



Questions you should ask when buying decking on the internet.

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 little significant savings to the consumer given the risks assumed.

Timber Holdings also believes in supporting the dealers who support their customers and provide jobs in their communities, day in and day out.

If your considering buying your decking materials on the internet consider the following before you make your decision.

- 1) Is the material I am buying a unique, nonstandard dimension or profile that I cannot procure from a different source if I need additional material now or in the future?
- 2) Have I secured a written quotation including specific description of grade, condition, tally and all costs for delivery?
- 3) Have I compared the total delivered costs for the same species, grade, moisture content, profile and tally between dealers?
- 4) Have I thoroughly read and fully understood the terms and conditions of sale?
- 5) Will I receive the tally I specify or best available tally at time of shipment.
- 6) Does the internet provider offer clearly defined grading rules against which you can measure product quality compliance upon receipt of goods?
- 7) What if I order the wrong material, fail to order enough material or order too much material?
- 8) 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?

- 9) How will the material be delivered and on what type of truck?
- 10) Do I have to remove the packaging to unload of the material?
- 11) How will the material be packaged and do I have the tools to remove the packaging?
- 12) How might removal of the packaging effect my ability to handle, store, return material?
- 13) How accurately can the internet dealer provide a delivery time?
- 14) Am I required to be available at the delivery location at time of delivery?
- 15) What happens if I'm not there when the truck shows up for delivery?
- 16) How much time do I have to unload the truck and are there additional charges if I go past that time?
- 17) Will the material be unloaded for me or will I need to arrange to have the material unloaded?
- 18) How much does the material weigh and will I have someone on site able to physically unload the lumber?
- 19) Are there any special considerations I need to make for unloading?
- 20) How much time will I have to sacrifice to delivery and what is the cost of that time?
- 21) Will I have an opportunity to inspect the material upon delivery?
- 22) Who will be responsible if there is shipping damage and how will that claim be processed.
- 23) What are my options if I am unhappy with the presentation, condition, quality or any other condition that may effect my satisfaction?
- 24) Can I return the material on the truck it is delivered on if I am not satisfied?
- 25) Does my supplier provide a return policy and what are the conditions of that policy?
- 26) Does the return policy include a restocking charge.
- 27) Is that policy in writing and have I received a copy of that policy?
- 28) Do I have to package the material in any particular way to make a return?
- 29) Do I need any special equipment to make a return?
- 30) If I have to repackage material for a return, am I compensated for the related expenses?
- 31) Who is responsible for the freight cost of returning rejected material?
- 32) If there are costs associated with delay's who will be responsible for those costs?
- 33) Are there extra charges for rush orders?
- 34) Do the risks of buying on the internet outweigh the benefits of buying local.