

**TERMS:**

50% Non-refundable deposits are required on all non-stock and custom reproduction orders regardless of customer/account status and standing. No changes or cancellations once OK'd for production. If changes must be made originally quoted lead times may not be met. Hayley Wood Products, Inc. will not be responsible for unforeseen production delays.

**QUOTES:**

**Hayley Wood Products, Inc.** will hold quoted prices for **30 days**.

**STOCK ITEM RETURNS:**

All returns on stock items will include a **20% re-stocking fee**, must be within **15 days of** purchase and be accompanied with the **sales receipt**. No cash refunds. **Any store credit will be limited to 90 days from return date and any unused credit will expire there-after**. Damaged, wet, cut, painted or otherwise altered material can not be returned. Excess material from special order is also not returnable.

**DAMAGE/SHORTAGE CLAIMS:**

Claims for damage/shortage must be made at the time of delivery. Signed packing slips, invoices or other documentation pertaining to materials delivered indicates that the materials were accepted good condition and quantities as ordered within plus or minus 10%.

**HOUSE ACCOUNT TERMS:**

House/Charge accounts will be reconciled within **30 days** of original invoice date. **All invoices mailed/emailed are sent as due upon receipt**. Account balances in excess of 30 days will subject charge status to be closed and account deemed C.O.D. until account becomes in good-standing on over due balances and will incur a service charge of 2% per month (24% per year). I/we agree that all collection fees, court costs and any other related expenses in the collection of these monies will be paid by me/us.

**LENGTHS:**

Orders are shipped on random tally of 6'-16', unless otherwise ordered. Random length, non-stock, and custom orders are shipped and invoiced plus or minus 10% of order quantity.

**GRADES/GRADING:**

Mouldings, S4S, paneling, treads and other items are made from FAS, Select & Better, F1F NHLA (National Hardwood Lumber Association) graded lumber. Grade defects may or may not have been culled out. Color is not considered a defect except in those species sold as color sorted.

**ORDER/LEAD TIMES:**

Most in stock items can be picked up the same day. Typical lead times for special order materials range from 5-15 business days from order deposit date.

**DELIVERY:**

**Hayley Wood Products, Inc.** tailgate delivery is available and billed @ \$25.00 per 1/2 hour. UPS and Common carrier services are also available. Items that are shipped through services other than Hayley Wood Products, Inc. will be subject to packaging and freight charges. Hayley Wood Products, Inc. will provide good faith shipping estimates based on information supplied and will not be responsible for freight charge overages due to site conditions or other services rendered by customer at time of delivery by UPS or common carriers.

**FREIGHT ON BOARD:**

Deliveries are F.O.B. 19 Gauthier Dr. Essex Jct. VT 05452

**MATERIAL DEFINITIONS:**

**RW/RL** Random Widths/Random lengths. Most hardwood lumber is cut and sold in random width & random lengths due to sawing and cutting procedures for maximum lumber yield. Specifically sorted lumber may be attainable and will be priced on an as needed basis and stock pricing may not be honored.

**Unit Of Measure (U.O.M.)**

**BF** Board Foot is a cubic volume of measurement that is typically used when buying and selling lumber that is rough sawn.  
Width (inches) x Length (Feet) / 12 x lumber thickness (4/4, 5/4, 6/4, 8/4, and etc.)

Ex: 6" x 8' / 12 = 4 Bd Ft x 4/4 multiplier is 1

Ex: 6" x 8' / 12 = 5 Bd Ft x 5/4 multiplier is 1.25

Ex: 6" x 8' / 12 = 6 Bd Ft x 6/4 multiplier is 1.5

Ex: 6" x 8' / 12 = 8 Bd Ft x 8/4 multiplier is 2

**SQ FT** Square Foot is a surface measurement based on coverage of an area such as flooring, decking, wall or ceiling paneling.  
Length x Width = SQ FT

Ex: A room with dimensions of 30' x 30' = 900 SQ FT

**LF** Lineal Foot is a measurement that is scaled on increments of 12" (1 foot) when buying and selling items like S4S, mouldings and stair railing sections.

**H/M** Hit & miss is a process where the lumber is planed typically on 2 sides but still can be worked down. This is done in most cases in order to see characteristics of the lumber you normally would not be able to see when rough sawn from the mill. This is typically done on figured hardwoods like Birdseye or Curly Maple.

**S2S** Surfaced 2 Sides: Faces are surfaced but edges still retain a rough sawn look.

**S3S** Surfaced 3 Sides: Faces and 1 edges are surfaced and the remaining edge retains a rough sawn look.

**S4S** Surfaced 4 Sides: Faces and edges are surfaced and the board is smooth on all 4 sides.

**MC** Moisture Content is the amount of moisture retained in lumber after kiln drying. Expected moisture content after drying can range from 6%-8%. The moisture content can vary plus or minus 2% - 4% based on seasonal changes in relative humidity. Keeping consistent relative humidity will help keep MC consistent. Different species react different to seasonal changes and is commonly referred to as the woods "stability" therefore the more stable a wood species is the less seasonal changes will affect that wood specie. Site conditions such as high moisture from wet basements or improperly stored wood will affect wood and can cause an undesired cupping, staining, checking and gapping between flooring or paneling. Wood is a natural product and **w** react to these conditions. Proper use of vapor barriers, humidification and dehumidification systems all help keep the wood stable.

**KD** Kiln Drying lumber is a process where similar thickness lumber with like celular properties can be dried to a specific moisture content. This process is done in a large convection like oven.

**CAUTIONS:** Wood dust, from sawing and sanding can be flammable and explosive. Use proper venting and dust collecting equipment and ensure there are **NO OPEN FLAME SOURCES** that could case ignition of wood dust. Proper protective clothing, dust masks and eye protection plus common sense must be taken when using machinery and working with wood.

Initial & Date \_\_\_\_\_