



Buying Naturally Durable Hardwood Decking Check List.

Timber Holdings distributes our Iron Woods brand products through traditional building products distribution and dealer channels....Why? In one word....Accountability. Wood products by their nature are unlike manufactured products and while available for sale over the internet are not generally well suited to the internet distribution channel as accountability, once delivered is significantly diminished. Grade variables typical of naturally durable wood products combined with the handling challenges associated with LTL shipment make the internet retailing of wood products a risky proposition. Additionally we have found that when comparing bottom line package price of apples to apples tally and grade internet purchasing generates no significant savings to the consumer. Additionally Timber Holdings believes in supporting the dealers who support their local communities, day in and day out. Those companies who have invested in the accountability that comes from building their businesses in and for your communities.

To assist consumers in making informed deck purchasing decisions we have prepared a list of questions that should be asked prior to any purchasing decision.

- 1) Is the material I intend to use considered Naturally Durable as per IBC and IRC (International Building and International Residential) Codes
- 2) Is my deck well ventilated (12" or more above the ground or roof with an open perimeter) or poorly ventilated (less than 12" above the ground or roof with a closed perimeter)?
- 3) What is the equilibrium moisture content for wood in the location of my project (this can be found www.fpl.fs.fed.us/documnts/fplrn/fplrn268.pdf or in our library)?
- 4) What fastening options are available and why is one better than another (options include face screw, face screw and plug, hidden fasteners)?
- 5) What installation method do I want to use?
- 6) Is resistance to fire important in my deck application?
- 7) Do I intend to pre-finish my decking to maintain the natural color or allow my decking to weather grey naturally?
- 8) What is the grade of wood I desire and are there written grading rules available against which I can measure compliance?

- 9) Based on the answers to 1-7, what are my recommended species, grade, moisture content, dimension and profile options to achieve a superior outcome and why is one option superior to another (see our Best Practices guide for the answer to these and many other questions)?
- 10) Can my dealer provide written Best Practices for Installation and Maintenance for my review?
- 11) Can my dealer provide a Certificate of Inspection confirming compliance with species, grade and moisture content (Air Dried or Kiln Dried) as quoted?
- 12) Can my dealer provide a Certificate of Technical Compliance confirming compliance with ASTM standards for Structural, Durability, Fire Code, Slip Resistance and International Building Codes?
- 13) Can my dealer provide a Certificate of Environmental Compliance confirming compliance with U.S. Lacey Act "Due Care" requirements confirming Verification of Legal Origin and Verification of Legal Compliance?
- 14) Can I secure a written Warranty for the material supplied?
- 15) Where is the dealer located and where will the material ship from and how might that impact accountability of my dealer?
- 16) Is delivery freight included in my price?
- 17) How will the material be delivered and on what type of truck?
- 18) Am I required to be available at the delivery location at time of delivery?
- 19) How accurately can the dealer provide a delivery time?
- 20) Will the material be unloaded for me or will I need to arrange to have the material unloaded?
- 21) How much time do I have to unload the truck?
- 22) How much does the material weigh and will I have someone on site able to physically unload the lumber?
- 23) Are there any special considerations I need to make for unloading?
- 24) Will I have an opportunity to inspect the material upon delivery?
- 25) How will the material be packaged?
- 26) Who will be responsible if there is shipping damage?
- 27) Do I have to remove the packaging to unload of the material?
- 28) How might removal of the packaging effect my ability to handle, store, return material?
- 29) Will I receive the tally I specify or best available tally at time of shipment.
- 30) What are my options if I am unhappy with the presentation, condition, quality or any other

condition that may effect my satisfaction?

- 31) Can I return the material on the truck it is delivered on if I am not satisfied?
- 32) What if I order the wrong material, fail to order enough material or order too much material?
- 33) Does my supplier provide a return policy and what are the conditions of that policy?
- 34) Does the return policy include a restocking charge.
- 35) Is that Policy in writing and have I received a copy of that policy?
- 36) Do I have to package the material in any particular way to make a return?
- 37) Do I need any special equipment to make a return?
- 38) If I have to repackage material for a return, am I compensated for the related expenses?
- 39) Who is responsible for the freight cost of returning rejected material?
- 40) What is the deliver cost including freight associated with a few pcs to complete my project verses my original order and will the dealer confirm this cost in advance?
- 41) If there are costs associated with delay's who will be responsible for those costs?
- 42) Are there extra charges for rush orders?
- 43) Have I secured a written quotation including specific description of grade, condition, tally and all costs for delivery?
- 44) Have I compared the total delivered costs for the same species, grade, moisture content, profile and tally between dealers?
- 45) Have I thoroughly read and fully understood the terms and conditions of sale?
- 46) Does the dealer support my local community by supporting local contractors and through job creation and social contributions?
- 47) What value do I place on product branding and local accountability?