

ALLEGION CUSTOM SPECIAL PRODUCT PROCESS

Allegion Innovation Products are products that are not in the price book and are formally requested through the Innovation Center

- Product Request Process. Examples of these products include:
- Products which at one time were offered for sale but are no longer available in the current price book.
- Finishes not listed as standard for a product in the price book.
- “True” custom products, which are new variations on current or past products.
- Custom logo requests.

How to Request a Quote for a Custom Lock

- Custom lock products can only be ordered by and shipped to current Allegion Channel Partners
- Innovation Center Product Request Form can be obtained by:
 - Sending an email request to canada.customerservice@allegion.com
 - Contact customer care at 800-900-4734
- Send the completed request form to canada.customerservice@allegion.com
- Upon receipt the Innovation Center Product Request Form coordinator will assign an RFQ#, review, and clarify the request as needed
- Your request will be either denied or approved
 - If approved, Allegion will communicate the RFQ#, NET pricing, and lead time
 - If denied you will be notified with an explanation
- RFQ# is valid for 6 months
- To place an order submit the approved RFQ form and purchase order with the RFQ# prominently displayed to canada.customerservice@allegion.com
- Changes to the original request after a quote approval may incur additional charges and affect lead time
 - Prior to PO submittal send all change requests to canada.customerservice@allegion.com
- RFQ items must be ordered on a separate stand-alone purchase order and cannot be on an order with NON-RFQ items

For additional information, please contact customer care at 800-900-4734

About Allegion

Allegion (NYSE: ALLE) is a global pioneer in seamless access. We keep people and their assets safe, wherever they are, bringing together simple solutions, convenient access and advanced technology.

For more, visit www.allegion.ca

