About Rocky Mountain Hardware

Rocky Mountain Hardware offers a complete line of handmade, solid bronze, architectural hardware, lighting, plumbing, and accessories for residential and commercial projects. Since the beginning, our mission has been to provide a diverse and appealing product guaranteed to endure for generations to come. Our dedication to the partnership of simple-yet-elegant form and superior function is exemplified in each and every piece we make.

Through sand-cast and lost-wax processes, Rocky Mountain Hardware produces bronze hardware with a balanced combination of hues, textures, and simple lines to complement a wide variety of styles. The aforementioned partnership is sealed by combining state-of-the-art components and precise machining to achieve an unequaled level of worry-free operation for generations to come.

Rocky Mountain Hardware also specializes in making client ideas come to life through our extensive custom capabilities. We encourage clients to collaborate with our team to turn a concept into reality. This product binder is another facet of the form and function partnership. Feedback from our clients, including our distributors, architects, builders, designers, and end users, has been combined with our observations to produce a tool that provides all of the information needed to specify and/or order products.

Our Green Philosophy

- At Rocky Mountain Hardware, we believe that being environmentally responsible is part of our job.
- All Rocky Mountain Hardware products are cast of 100% art grade recycled bronze.
- Our product contains a minimum of 90% post consumer recycled content.
- Post consumer waste is that which typically goes to a landfill.
- While our product is made from 100% recycled bronze, our certification is for 90% recycled content because it takes into account the lock mechanism and other non-recycled sub-assemblies.
- We stand behind our product with a Lifetime Guarantee.
- All manufacturing facilities are in Idaho, USA.
- Corporate headquarters is LEED® Gold certified.

Helpful Email Addresses

To submit or change an order, please use: orders@rockymountainhardware.com
For reworks or returns, please use: returns@rockymountainhardware.com
For order status, please use: eta@rockymountainhardware.com
For general questions, please use: info@rockymountainhardware.com

About Our Product

Base Metals
Rocky Mountain Hardware individually pours each piece of hardware using only the highest quality silicon and white bronzes. These two bronzes are distinct in their appearance:

Silicon bronze contains copper, silicon, and zinc, and is coppery-gold in color;
White bronze contains copper, manganese, nickel, and zinc, and is silver in color.

Patinas
Bronze will naturally oxidize over time. Various factors, including time, touch, climate, and exposure to elements, will affect this ongoing aging process, thus changing the color, sheen, and texture of the bronze. This "living finish" is referred to as the patina.

Rocky Mountain Hardware uses hand-applied patinas to bring a desired aged appearance to your bronze hardware. Silicon bronze can be finished in a high polished, brushed, light, medium, dark, dark lustre, or rust patina. White bronze can be finished in a high polished, brushed, light, medium, or dark patina. The patina will continue to evolve at a natural rate based on several aforementioned factors.

Qualities
Each piece of hardware is individually handcrafted and made-to-order. Combined with the patina process, this manufacturing approach means that no two pieces of Rocky Mountain Hardware are exactly alike.

Care
The desirable and inevitable quality of bronze is that it will change with time. There is no cleaner, wax, or polish that can stop this process.

Ideally, the surface should not be treated with a cleaner. If necessary, however, it can be cleaned with mild soap and water. A high quality clear floor wax may also be applied to any patina to protect the finish.

For all polished and brushed finishes, including Bronze High Polished (BHP), Bronze Light (BL), Bronze Brushed (BBB), White High Polished (WHP), White Light (WL), and White Brushed (WBB), a deoxidizing product, such as Wright's Copper Cream, may be used to remove tarnish. Follow the brand's directions for application. After, you may apply a high quality paste wax. This process may be repeated as desired.

Plumbing Products
Rocky Mountain Hardware highly recommends selecting our Light, or Brushed finishes for this product including: Bronze Light (BL), Bronze Brushed (BBB), White Light (WL), or White Brushed (WBB). If another finish is selected, a plumbing finish disclaimer form must be signed to acknowledge understanding of this clause. All RMH finishes are living finishes and will change with time, touch, and use; however, the above recommended finishes can be restored using a deoxidizing agent with a paste wax finish coat.

1020 Airport Way Hailey, Idaho 83333 USA
toll free 888.788.2013 • ph. 208.788.2013 • fax 208.788.2577
info@rockymountainhardware.com
www.rockymountainhardware.com

Custom Ordering

Rocky Mountain Hardware specializes in making ideas come to life. We have created a variety of custom projects—from logo-embossed escutcheons to intricate door pulls and ornate chandeliers. Typically, all custom designs will incur both design and/or pattern fees that are determined at the time of client approval.

In order to ensure the accuracy of your design, we request that dimensioned drawings, specifications, and photos (when possible) be sent to Rocky Mountain Hardware. If renderings are unavailable, we will work with the client to develop the concept into drawings. Once these have been reviewed, we will discuss the feasibility of the project and will submit an approximate price and lead-time quotation. Any changes to the project (including dimensions alterations) must be made in writing and may incur additional charges.

Rocky Mountain Hardware retains all ownership rights to custom designs and corresponding molds, etc., unless otherwise agreed upon in writing.

If a project is canceled after work has begun, the client will be responsible to pay for time and costs incurred to date.

Please call for additional information.

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Special Charges

Rings
Clearance issues arise when rings are used instead of knobs or levers on the operating lock sets (passage, privacy, patio, and entry). Please call to discuss the options that are available and the special charges that may be associated with them.

Crystal and Cast Glass Knobs
For Crystal knobs K150 and K155, and Cast Glass knobs K151 and K156, a standard up-charge will be added.

Backsets
There will be an up-charge for mortise lock backsets other than 2 1/2" or 2 3/4". Please call for pricing on the following backsets 1 1/4", 1 1/2", 1 3/4", 2", 2 1/4", 3 3/4", 5", and 6". Spring latches, mortise bolts and dead bolts are available in 2 3/8" and 2 3/4" backsets only.

Door Thickness
Rocky Mountain Hardware standard sets have no up-charge for doors up to and including 2 1/4" thick. There is an up-charge for doors thicker than 2 1/4" and the up-charge varies with increased door thickness. Please call for pricing for your specific door thickness.
Builder Series sets used on doors thicker than 2" will incur an up-charge. Please call for pricing for your specific door thickness.

Extended Strikes
There is a special charge for extended strikes that are required by conditions other than door thickness, such as molding and woodwork details or covering up holes caused by incorrectly mortised strikes. Please call to discuss options and pricing.

Custom Machining
Special machining done to our standard products to adapt to atypical conditions will be charged at an hourly rate. Please call to discuss your needs.

Modifications
There are some modifications to our standard products that can be accomplished by special setups and would involve a fixed setup charge. Please call to review the details of your situation.

High Polished Finishes
An upcharge will be applied to all items ordered in either Silicon Bronze High Polished or White High Polished finishes. Call for details.

Terms and Conditions of Sale

Terms

Rocky Mountain Hardware, Inc.'s, terms for all products sold are 50% deposit at time of order and balance due at time of shipment (unless customer has established an open account). For all approved open account customers, terms are NET 30 from date of invoice. All invoices are past due thereafter. Past due accounts will be placed on a "HOLD" status until the account is brought current. When Rocky Mountain Hardware, Inc., places an account on hold, all orders currently in-house are pulled out of production and are also put on hold status. A carrying and finance charge of 1.75% per month (21% annually or the legal rate) will be charged on all past due accounts. Rocky Mountain Hardware, Inc., reserves the right to ship on a C.O.D. status where deemed necessary. Trade discounts from the list price are expressly conditioned upon timely payment by the Buyer. Trade discounts for accounts past due are subject to rescission at the sole and absolute discretion of Rocky Mountain Hardware, Inc. Upon demand by Rocky Mountain Hardware, Inc., the full price for past due invoices shall become due, subject to the monthly interest charge, as described above. All accounts consistently problematic including untimely payments are subject to closure at Rocky Mountain Hardware's discretion.

All invoices will be dated at day of shipment. All payments to be remitted to Rocky Mountain Hardware, Inc., P.O. Box 4108, Hailey, Idaho 83333.

Prices

All prices are subject to change without prior notice. Prices are exclusive of all local, state and federal taxes. Wherever applicable, taxes will be added to the invoice as a separate charge to be paid by the Buyer.

Orders

Rocky Mountain Hardware, Inc., has established no minimum order and reserves the right to refuse any order in whole or part.

Changes and Cancellations

An order, once placed with and accepted by Rocky Mountain Hardware, Inc., may not be changed or canceled without the consent of Rocky Mountain Hardware, Inc., and only upon terms which will indemnify Rocky Mountain Hardware, Inc., against loss. Cancelled orders are subject to a 30% restocking fee. Any change orders made after one week following the order acknowledgement date will be subject to a minimum $75 net change order fee. Deeper change order fees will be assessed and applied, depending on the order production status.

Freight

All sales are F.O.B. Hailey, Idaho and will be shipped direct to our distributors. All orders will be shipped prepaid and added to the invoice. Rocky Mountain Hardware does not quote freight. Shipments will be made by the most expeditious and economical means available to Rocky Mountain Hardware, Inc. Upon delivery to the transportation company, shipments become the property of the Buyer, who assumes full risk for loss or damage in transit. Claims for loss or damaged shipments must be made promptly by the customer against the carrier.

Claims
All claims for shortages, defective merchandise, billing errors, etc., must be made in writing within 14 days from date of invoice. No claim will be allowed for work done by others, consequential damages, or other expenditure, and undertaking by Rocky Mountain Hardware, Inc., to repair or replace defective goods is its only liability.

Returns
RETURNS ARE ACCEPTABLE ONLY FOR DEFECTS OR ERRORS FOR WHICH ROCKY MOUNTAIN HARDWARE, INC., IS RESPONSIBLE. No merchandise can be returned without a Returned Goods Authorization (RGA). Unauthorized returns will be refused and returned to sender at their expense. Email RGA requests to Rocky Mountain Hardware, Inc., at returns@rockymountainhardware.com

If an RGA is issued, the appropriate form will be faxed to the Buyer. This form must be completed and a copy enclosed with the merchandise being returned. Returned merchandise must be wrapped and packaged in the same condition as it was shipped to the Buyer from Rocky Mountain Hardware, Inc. Any damaged or lost product will not be credited to your account if the damage or loss was caused by improper packaging. All RGAs expire 60 days after issuance. Product received by Rocky Mountain Hardware, Inc., after that date will be returned to the buyer refused and unopened.

Discontinuance
Rocky Mountain Hardware, Inc., reserves the right to discontinue or change any price, product, design, function, and finish without prior notice.

Disputes
All disputes relating in any way to these Terms and Conditions of Sale shall be resolved in an appropriate court located in the State of Idaho, and such disputes shall be governed entirely by Idaho law.

Patinas
Rocky Mountain Hardware, Inc., patina finishes may in time rub off in places due to the frequency of use. Rocky Mountain Hardware, Inc. does not consider this to be a defect, but rather a normal process which cannot be avoided, and over time enhances the naturally aging appearance of the metal. Thus, Rocky Mountain Hardware, Inc., cannot guarantee product patina finishes and will not repair or replace patina finishes under this warranty.

Warranty
Rocky Mountain Hardware, Inc., warrants a lifetime guarantee for its bronze products to be free from defects in material and workmanship. Additionally, the internal mechanisms, including all locks, latches, etc., are guaranteed for 50 years from the date of sale to the original purchaser. Locks and latches that have been opened or tampered with, will not be covered by warranty. The only obligation of Rocky Mountain Hardware, Inc., will be to repair or replace the defective product or parts upon presentation, together with proof of purchase dated within the warranty period. We do not warrant any patina finish or leather. We assume no liability for any labor charges regarding the removal or reinstallation of theproducts; nor will we cover any freight, postage, or handling expense relative to the product. Damages caused by accident, misuse, abuse, or improper installation are not covered by this warranty. For Commercial Projects we offer a 20 year warranty on the bronze products and a 5 year warranty on theinternal mechanisms. We do not warranty patina finish.