

## Emtek

Hours of Operation: 8:00 a.m. – 8:00 p.m. Eastern Standard Time

To Place Orders: [orders@emtek.com](mailto:orders@emtek.com) Best Way

Fax: 800-577-5771

Customer Service: 800 356 2741 No Emails Please

No Minimum Order Requirements

Shipping On Standard Orders: UPS 3 Day Air Freight FREE  
(See attached Freight Schedule for other)

Order Lead Time: Typically built in 1-3 days, exceptions occur

Dealer Portal Information Available  
Contact Peggie for Information

No Charge Sample Program Available: See page 5 Door Hardware Price Book  
Sample Form Available on website or Peggie

Restocking Fee: 25% your cost will be charged on your errors/no exceptions

Ordering Process: Send your order by e mail or fax. Until you receive an acknowledgment, no changes can be made to your order!!!! Once you receive your acknowledgment, please check for mistakes immediately!!! If you need to make a change CALL EMTEK 800 356 2741, IMMEDIATELY. EMAILS DO NOT WORK.

Order Forms: Available in the BACK of each price book or on the website. Please use the order form as a reference guide so all information is submitted the first time. Mistake are costly and time consuming for all involved.

Returns: Emtek will accept product returns. Go to [www.emtek.com](http://www.emtek.com) Click on DEALER SITE, Click on PRODUCT RETURNS. Click Accept, Fill out the information, print the label with the RGA# on the Bottom. Finished. Label free Emtek mistake, Label \$15 net for your Mistakes.

## Emtek Hardware Ordering Cheat Sheet!!

The following items are critical to the success of Emtek building your hardware correctly the first time. There is a 25% restock fee on mistakes THAT WILL NOT BE WAIVED!!!! Emtek totally disassembles ALL returned hardware. Typically, it is a 40% loss of parts that must be tossed.

**BACKSETS:** 2 3/8" is the DEFAULT backset or latch at Emtek. If you need 2 3/4" you need to specify 2 3/4" latch on your order. If you are ordering hardware that uses a **KEY**, and you are uncertain of the size, request **BOTH BACKSETS**, on your order, no extra charge!!!

**HANDING:** ALL levers MUST be Handed!!! You can not flip them in the field. Stand **OUTSIDE** of the space (Front door, stand on front porch). Look at the DOOR OPENING. If the hinge is mounted on the **RIGHT HAND** of the opening, it is a **RIGHT HAND LEVER**. With Tubular locks, the SWING does not matter! Keep it simple!!!

**KNOB or LEVER:** You may choose any knob or lever as long as it is in the **SAME FAMILY of METAL and offered in the SAME FINISH!**

**DOOR THICKNESS:** This is very important. Emtek uses the Standard Screw Pak to install hardware on door **1 3/8" to 2"**. If your door is **2 1/4"** Request the **EXTENDED SCREW PAK**.

**SPLIT FINISHES:** You can use one finish on the EXTERIOR side of the door and a different finish on the INTERIOR side of the door, NO EXTRA CHARGE. **Always write the EXTERIOR SIDE FIRST.** I always write exterior to indicate this on my orders.

**STRIKE PLATE AND FACE PLATE OPTIONS:** Emtek's DEFAULT strike and Faceplate (the faceplate is the metal plate that surrounds the latch on the end of the door) are **SQUARE CORNER**. There are 3 other strike plate options you may request at NO EXTRA CHARGE. **Radius Corner Strike & Faceplate, Extended sq. Corner strike, when large moldings are in play, and the T Strike, see the options at the back of the price book.**

**KEYING OPTIONS: (\$2 Net) Keying to Code:** Emtek will send 2 new keys, keyed to your customer's current key by sending the number stamped on the current key.

**KEYING ALIKE:** Simply indicate which locks you want keyed the same on your order.









# Emtek 2018 Freight Rates

**Standard Freight: 3 Day Air Freight Free to dealer locations.**

## Expedited Freight Rates

### Dealers Locations

2<sup>nd</sup> Day Air UPS to **principal place of business** at 6% of invoice upcharge

Next Day Air to **principal place of business** at 16% of invoice upcharge

### Drop Ship to Commercial Locations

10% of invoice for 2<sup>nd</sup> Day Air

20% of invoice for Next Day Air

### Drop Ship to Residential Addresses

20% of invoice for 2<sup>nd</sup> Day Air

25% of invoice for Next Day Air

**Mark Expedited Freight Order in bold please!**

# Sample Order Form



Sample Type (No charge Sample / Dealer Sample) \_\_\_\_\_

Account #/ Name \_\_\_\_\_

Ship To \_\_\_\_\_ ATTN \_\_\_\_\_

\_\_\_\_\_ TAG \_\_\_\_\_

| Qty   | Product Code | Finish | Description | Amount       |
|-------|--------------|--------|-------------|--------------|
|       |              |        |             |              |
|       |              |        |             |              |
|       |              |        |             |              |
|       |              |        |             |              |
|       |              |        |             |              |
|       |              |        |             |              |
|       |              |        |             |              |
|       |              |        |             |              |
|       |              |        |             |              |
| Note: |              |        |             | <b>Total</b> |

**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)

Emtek applies a packaging, shipping and handling charge of \$2.50 per sample (\$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, 8" or larger cabinet pulls, door pulls, appliance pulls, electronic locks, entry sets, bath hardware or door accessories over \$75 list.

**Placing a Sample Order**

- Email 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 does not require samples to be returned.

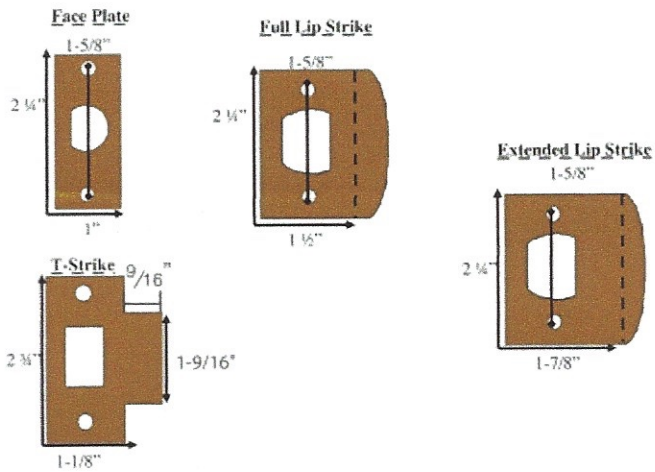
**No Restocking Fee Charged for Sample Orders with Exceptions**

- Email 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 \$15USD in the United States or \$30USD 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.

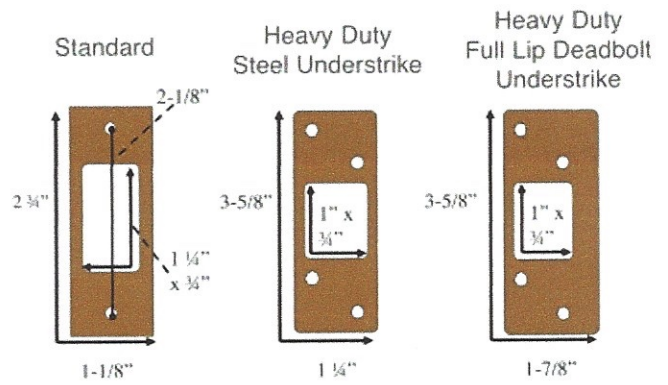
EMTEK Products, Inc.  
 15250 E Stafford Street  
 City of Industry, CA 91744  
 Tel: 800-356-2741 626-961-0413  
 Fax: 800-577-5771 626-336-2812  
[www.emtek.com](http://www.emtek.com)

**Please Fax Order Form to (800) 577-5771  
 or Email to [Samples@emtek.com](mailto:Samples@emtek.com)**

## Face and Strike Plates



## Deadbolt Strike Plates



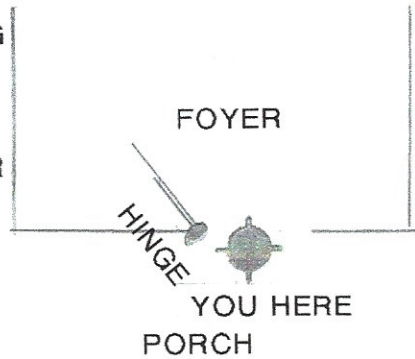
# EMTEK HARDWARE HANDING

STAND OUTSIDE THE SPACE!!!

## FRONT ENTRY DOOR

HINGE MOUNTED ON LEFT SIDE OF CASING

LEFT HAND LEVER



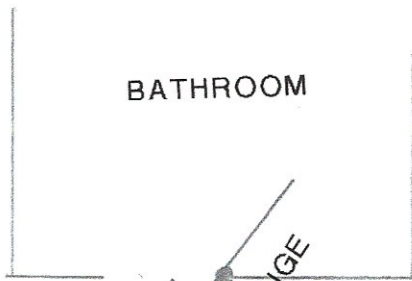
FOR TUBULAR HARDWARE DOOR SWING DOES NOT MATTER!!

## MASTER BATH DOOR

BATHROOM

HINGE MOUNTED ON RIGHT SIDE OF CASING/

RIGHT HAND LEVER



YOU HERE

BEDROOM

STAND IN MASTER BEDROOM!

THE END OF THE LEVER POINTS TOWARD THE HINGE