



## Policies

### Shipping and Handling

- Minimum shipping and handling cost is \$10.00. Call for special price based on order.
- Since most orders require special attention, we recommend that you order items in advance of the actual scheduled installation time. Customary time of processing varies from 1 – 10 weeks in house. Please allow an additional 7 – 10 days for shipping.
- Please call for quotes on shipping of oversized items. Call for special quotes if shipping outside the continental United States.
- Please inspect your package **as soon as you receive it!** If there is damage resulting from negligence by the shipper you **must** file your claim immediately and save all packing materials and damaged product for inspection by the shipper. Also let us know of any damage as soon as possible so that we can help resolve any problems should they occur.
- We take great pride in our product and want you to be satisfied. If you are dissatisfied, let us know before installation **within 30 days of receipt** of your order. If a refund is in order, we will gladly return you remittance, less a 25% restocking fee, after inspecting the product. There are no returns on any products that have been primed or finished or modified. With respect to custom orders for sizes or items not in the catalog, we are unable to refund any portion of your payments.

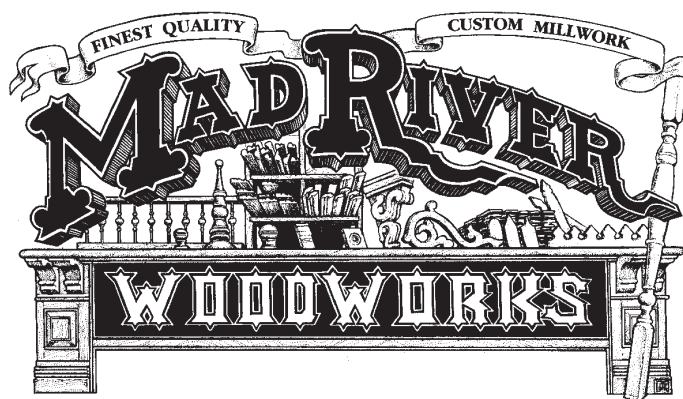
### Materials

- Due to conditions beyond our control, some material dimensions called out in this catalog may have been reduced in thickness e.g. 3/4" = 11/16".
- For exterior use, all sides should be covered with one to two coats of a high quality oil base primer prior to installation. The primer will lock the tannin in to allow an unblemished top coat.
- Our shop-sanded, ready-to-finish millwork incorporates quality craftsmanship and only the best materials available.
- To aid us in achieving your satisfaction when ordering, please supply the following information:
  - 1) Are your items for interior or exterior use?
  - 2) Will your items be painted or stained?

### Payment

- For orders exceeding \$750.00, we require a 50% down payment, with balance due before shipment.
- For orders below \$750.00, please send payment in full with your order.
- Telephone orders are gladly accepted if paying with MasterCard, VISA or Discover.
- In California, add the appropriate sales tax to the final total.

Please send us a photo when your job is done and let us know how your project went. We delight in knowing that we've been of service to you.



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