## INTRODUCTION

# mallwood Lock Supply

Dear Security Professional,

Welcome to Smallwood Lock Supply's first catalog! It represents the combined efforts of staff from both our company as well as from the many manufacturers we represent. We know you'll find it a valuable resource, and we hope you will rely on it as well as us to help you address all of your security needs.

Smallwood Lock Supply has been in the lock business continuously since 1912 – establishing our product distribution branch in the 1970's. We have developed a reputation over these many years for providing quality products at competitive prices coupled with unsupassed technical support. As our many loyal customers will attest there is no better total value in the industry than the product and service package we provide! In recognition of this 90+ year tradition of excellence, our company was honored by the Chamber of Commerce as the 1996 Kansas City, Kansas Small Business of the Year.

What began as Smallwood Electric and Fix-It Co. in 1912 has grown into one of the Midwest's premier lock and security hardware distributors. We look forward to being of service to you as we move toward the start of our second century in business!

Sincerely,

Mike Smallwood,

President

Smallwood Lock Supply

1830 Minnesota Avenue • Kansas City, KS 66102

www.smallwoodlock.com

<u>Local</u>

913-371-5787 Fax: 913-371-3201 1

## **COMPANY HISTORY**

Smallwood Lock Supply was founded by Grover Smallwood in 1912 when he purchased the inventory of A & E Fix-It Co. of Kansas City, Kansas. The first store was located on the east side of 5th Street between Minnesota and State Avenues on a site currently occupied by Bank Midwest. Grover, who was born in 1884, made his way to Kansas City, Kansas from Granite City, Illinois by way of Oklahoma City and St. Louis where he had dabbled in several businesses including a pool hall!

In the early days, Smallwood Electric & Fix-It Co., as the company was first known, provided much more than locksmithing. Virtually every type of non-automotive service and repair was offered. Motor work, appliance repair, sharpening services, welding, and electrical work of all types were combined with locksmithing to form the business base that satisfied the needs of the customers of that era. An interesting bit of trivia involves Grover Smallwood's wiring of the 26 houses in what was then the new northland suburb of North Kansas City, Missouri. Grover rode his bicycle to the job sites with his tools in a leather bag strapped to his back.

The business continued to grow in the early years, surviving the Great Depression by offering a combination of quality service and fair pricing that produced a great value for the customer. These traits remain the cornerstone of the company's business philosophy to this day. Another source of pride that began in the earliest days of the business has been the tradition of providing service to the entire community regardless of social or ethnic background. People knew that when they called Smallwoods they would be treated fairly. This has resulted in a customer base that has remained loyal throughout the years.

Grover's son, Leonard, entered the business on a full time basis in 1955 after serving in the Korean War. Following Grover's death in 1964, Leonard narrowed the scope of work performed by the business to its two main strengths, locksmithing and electrical work. In the early 70's, growth of the lock business required making that the main business focus. In the mid 70's, the lock business was expanded to include a wholesale distribution and supply branch which you know now as Smallwood Lock Supply.

Leonard's son, Michael, returned to the family business in 1994 after spending 13 years at Hallmark Cards in Kansas City, Missouri, where he managed several departments in the Finance, Sales and Information Technology divisions. Michael has directed his efforts at building Smallwood Lock Supply by, among other things, expanding its customer base and implementing technology.

Looking to the future, the Smallwood family and their employees continue to be committed to building on the traditions of service and total value that have been the cornerstones of the company's success for nearly 100 years.

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## **TERMS**

**Pricing** – All prices are subject to change without notice. Pricing errors are subject to correction. All quotations and bids are valid for 30 days from date of issuance unless specified otherwise. Back orders on stock merchandise will be price protected. Price protection cannot be guaranteed on special order products. Where applicable, any sales, use, excise, value added or similar tax shall be paid by the buyer.

Payment Terms – Credit terms can be established by completing a Smallwood Lock Supply Credit Application (see Apendix of this catalog) and submitting it to Smallwood Lock Supply for approval. Once approved as an Open Account, payment shall be made within the terms noted on the face of the invoice. Accounts with invoices 15 days past term will be placed on credit hold until the past due amount is paid. Accounts with invoices remaining unpaid for 60 days after the date of the invoice may be referred for collection and Open Account status will be rescinded. Service charges on past due invoices (except validly disputed items) will be assessed at a rate of 1½% per month.

**Payment Methods** – Unless approved by Smallwood Lock Supply as an **Open Account**, payment is expected at the time of sale. Checks, Visa and Mastercard are acceptable forms of payment. Orders may also be shipped COD with the customer bearing responsibility for all associated fees assessed by the carrier. A credit application can be found in the Appendix of this catalog.

**Returned Checks** – A \$35.00 charge will be assessed on all returned checks. Accounts with two returned checks within a 6 month period will be placed on "COD - cash only".

Shipments – F.O.B. shipping point via UPS Ground Service, or other carrier of our choice, unless specified otherwise at the time of order. All claims must be reported to us within 5 days of receipt of merchandise.

Partial Shipment – Smallwood Lock Supply will ship products based on their availability and reserves the right to make partial shipments of any items ordered. You must specify at the time of the order if you want your order held until all items are available for shipment.

Acceptance of an Order - Smallwood Lock Supply reserves the right to refuse any order, in whole or in part, as well as the right to sell or not sell to any firm at our sole discretion.

Terms continued on next page

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## TERMS, continued

**Special Orders** – Orders placed with manufacturers for "Non-Stock" products may require a 50% deposit at time of order. In addition, orders for these products are non-cancelable and non-returnable. Smallwood Lock Supply will advise the customer at the time of order if this "special order policy" applies.

Returned Goods – Approval from our sales staff must be obtained before any goods can be returned. A minimum 25% restocking charge will be applied to all non-defective goods that are returned. Special order products are non-returnable. Any errors for which Smallwood Lock Supply is responsible will be promptly rectified without a restocking charge.

Warranty- Defective products will be repaired or replaced as directed by the individual manufacturer's warranty. Manufacturer's warranties do not cover product failure or breakage resulting from abuse, abnormal use, misuse, negligence or accident. Smallwood Lock Supply makes no warranties, either written, oral, implied or statutory relating to any goods sold to the buyer. Additionally, Smallwood Lock Supply makes no warranty of merchantability or fitness for any particular purpose.

Limitation of Liability – Under no circumstances shall Smallwood Lock Supply be liable for any special, indirect, incidental or consequential damages, including, but not limited to, loss of profit or revenue, loss of use of the goods, damage or injury to the person or property of the buyer or others.

**Hours** – Our sales office is open 8:00 A.M. to 5:30 P.M. Monday through Friday. Orders may be faxed or e-mailed 24 hours a day and will be processed the next business day.

Use of This Catalog – This catalog is intended to provide accurate information and references to facilitate the selection of products for various applications. Always consult factory specifications and instructions in addition to local codes to determine the suitability of a particular product for an application. Smallwood Lock Supply assumes no liability for the accuracy, completeness or interpretation of any information supplied herein.

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Don't see the manufacturer you're looking for in the above list? We're a distributor for many other manufacturers as well.

Ask a sales representative for details.

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# **FINISH CHART**

Finish Codes and Descriptions - The nearest U.S. equivalent code designations are shown in parenthesis ().

SymbolDescription	
600	USP) Primed
605 (3)	Bright Brass, Clear Coated
606 (4)	Satin Brass, Clear Coated
609 (5)	Antique Brass, Satin Brass, Blackened, Satin Relieved, Clear Coated
610 (10)	Bright Brass, Blackened, Bright Relieved, Clear Coated
611 (9)	Bright Bronze, Clear Coated
612 (10)	Satin Bronze, Clear Coated
613 (10B)	Oil Rubbed Bronze, Oxidized Satin Bronze, Oil Rubbed, No Coating. This is a living finish and will wear and change in appearance over time.
616 (11)	Antique Bronze, Satin Bronze, Blackened, Satin Relieved, Clear Coated
619 (15)	Satin Nickel, Satin Nickel Plated, Clear Coated
620 (15A)	Antique Pewter, Satin Nickel Plated, Blackened, Satin Relieved, Clear Coated
625 (26)	Bright Chromium Plated, No Coating
626 (26D)	Satin Chromium Plated, No Coating
629 (32)	Bright Stainless Steel, No Coating
630 (32D)	Satin Stainless Steel, No Coating
689	Silver Aluminum Painted
690	Dark Bronze Painted
691	Light Bronze Painted
696	Satin Brass Painted

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