TRADE SAMPLE PROGRAM

Our Trade Sample Program (TSP) allows qualified architects, interior designers, contractors, millwork shops, and kitchen & bath dealers to order samples directly from our factory. In addition, this program is designed to assist our authorized dealers in streamlining the sample order process for their trade clients.

TSP DETAILS:

I. A trade account product specifier applies for the program. After our review and approval, a Trade Sample Account is established.
II. Trade Sample Accounts will order samples according to our Terms and Conditions (below).
III. Classic Brass will directly credit the Trade Sample Account for a portion or all of the total amount of the sample order to a maximum of 10% of the value of a verified consummated dealer order that includes one of the samples ordered.

APPLICATION PROCESS:

I. Complete the online application form.
II. Please send a copy of your Business License and Sales Tax Exemption Certificate (if applicable) to tradesample@classicbrass.com.
III. Once your application has been approved, we will contact you to outline our TSP order and refund process.

TSP ORDER AND REFUND PROCESS:

I. All TSP order and refund transactions are conducted through tradesample@classicbrass.com.
II. For hardware samples, please email purchase orders to tradesample@classicbrass.com.
III. Once hardware is purchased from an authorized dealer Classic Brass dealer, a TSP refund must be requested in 60 days by emailing the invoice

PO Box 3563
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classicbrass.com
tradesample@classicbrass.com

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for Classic Brass samples ordered and an invoice from your preferred authorized dealer for the hardware purchased.

IV. The invoices will be evaluated and we will notify you with the amount to be refunded for your TSP sample order.

REMEMBER:

I. The protective coatings on all of our finishes are either lacquer or wax (i.e. living) finishes. The living finishes will naturally age resulting in a unique patina based on a combination of factors including time, climate, environment and level of use. These factors contribute to changes that will occur in living finishes and are the reason for the differences between samples and the ultimate finish.

QUESTIONS:

I. Please contact tradesample@classicbrass.com. Thank you for your interest in our hardware.

TERMS AND CONDITIONS:

I. The cabinet hardware order is limited to one (1) of each sku (part number + finish).

II. The door hardware order is limited to one (1) of each type of skus:
    *lever/knob half dummy set
    *exterior trim only of one escutcheon set
    *individual finish chips or level I/II finish sets

III. Any number of unique single sku items can be purchased in one TSP order.

IV. If more than one order is placed by a Trade Sample Account that contains the same skus, Classic Brass will evaluate the propriety of those orders. We reserve the right to modify or decline any TSP orders.

V. All requests for sku quantities greater than one (1), complete set orders, semi-custom or custom hardware and/or custom finishes must be processed through an authorized dealer.

VI. Samples can be mounted on a 3/4" natural cherry plaque and labeled for an additional $15/net for each sample requested.

VII. The standard product discount is 40% off retail list prices.

VIII. Best efforts will be made to expediate delivery of samples within three (3) weeks of the TSP order.

IX. All TSP orders will be shipped in the continental USA for a flat delivery fee of $15/net via UPS or Fedex Ground. The delivery fee for outside of the continental USA will be quoted at the time of order. Expediated shipments will be quoted at the time of order.

X. A TSP order acknowledgement will be sent to confirm the net price and the estimated ship date. A credit authorization link will be provided to process payment through a secure portal. TSP orders will not be released into production until full payment is received.

XI. All sample items are non-cancellable, non-returnable and non-refundable.

XII. We will notify your preferred authorized dealer that a sample order has been placed.

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