

Finish Options



Polished Brass
(US3)



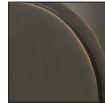
Polished Brass
- Lifetime (US3)



Satin Brass
(US4)



French Antique
(US7)



Oil Rubbed Bronze
(US10B)



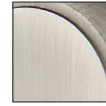
Polished Nickel
(US14)



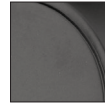
Polished Nickel
- Lifetime (US14)



Satin Nickel
(US15)



Pewter
(US15A)



Flat Black
(US19)



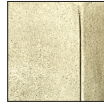
Polished Chrome
(US26)



Flat Black Patina
(FB)



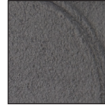
Medium Bronze
Patina (MB)



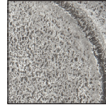
Tumbled White
Bronze (TWB)



Brushed Stainless
Steel (SS)



Flat Black Steel
(FBS)



Satin Steel
(SWS)



Satin Copper
(SCU)



Unlacquered Brass (US3NL) is a custom, made-to-order finish. It is available with an upcharge, per item and requires an additional 2-3 day lead time. This living finish will gracefully age and evolve in appearance over time. Because of this characteristic, no finish warranty is offered on unlacquered brass products.

How To Order

To form an item number for a passage set, combine Product Code, Rosette, Handle, and Finish. For Example:

810 1 E US15A

Function Rosette Handle Finish
(Passage) (Rope) (Egg) (Pewter)

To form an item number for **CF Mechanism** Passage Set, add the letter **C** to the Product Code, Rosette, Handle, and Finish. For Example:

C 810 1 E US15A

Function Rosette Handle Finish
(Passage) (Rope) (Egg) (Pewter)

To form an item number for **Cabinet** Hardware, combine Product Code and Finish. For Example:

86357 US10B

Product Code Finish

To form an item number for **Bath** Hardware, combine Product Code, Rosette Name, and Finish. For Example:

26031 Regular US10B

Product Code Rosette Finish

Terms and Conditions

ORDERING AND RETURNS

Placing Orders

You have several options to place an order:

- Email: orders@emtek.com
- Fax: 800-577-5771
- Phone: 800-356-2741, Option 1
- Online: 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 will be charged unless a resale certificate has been provided.

Prices

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

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.
- 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 dealer who originally purchased the product that is being returned. Any refund or credit would only be made to the original dealer.
- All returned goods are subject to a minimum 25% restocking fee.
- Returns for reasons other than an EMTEK 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.
- No freight will be charged if the return is sent prepaid.