

Welcome to Ashley Norton!

We're thrilled to have you as a customer and look forward to supporting your success with our premium hardware collections.

To help make working with us seamless, here's a quick guide to our ordering and support process:

Placing Orders

Submit all purchase orders to: **Orders@ashleynorton.com**


Please include the following in your PO:

- A unique PO number
 - Complete item SKU, including size and finish
 - Quantity for each item
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Service & Support

For returns, warranty claims, or accounting/admin-related questions, please contact: **Service@ashleynorton.com**

For immediate support, feel free to call us:

 **800-393-1097**

- No hold times
 - Experienced, U.S.-based support team
 - Call or email, whichever is easiest for you!
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Samples

- **Knobs & Pulls under 7"**: Net \$7 (freight included)
→ Please note "**Net \$7 sample**" on your PO
- **Larger Cabinet Hardware**: Ordered at your standard discount and fully returnable with **no restocking fee**
→ Please note "**Returnable sample**" on your PO

Returns

- **30% restocking fee** (Reduced to **20% with a comparable reorder**)
- Returns must be initiated within **60 business days** of receipt
- Hardware must be **unused and not installed**
- To begin a return, email **Service@ashleynorton.com**.
You'll receive RGA instructions within 48 hours.
- Please allow **up to 2 business weeks** for credit processing, as all returned hardware is carefully inspected.

Your Main Point of Contact

For anything outside of standard processes—including **display updates, showroom expansions**, or custom needs—please reach out to **me directly**. I'm here to help!

Welcome aboard