

TERMS AND CONDITIONS FOR CAL-ROYAL PRODUCTS

CORPORATE OFFICE CAL-ROYAL PRODUCTS INC.

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EASTERN DISTRIBUTION TAB INDUSTRIES, LLC

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GEORGIA WAREHOUSE BOWEN SALES INC.

3519 Church St., Suite G
Clarkston, GA 30021
☎ 404-297-6600
☎ 404-297-6690
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TERMS AND CONDITIONS OF SALE

ORDERING: All orders must be faxed to Cal-Royal products for confirmation before shipment.

TERMS: Net 30 days.

FREIGHT: Shipments are F.O.B. Commerce warehouse, for orders of \$1500.00 or more, excluding Alaska and Hawaii (\$2500.00 for Western Canada, \$3500.00 for Eastern Canada, \$3000.00 for Puerto Rico, and \$1200.00 for Washington and Oregon) are shipped prepaid within the continental United States and Canada. Orders less than these amounts will be shipped freight prepaid and added to the invoice.

CHANGES, CANCELLATIONS OR SPECIAL ORDERS: Canceled orders subject to 10% service charge. Changes or cancellations to an order must be in writing and may result in additional charges for labor and/or materials. Changes may result in a delay in the scheduled ship date. Additions to orders will be entered as separate stand-alone orders and must qualify for all terms of sale, including discounts on an individual basis. Changes or deletions resulting in an order size of less than our minimum will not be accepted. Orders for non-cataloged, special or nonstandard items may not be canceled. Factory orders may not be changed within 30 days of the scheduled ship date.

CREDIT APPROVAL: Acceptance of all orders is subject to approval of Cal-Royal Products, Inc. Trade references and banking information must accompany orders from new accounts.

FREIGHT OR SHORTAGE CLAIMS: Customer assumes all delivery risks of loss or damage. If cartons are lost or damaged, immediately contact delivering carrier to make claim. If assistance is needed from Cal-Royal Products, Inc. please contact our Claims Department. Shortage claims must be made within seven working days from receipt of shipment. Cal-Royal Products, Inc. is not responsible or liable for any loss or shortage on merchandise to third party shipping.

RETURN OF MERCHANDISE: Claims for shortages and/or incorrectly filled orders must be filed with Cal-Royal Products, Inc. within 10 days of receipt of material. Price adjustments must also be made in writing to Cal-Royal within 30 days from receipt of invoice. No returned goods will be accepted without written approval from Cal-Royal. Credit will be based on upon the written authorization by Cal-Royal. Such returns must be prominently marked with the return goods authorization number and shipped prepaid. Returns, if approved, will be subject to a minimum restocking charge of 20% for unopened cases of stock product and must be received in mint condition. Non stock materials are not returnable. Under no circumstances is Cal-Royal liable for incidental or consequential damages. Charge-backs will not be allowed. No cash refund given, exchange or replacement only.

STANDARD PACKAGING: We reserve the right to change order quantities to nearest standard package quantities. Broken boxes are subject to an additional 20% service charge.

AUTHORITY OF TERMS AND CONDITIONS: The terms mentioned herein are the only ones Cal-Royal Products, Inc. will honor, and any exceptions must be approved and confirmed by an officer of Cal-Royal Products, Inc. Terms and Conditions of buyer's purchase orders will not be honored unless an agreement is reached in writing beforehand. Cal-Royal Products Inc. has the right to refuse credit to anyone, or has the right to reuse to fulfill any orders. No representations, arrangements or agreements not appearing on the order shall be binding to Cal-Royal Products, Inc.

PRICES: Are subject to change without notice. All errors and omissions subject to correction.

MINIMUM ORDER:

\$50.00 net. Orders under \$50.00 are subject to an \$8.00 service charge. **No exceptions.**



CARE FOR CAL-ROYAL PRODUCTS

MERCHANDISE WARRANTY

Goods are warranted against defects in manufacture for one year. The company makes no other warranty, and all implied warranties including any warranty of merchantability or fitness for a particular purpose are limited to the duration of the expressed warranty period as set forth above.

The company's maximum liability hereunder is limited to the purchase price of the products in no event shall the company be liable for any consequential, indirect, incidental or special damages of any nature arising from the sale or use of this product, whether in contract, tort, strict liability or otherwise.

Products will not be accepted for repair or replacement under this warranty unless we have given prior authorization for their return. Upon receipt of products returned for repair or replacement we will determine whether products qualify for repair or replacement under this warranty; if they do not, we will notify our customer of estimated costs of repair or replacement involved and will obtain authorization prior to proceeding. We have no liability to pay any costs of repair performed by anyone other than us, unless in each instance we have given prior written approval of such repair in which case we will pay what we consider to be the reasonable cost thereof.

All materials and finishes meet ANSI/BHMA standards at time of shipment. We do not warrant finishes exposed to hostile environments, such defect has been caused by corrosion or ordinary wear and tear.

CAL-ROYAL LIFETIME LIMITED WARRANTY

The Cal-Royal Products listed below are warranted against defects in mechanical workmanship and 3 year finish warranty for the life of the opening into which they are installed. This warranty is valid only if the products are installed according to the manufacturers' explicit directions, are the correct application for the opening in question (i.e.: a grade 2 lock is not acceptable in a school or university application) and those products that require adjustment at installation are adjusted correctly. It is assumed that if either the door or frame components in the opening has been violated and therefore the Warranty of those Cal-Royal products in that opening would be null and void. It is also assumed by this Warranty that those products that require periodic adjustment or maintenance are receiving that attention through the life of the opening.

This warranty **DOES NOT COVER:**

1. Abuse or vandalism
2. Products used in an incorrect application
3. Scratches or normal wear in a products finish (Does not cover US10B/613)
4. Products that have been improperly installed or adjusted
5. Any Product installed in a hostile environment causing premature corrosion, wear and tear
6. The cost incurred in removing and installing a replacement product. Upon return of defective product to Cal-Royal Products, Cal-Royal may repair or replace the product or refund the purchase price. Cal-Royal is not liable for incidental or consequential damages.

The products that are covered by the above Lifetime Limited Warranty are:

1. All commercial Grade Hinges.
2. Genesys, Calypso, Omega, NM Series Grade 1 Locks – Mortise and Cylindrical Locksets.
3. Apollo, Columbus, HIL, Pioneer, Commander, Challenger, Explorer, Barrington, Polygon Grade 2 locksets.
4. CRB Series Grade 1 & CB160, T300 Series Grade 2 Deadbolts.
5. 900, CR441, CR801/CR801S, 300, 700 Series Grade 1 Door Closers.
6. 7700, 9800 and 2200 Series Grade 1 Exit Devices.

Cal-Royal Locksets, Door Closers, Exit Devices and Door Hardware are designed to provide the highest standard of product quality and performance. To maintain a long-lasting finish great care should be taken. Constant use and exposure to elements and high traffic would require cleaning on a regular basis.

ELECTRIFIED HARDWARE WARRANTY (3 YEARS LIMITED WARRANTY)

LIMITED WARRANTY: Cal-Royal Products (CRP) warrants that its products are free from defects in workmanship and material under normal use and service. Since CRP does not control product usage, CRP makes no representation as to the degree of security conveyed by the use of any product. This warranty does not cover defects or damage which occur from improper maintenance, improper storage, improper installation, shipping and handling, ordinary wear and tear, misuse, abuse, accidents, unauthorized service, work done by others or consequential damages.

CRP will not pay for the cost of repair performed other than in accordance with this warranty. CRP can only perform authorized warranty work at the factory. CRP's only liability, in tort or contract, whether under this warranty or otherwise, is limited to providing repair or replacement of any product or component part which is proven to be defective as covered by the warranty, within three (3) years after delivery from CRP to the original purchaser. Written notice of a product or component part believed to be defective, as covered by this warranty, should be sent to Cal-Royal Products 6605 Flotilla St, Commerce, CA 90040.

Include Claimant's name, address, phone, and identification of the product, invoice number and date, and a brief description of the defect. Upon receipt of such notice, a CRP representative will contact claimants to where to ship



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such product or component part, with shipping charges prepaid for examination, and in the event such examination reveals a defect covered by this warranty, the product will be repaired or replaced. This warranty is in lieu of all other express warranties. To the extent permitted by law, all implied warranties are limited to the duration of this warranty.

CRP shall not be liable for any incident or consequential damages. Some states do not allow limitations on how long an implied warranty lasts or the exclusion or limitation of incidental or consequential damages, so the above may not apply to you. This warranty gives you specific legal rights, and you may have other rights, which vary, from state to state.

ELECTRONIC DIGITAL KEYPAD LOCKSETS AND DEADLOCKS WARRANTY

1. CRCODE-007, CRCODE-101

Goods are warranted to be free from manufacturing defects in material and workmanship which carries a **ONE YEAR Limited Warranty** on Electronic Series Locks (CRCODE-007) and a **TWO YEAR Limited Warranty** on Mechanical Series Locks (CRCODE-101) and its conditions, limits and policies.

2. CR3000 DIGITAL KEYPAD DOOR LOCK WARRANTY

Goods are warranted against defects in manufacture for two (2) years after the date of manufacture. The company makes no other warranty, all implied warranties including any warranty of merchantability or fitness for a particular purpose are limited to the duration of the expressed warranty period as set forth above.

3. ELDB-89 DIGITAL KEYPAD DEADLOCK WARRANTY

Goods are warranted against defects in manufacture for twenty five years (25) years after the date of manufacture for mechanical parts and one (1) year for electronic parts. The company makes no other warranty; all implied warranties including any warranty of merchantability or fitness for a particular purpose are limited to the duration of the expressed warranty period as set forth above.

The company's maximum liability hereunder is limited to the purchase price of the products in no event shall the company be liable for any consequential, indirect, incidental or special damages of any nature arising from the sale or use of the product, whether in contract, tort, strict liability or otherwise. Seller's warranty shall not be enlarged, diminished or affected by no obligation or liability shall arise out of Seller's rendering of technical advice or services in connection with Buyer's order of the goods furnished hereunder.

This warranty DOES NOT COVER:

1. Abuse or vandalism
2. Products used in a wrong application
3. Scratches or normal wear in a products finish (Does not cover US10B/613)
4. Products that have been improperly installed or adjusted
5. Any products installed in a hostile environment causing premature corrosion, wear and tear
6. The cost incurred in removing and installing a replacement product. Upon return of defective product to CAL-ROYAL Products, CAL-ROYAL may repair or replace the product or refund the purchase price. CAL-ROYAL is not liable for incidental or consequential damages.

CAL-ROYAL RECOMMENDS THAT THE UNIT AND ITS FUNCTIONS BE TESTED REGULARLY

Despite excessive testing, and due to but not limited to, any or all of the following; electrical or communications disruption, criminal tampering, it is possible for the unit to fail to perform as expected. CAL-ROYAL does not represent that the product may not be compromised or circumvented; or the product will prevent any property loss, personal injury, robbery, fire or otherwise; nor the product will in all circumstances provide adequate warning or protection. A properly installed and maintained locking device may only reduce the risk of burglary, robbery, fire or otherwise, but this is not an assurance that these events will not occur. Seller shall have no liability for any loss, property damage, personal injury based on a claim that the unit/product failed to give warning. It is therefore the obligation of the installer to advise or inform the consumer to take any or all precautions for his or her safety including, but not limited to, fleeing the premises and calling the proper authorities in order to mitigate the possibilities of harm, injury and/or damage.

CAL-ROYAL is not liable of either the property or safety of the user's family, employees, and limits its liability for any loss or damage including incidental or consequential to CAL-ROYAL's original selling price of the product regardless of the cause of such loss or damage.

Products will not be accepted for repair or replacement under this warranty unless we have given prior authorization for their return. Upon receipt of products returned for repair or replacement, we will determine whether products qualify for repair or replacement under this warranty; if they do not, we will notify the customer of estimated cost of repair or replacement involved and will obtain authorization prior to proceeding. We have no liability to pay any cost of repair performed by anyone other than us, unless in each instance we have given prior written approval of such repair in which case we will pay what we consider to be reasonable cost thereof.

In the event of a defective product, contact the security professional who installed and maintains your security system. In order to abide by this warranty, the defective product must be returned by the security professional, shipping costs prepaid and insured to CAL-ROYAL. After replacement or repair of the product, CAL-ROYAL assumes the cost of returning products under warranty. CAL-ROYAL shall have no obligation under this warranty, or



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otherwise, if the product has been repaired by others, improperly installed, improperly used, abused, altered, damaged, subject to accident, nuisance, flood, fire or acts of nature. CAL-ROYAL will not be responsible for any dismantling, reassembly or reinstallation charges.

All materials and finishes meet ANSI/BHMA standards at time of shipment. We do not warrant fixes exposed to hostile environments, such defect has been caused by corrosion or ordinary wear and tear.

This warranty and remedies set forth above are exclusive and in lieu of all others, oral or written, expressed or implied. No dealer, distributor, agent or employee is authorized to make any modification or addition to this warranty.

Some states do not allow the exclusion or limitation of implied warranties or limitation of liability for incidental or consequential damages, so the above limitation or exclusion may not apply to you.

FINISH CARE

Finishes on all products are produced to the highest quality standards to ensure they stay in perfect order year after year. However, some finishes can deteriorate if they are exposed to corrosive vapours, coastal air, salt spray or high humidity. Brass finishes are susceptible to tarnishing if they come in contact with air, moisture or wet paint, particularly in exterior locations. To overcome this, it is wise to coat all external brass finishes with a non-abrasive furniture or car wax immediately after installation, and to remove all locks before painting doors. Regular wiping with a soft cloth, occasional polishing with a non-abrasive furniture or car wax and take care not to scratch the protective finish on brass fittings will also prevent tarnishing.

- ❖ US3 (Polished Brass), US4 (Satin Brass), US5 (Antique Brass), US10 (Satin Bronze), US10A (Antique Bronze), US15 (Satin Nickel), US15A (Satin Nickel Oxidized), ALUMINUM, DURO, GOLD laquered or clear-coated finishes can simply be cleaned by wiping with a clean soft damp (not wet) cloth. A mild soap may be lightly used if very dirty. Particular care should be taken to avoid using lacquer thinners, caustic soaps, abrasive cleaners or polishes as these could damage the coating and result in tarnishing. Initial care for finishes requires only periodic cleaning with mild non-abrasive soap and light buffing with a soft cloth.
- ❖ PVD (Physical Vapor Deposition) is a technologically advanced finish coating that provides the most surface protection against environmental elements and everyday wear and tear. PVD matches clear-coated finishes in appearance, yet surpasses them in durability. PVD finishes protect against corrosion, tarnish, wear, discoloring and peeling for the lifetime of the part to which it has been applied. This kind of finish can be maintained by wiping with a clean soft damp cloth.
- ❖ US10B (Oil Rubbed Bronze) finishes can be wiped with a small amount of vegetable or mineral oil on a soft cloth. Excessive oil may cause residue to come off on contact with hands or clothing materials and would even attract dusts that would eventually become grime. Household detergents and mild abrasive powder may be used to restore the high metal color without seriously affecting the original compound of the metal. Then rub with a paste of wax.
- ❖ US26 (Bright Chrome), US26D (Satin Chrome), US32 (Stainless Steel) and US32D (Satin Stainless Steel) can be maintained by wiping with a clean soft damp cloth. A high-grade chrome polish may be used according to directions to clean and restore the original shine and satin finish.
 - Depending on the environment where the product is used, blemishes can appear on stainless steel products To help prevent this occurring, clean once a month. Blemishes on satin stainless steel may be removed by rubbing with a suitable stainless cleaner/polish wadding polish. Ensure rubbing occurs in the same direction as to the grain itself.

MAINTENANCE

Cal-Royal Locksets, Exit Devices and Door Closers were designed and manufactured to be maintenance-free under normal operating conditions and environments. Exposure to extremely heavy traffic and/or particularly dusty and dirty environmental conditions, however, may eventually cause unsatisfactory operation due to slow-moving parts or sticking cylinders. In this case, it may be necessary to clean and re-lubricate the lockset to maintain optimum performance.

Locksets

- To clean the lockset mechanism, use a non-corrosive substance or a penetrating or solvent type lubricant to loosen sticking components, then lubricate with lithium grease, silicone or teflon based lubricant
- Do not use lubricant in cylinder (oil or aerosol type)

Cylinders

- When key becomes "sticky" in cylinder, you may sprinkle a small amount of graphite onto the key and then insert the key inside cylinder
- To free sticking or jammed cylinders, lubricate with graphite or a non-oily lubricant (such as Lock-EZE)
- Do not use petroleum-based lubricants in the cylinder keyway. WD-40 or oil will collect dirt over time, and a liquid might even freeze in the lock if weather is cold enough. Graphite is the common choice, the powdered version of molybdenum disulfide would work as well
- Do not use lubricant in cylinder (oil or aerosol type)

