \$7.50 for three samples, etc.)

### Sample Order Exceptions

- Samples must be different product codes.
- Samples do not include active door hardware sets, electronic locks, entry sets, door pulls, bath hardware or door accessories over \$75.00 list price.
- Samples do not include 8" cc or larger cabinet pulls.
- Samples do not include appliance pulls or appliance backplates.
- Samples do not include any Symphony products.

### Placing a Sample Order

- Send orders to [samples@emtek.com](mailto:samples@emtek.com) or place by fax, phone or mail.
- Write "NO CHARGE SAMPLE" on the order.
- Standard shipment upgrade charges will apply for expedited freight requests.
- Orders for sample products must be placed separately and not combined with other products.
- EMTEK and Schaub do not require samples to be returned.

### No Restocking Fee Charged for Sample Orders with Exceptions

- Send orders to [samples@emtek.com](mailto:samples@emtek.com) or place by fax, phone or mail.
- Write "DEALER SAMPLE" on the order.
- Keep the samples you want and return the samples you don't.
- Contact Customer Service for Return Authorization in advance to ensure a restock fee is not applied to the return.
- Product must be returned in its original condition.
- Return freight charge of \$20.00 per label/carton in the United States or \$35.00 per label/carton in Canada or Mexico. This charge will be deducted from the credit issued for each call tag.
- No freight will be charged if the return is sent prepaid.

## DISPLAY PROGRAM

EMTEK and Schaub offer a variety of quality, well-crafted displays. We take great pride in the quality of our displays, which are hand-built in our Southern California facility by our talented craftsmen.

- For EMTEK, log into the "Dealer Sign In" (<https://www.emtek.com/dealer-sign-in/>) and then select "Product Displays".
- For Schaub, please visit: <https://schaubandcompany.com/resources/product-display-catalog/>

### Placing a Display Order

Please contact your local sales representative for ordering information.

### Product for use on Displays in your Showroom

Thank you for considering EMTEK and Schaub products for use on door displays and kitchen/bath vignettes installed in your showroom. Please contact your local sales representative for ordering information.

## MINIMUM ADVERTISED PRICE POLICY

Effective February 6, 2017

EMTEK and Schaub have determined that in order to better compete against existing competitors it must exercise a greater degree of control over the distribution of its products. Therefore, all sales of EMTEK and Schaub products will be subject to this Policy. This Policy has been unilaterally adopted and will be enforced strictly and uniformly.

Although resellers remain free to establish their own resale prices, to the extent that any customer elects to advertise products of EMTEK and Schaub in any manner, that is in print, in electronic media, on its website, etc., and provides price information for such products, that price information must be no less than List Price less 20%, this is the Minimum Advertised Price (MAP). Advertisements and offers to sell that do not include a particular price, but require further action that implies a price that is lower than the Minimum Advertised Price violate the MAP Policy. Examples of such unauthorized advertisements include "drop in cart" pricing, "add to cart" pricing, "click to see" pricing, and discount coupon pricing. Also prohibited are advertisements that indicate that discounts may be available when a customer takes specific action that goes beyond buying the product, such as "special price option" or "name your price."

To assure fair business practices, we will strictly enforce this policy. Violations of this MAP Policy will include termination of our business relationship with a customer. On the first offense there will be a written notice counseling any customer that disregards this policy. Any customer who violates the policy a second time, within one year of receiving a written notice of a first violation, will be terminated.

EMTEK and Schaub will not discuss any conditions of acceptance related to this Policy, as it is non-negotiable and will not be altered for any dealer. In addition, EMTEK and Schaub neither solicit, nor will accept, any assurance of compliance with this Policy. Nothing in this Policy shall constitute an agreement between EMTEK, Schaub and any reseller that the reseller will comply with this Policy.