



TK | TOP KNOBS

*2021 Price List*

Effective January 1, 2021

## **Top Knobs warrants for the lifetime of the original consumer purchaser that the products will be free from defects in materials and craftsmanship.**

### **OUR LIFETIME WARRANTY**

Our lifetime warranty is our statement of confidence to our customers that our products are designed and manufactured to the highest standards in quality, style, appearance and durability. This warranty reflects a tradition of excellence and a commitment to superior manufacturing, innovative design and craftsmanship dedicated to you, our customer. This warranty is our pledge to you that we will proudly stand behind our products for as long as you own it.

This warranty covers any defects in material and craftsmanship, provided that the consumer purchased the products from an authorized distributor of Top Knobs. Top Knobs cannot guarantee the quality or condition of products from distributors who do not agree to meet our high standards, and therefore, no warranty is provided for products from unauthorized sellers. For products purchased before 2010, a one year warranty is applicable. Any of our products purchased in 2010 or after are covered by our lifetime warranty.

### **HOW LONG DOES THE COVERAGE LAST?**

Products purchased before 2010 shipped with a one year warranty. Products shipped in 2010 and beyond have a Limited Lifetime Warranty. This warranty lasts for the lifetime of the original consumer purchaser as long as you own your Top Knobs product. The warranty is not transferrable. Coverage terminates if you sell or otherwise transfer your Top Knobs product, for example when you sell your home.

### **WHAT WILL TOP KNOBS DO?**

At our option, we will repair or replace the defective product, or refund the purchase price of the defective product.

### **WHAT DOES THIS WARRANTY NOT COVER?**

This warranty does not apply to products which have been subject to misuse, improper installation, accident, natural disaster, corrosive air, outdoor use, or have been altered. Products may experience changes in appearance due to normal wear and tear. This is especially true for hand-applied finishes like patina finishes and chemically created finishes. Such normal wear and tear is not a defect and is not covered by this warranty. This warranty does not cover any damages or expenses caused by any defective product. See product use and care below.

### **HOW DO YOU GET SERVICE?**

Consumers need to work through the purchasing dealer. In order to be eligible for service under this warranty you need to:

1. Contact Top Knobs at the address below, specifying the defect and providing your contact information;
2. Allow Top Knobs to inspect the product at a reasonable time and at a reasonable location; and
3. Return the product to Top Knobs within thirty (30) days after being instructed to do so by Top Knobs along with a description of the defect and documentation of being the original consumer purchaser.

### **YOUR RIGHTS UNDER STATE AND OTHER LAW**

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state in the United States, province to province in Canada, and from country to country.

TOP KNOBS  
3 MILLENNIUM WAY,  
BRANCBURG, NJ 08876

### **PRODUCT USE AND CARE**

Our products are designed for indoor use only unless otherwise stated. Products should be cleaned only with a soft, non-abrasive cloth dampened with clean water or a mild dishwashing liquid like Dawn™ and warm water. Please wipe dry with a soft, non-abrasive cloth. Do not use harsh cleaners or waxes to clean the product as these will erode the protective finish and void the warranty. Please do not leave water or soap residue on the product as chemicals or minerals contained within will eventually violate the protective coating and erode the finish.

### **PRODUCT VARIATION**

Due to our hand-finished manufacturing process, you will see some lot-to-lot variation. Due to the nature of the finishing process, some products such as those with a hand-applied patina or rust finish will have lot-to-lot variations as to color and/or finish.

## ORDERING

Orders must be E-Mailed, entered online, faxed, or mailed:

For UPS: Top Knobs  
3 Millennium Way  
Branchburg, NJ 08876

For US Mail: Top Knobs  
3 Millennium Way  
Branchburg, NJ 08876

## E-MAIL ORDERS TO: [CustomerService@TopKnobs.com](mailto:CustomerService@TopKnobs.com) – Fax Numbers: 888-486-7566 or 908-359-9760

Registered dealers can log in for online ordering, stock check, etc. at [www.TopKnobs.com](http://www.TopKnobs.com)

Customer Service hours are 8:30am to 6:00pm Eastern Time 800-499-9095 or 908-359-6174

- Please provide PO# or job name for your order.
- Please list the full part number and quantity. The part number includes the finish—please do not write in a different finish from that of the product's part number as we can only enter the standard part number.
- All orders are subject to acceptance by Top Knobs.

## MINIMUM ORDER SIZE

Top Knobs does NOT have a minimum order size.

## TERMS AND PAYMENT OPTIONS

Open account subject to approval of Top Knobs and meeting payment terms and credit limits.

Additional payment options are Visa, MasterCard, American Express, Discover, and C.O.D. in the United States.

Mail payments to: 29770 Network Place  
Chicago, IL 60673

We reserve the right to terminate an account at any time without notice, for unsatisfactory payment or failure to comply with Top Knobs policies, terms and conditions. Dealership may be terminated for any reason or no reason upon 15 days' notice by fax or mail.

## SALES TAX

Sales tax will be charged unless you provide a resale certificate.

## RETURNS

- Any order correctly filled by Top Knobs but returned by the customer will have a 20% restocking fee for processing the return (this helps cover receiving in the shipment, inspecting each item, repackaging as necessary, restocking each item, and issuing a credit)
- Returns must be packed properly to prevent damage and must be returned in saleable condition. If the return is due to your error, use the form that came packed with the shipment. Please list the Top Knobs order number from the original order, the item part number and quantity, and the reason code.
- If the return is due to our error, please call Customer Service or email [Returns@TopKnobs.com](mailto>Returns@TopKnobs.com) to obtain an RGA number and UPS call tag for us to pay for the freight back. Specify our order number from the original order when requesting an RGA number. Please write RETURN and the RGA on the exterior of the box, for us to process the package.
- Returns must be processed within 60 days of our invoice date.

## FLAT RATE FREIGHT PROGRAM – UNITED STATES

**ORDERS UNDER \$100:** \$10 flat rate per shipment (\$6.75 freight plus \$3.25 packaging & handling fee)

**ORDERS \$100 AND OVER:** \$14 flat rate per shipment (\$10.75 freight plus \$3.25 packaging & handling fee)

New flat rate expedited program (48 contiguous states):

UPS Service	<\$25	\$26–\$200	\$201–\$800	>\$800
<b>Red (1 day)</b>	\$40	\$55	\$80	Call for a quote
<b>Blue (2 day)</b>	\$25	\$50	\$70	Call for a quote
<b>Orange (3 day)</b>	\$15	\$25	\$45	Call for a quote

- Drop shipments increase freight charges by \$3.75.
- Expedited service orders usually ship the same business day if the order is received by 2:00 pm Eastern Time and your account is current.
- COD orders are billed at regular UPS rates and do not qualify for the flat rate freight program.

## ADDITIONAL SHIPMENT OPTIONS

Also available but not included in our new expedited flat rate program:  
UPS Next Day Early AM • UPS Next Day Saturday

## FLAT RATE FREIGHT PROGRAM – CANADA

Same as above for ground service, flat rate expedited is not available to Canada. In addition, on orders above \$25 Top Knobs absorbs brokerage and duty fees, and for orders below \$25 the flat rate charge for brokerage and duty is \$10. Taxes remain your responsibility. We do not drop ship to Canada.

## SHIPMENTS

- All orders are FOB our dock.
- All orders have a \$3.25 packaging & handling fee – this fee is incorporated into the listed freight cost on the invoice, rather than being listed separately
- Orders will normally ship within 24 hours
- Any changes or corrections must be made before the order is processed in our warehouse
- Drop shipments increase freight charges by \$3.75
- Incorrect addresses will be charged a \$25 address correction fee
- All orders are shipped UPS Ground unless you specify a different method of shipment
- Claims on shipments must be made within 30 days of receipt
- It is your responsibility to verify the accuracy of items received before installation – please check product inside box before you send it to the job site
- Package Refusal or Return to Sender Fee \$16.00 per Shipment

**Please visit our website at [www.TopKnobs.com](http://www.TopKnobs.com)**

## FEATURES OF THE TOP KNOBS DEALER WEBSITE

- Place orders online 24/7
- View inventory status by part number
- View pricing
- Confirm shipments
- Use invoices listed on the website to get tracking numbers on shipments
- Get freight costs after shipment (if not using the flat rate freight program)
- View invoices and statements

## DIFFERENT VIEWING/ACTION PRIVILEGES ASSIGNED BY YOU

Your administrator can allow or restrict viewing / action privileges for your staff, designating those who can and cannot place orders, view invoices, view statements, etc.

## TO VIEW THE TOP KNOBS DEALER WEBSITE

View our website at [www.TopKnobs.com](http://www.TopKnobs.com) and click on the person icon at the top right of the homepage. Click on "Dealer Login" and enter your Top Knobs account number, and enter the password we have provided to you. For first time use, select "Change Password", and a link will be sent to the email address we have on file for the account.

# Commercial Projects

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## ARE YOU BIDDING A COMMERCIAL PROJECT?

Top Knobs supports our showroom dealers. Our Commercial Projects Group is dedicated full-time to assisting our dealers with their bids for commercial projects.

## QUALIFYING PROJECTS

Our Commercial Projects Group can assist dealers with projects that meet the following criteria:

- Quantities of 250 pieces or more for decorative hardware
- Quantities of 100 pieces or more for projects with only Bath Accessories or Appliance Pulls
- Can be multiple part numbers but the combined quantity must meet the above minimums of 250 pieces or 100 pieces (Bath / Appliance Accessories) for the same project
- Does not apply to stocking orders, etc. only for installation projects
- Examples of qualifying projects include multi-family housing, condo projects, assisted living facilities, hotels and resorts, medical offices, retail store fixtures, mansions, etc.

## SERVICES PROVIDED BY OUR COMMERCIAL PROJECTS GROUP

- Price quotes
- Samples
- Specifications
- Delivery quotes
- Expedited delivery

## TO CONTACT OUR COMMERCIAL PROJECTS GROUP

E-Mail: [CommercialProjects@TopKnobs.com](mailto:CommercialProjects@TopKnobs.com)

Phone: 800-499-9095 or 908-359-6174

Fax Numbers: 888-486-7566 or 908-359-9760

- Up to 3 Free Samples per sample order
- Free Samples of most knobs
- Free Samples of most Pulls that are less than 7 inches center-to-center
- Must be different part numbers, but can be same shape, different finishes
- Samples are FREE whether they are a \$4 product or a \$30 product
- Top Knobs charges a packaging, shipping and handling charge of \$5 per sample (\$5 for 1 sample, \$10 for 2 samples, \$15 for 3 samples)
- Don't return the samples to us. They are yours to keep.
- Samples ship via U.S. Post Office from our California warehouse
- This Free Sample Program is valid in the United States and Canada
- Drop-ships are OK and no signature is required
- Order samples as often as you need them! We want to help you close Top Knobs sales!
- Agree to not sell the samples to customers – if this program is abused we will have to discontinue it

## TO PLACE AN ORDER FOR FREE SAMPLES:

1. Order as usual and send in by fax or e-mail as usual
2. Write FREE SAMPLE ORDER on the order so Customer Service knows to not charge for the samples
3. Upgrading freight from USPO to UPS Red or UPS Blue is fine, but at your additional cost
4. List the name of your customer receiving the samples (we want to be able to follow up with you and confirm that this program of providing Free Samples helps you close more Top Knobs sales)
5. Orders for Free Samples must be stand-alone separate orders, not combined with other products
6. Free Samples cannot be processed through our dealer login

## NO RESTOCK FEE SAMPLE PROGRAM FOR LARGE PULLS AND FOR BATH ACCESSORIES

Applies to Pulls and Appliance Pulls that are 7" center-to-center and larger, and applies to Bath Accessories

1. Write "Dealer Sample" on the order
2. Let the designer and/or end-user customer see and feel the quality of a Top Knobs product
3. Keep any samples you want, and return unwanted samples to Top Knobs for credit (must contact Customer Service for RMA in advance)
4. Top Knobs will not charge a restock fee on orders designated as Sample orders, if the samples are received back at Top Knobs within 30 days
5. Credit will be issued assuming the samples are undamaged
6. You pay Flat Rate freight charges out. Freight back is arranged by you at your cost

## SHOWROOM VIGNETTE DISPLAY DISCOUNT

Top Knobs will provide products at a deep discount for use on kitchen and bathroom vignettes installed in your showroom. To take advantage of our Showroom Vignette Display Discount, please send in your order to [CustomerService@TopKnobs.com](mailto:CustomerService@TopKnobs.com) and write "Showroom Display" boldly on the order. Top Knobs reserves the right to limit Showroom Display orders. We appreciate being considered for display on your vignettes!

## Top Knobs allows a maximum 10% discount off retail list price for sales over the Internet

Top Knobs is dedicated to supporting our brick-and-mortar showroom dealers by enforcing a strict Minimum Advertised Price (MAP) Policy. Here are the details of our policy:

- Our internet (MAP) Minimum Advertised Price is 10% below the retail list price (MSRP).
- Our distribution is limited to select partners. We do allow bricks-and-mortar showroom dealers, and distributors that also have an Internet presence to sell online if they follow our Internet Minimum Advertised Price (MAP) Policy.
- The Top Knobs® brand name and all product identifiers must appear as part of all listings.
- The MAP policy does not apply to products announced as discontinued but that may still be in stock.

Top Knobs is committed to proactively seeking out, finding, and dealing with Internet MAP Policy violators. Customer websites are checked during weekdays, and also checked evenings and weekends to catch those trying to play pricing games outside of regular business hours. We strive to find and fix MAP violations before we hear a complaint from another Customer. Policy violations result in suspensions and customer terminations, and we do several such terminations each year.

### AUTHORIZATION TO SELL ON THE INTERNET

Top Knobs is committed to protecting our brand image and its presentation to our end-consumer, so that it consistently reflects high quality and value both you and your customers have come to expect. Top Knobs firmly believes that it is in both our and our customers' best interests to conduct business with authorized online retail partners that present our products in alignment with our brand image and adhere to our distribution and Minimum Advertised Price Policy. In order to sell our brands online, our authorized online retail partners have met certain requirements and must always adhere to our Minimum Advertised Price Policy. Please contact us at [CustomerService@TopKnobs.com](mailto:CustomerService@TopKnobs.com) for more information.

### USE OF TOP KNOBS TRADEMARK & IMAGES ONLINE AND IN PRINT

Dealer use of the Top Knobs trademark in connection with the sale of our products is permitted with prior approval and must include notices and legends required by us. All use of the trademarks inures to the benefit of Top Knobs. Any advertising claims regarding our products must be approved in advance.

To request images for web or print usage, please contact Customer Service at 800-499-9095 or [CustomerService@TopKnobs.com](mailto:CustomerService@TopKnobs.com).